

Loyola Graduate Student
GUIDELINES FOR PROFESSIONAL BEHAVIOR

PROFESSIONAL QUALITIES

Honesty and Integrity

1. Follow the ASHA Code of Ethics (I. Hold the welfare of the client paramount; II. Practice with the highest level of competence; III. Hold responsibility to the public; IV. Hold responsibility to profession and colleagues)
2. Follow the Loyola Honor Code
3. Always sign personal work
4. Credit others for their work and ideas

Professional Appearance

5. Dresses appropriately for the setting/ situation
6. Uses appropriate tone of voice, body language, and demeanor
7. Never expresses anger physically or with verbal hostility
8. Maintain appropriate professional demeanor even under stressful situations

Recognizing Limits

9. Identify areas of personal weakness and strive to make improvements
10. Only accept tasks for which you are prepared
11. Actively seek assistance in situations where the demands exceed your skill

Accepts and Provides Supervision

12. Accept the directives or objectives established by supervisors, instructors or others regardless of personal opinion so long as they are not harmful, unethical, or illegal
13. Demonstrate respect for your superiors
14. Incorporate feedback without defensiveness
15. Clarify any direction that is not understood before proceeding
16. Disagreements should be addressed in the positive rather than negative. (e.g. offer alternative suggestions, never argue with a supervisor unless the request is unethical or unreasonable)

Responsibility and Problem Solving Focus

17. Be on time for class, clients, and meetings
18. Arrive prepared to actively participate
19. Complete assigned tasks in a timely manner
20. Complete assigned tasks to the best of your ability
21. Place the importance of work (class or client) above your own convenience
22. Recognize the difference between personal and professional problems and prevent personal feelings from impacting your work

23. Take initiative to solve problems that are within your ability rather than waiting for direction or for someone else to take responsibility
24. Never blame others or attempt to push work off on another
25. Accept assigned tasks willingly and without excuses
26. Take responsibility for your own behavior and accept any consequences

Respect for Client Rights

27. Maintain confidentiality of client information
28. Actions and words reflect that your first duty is to the welfare of your client
29. Demonstrate sensitivity to consumer needs or feelings
30. Recognize and respect clients' autonomy
31. Advocate for client rights and needs

Good Communication

32. Respond to questions or requests in a timely manner (e.g. phone call, email, letter, etc.)
33. Adhere to appropriate cell phone or telephone etiquette.(eg. either turn it off or leave the room briefly to address)
34. Establish rapport with all consumers (clients, family, colleagues, other professionals)
35. Demonstrate sensitivity to feelings and needs of client, colleagues and supervisors/ instructors
36. Cooperate with and engage input from colleagues, instructors and supervisors
37. Appreciate the time and effort of others as yours should also be appreciated