

Performance Checklist for Professionalism and Communication

We expect that adult learners in our program will demonstrate abilities and skills in professionalism and communication in addition to basic academic skills. To meet these expectations, you must:

PROFESSIONAL BEHAVIOR	Acceptable	Needs Improvement
1. attend regularly		
2. arrive/leave on time		
3. dress modestly and neatly		
4. demonstrate coping skills for high-stress situations		
5. display flexibility (be able to change when necessary)		
6. show compassion (express concern for others)		
7. finish assignments completely and on time		
8. practice cultural sensitivity		
9. participate fully in classroom activities and discussions without hesitation or distraction		
10. ask about ways to improve your work		
11. never use cell phones for personal communication during class time		
12. seek opportunities to help others		
13. look for solutions to problems		
14. be willing to try or learn something new		
NOTES		

COMMUNICATION SKILLS	Acceptable	Needs Improvement
1. ask others, "What do you need?" and "How can I help you?"		
2. restate and confirm your own understanding when listening to others		
3. check for understanding when speaking		
4. pronounce English so that most can understand without trouble		
5. follow instructions as given		
6. explain procedures clearly		
7. never speak poorly of classmates or teachers		
8. not participate in blaming or arguments with raised voices or physical contact		
9. demonstrate understanding of confidentiality and/or specific workplace issues such as patient rights, HIPAA, and/or workplace safety regulations		
10. Use language appropriate to the workplace		
NOTES		