

PROFESSIONAL EXPECTATIONS

ATTITUDE

Iberville Parish Public School employees shall always present a favorable attitude to the public and to one another by consistently doing the following:

- Treat everyone as if he or she is the most important employee, student, parent, community member or colleague.
- Promptly welcome others in a friendly manner.
- Smile, make eye contact and introduce ourselves.
- Reflect a positive attitude with body language, tone and demeanor.
- Take the initiative to offer assistance to others. Do not wait to be asked.
- Listen carefully to what others have to say.
- Know that rudeness is not acceptable.
- Speak positively and offer sincere, specific compliments frequently.
- Apologize for problems and inconveniences.
- Avoid placing the blame or making excuses.
- Know that students and parents are not an interruption of work but are the reason for us being here.
- Loyalty to colleagues, immediate supervisor(s), the Superintendent and the School Board is EXPECTED AT ALL TIMES.

COMMUNICATION

The goal of communication is full understanding. Each employee must be committed to listening attentively to each school system customer and to one another to attain full understanding. Communication must be respectful, clear and truthful.

- Greet customers with a warm and friendly smile.
- Use the customer's name as soon as it is heard or as it is written down.
- Make eye contact with people, especially those with whom any employee is speaking.
- Each employee should introduce himself/herself promptly.
- Use the words *please* and *thank you*.
- Listen to the system's customer's concerns in a way that demonstrates a caring attitude, and always ask, "How may I help?"

Customer shall be defined as any student, parent, guardian, community member, interested stakeholder, or government, business and industry representative.

APPEARANCE

An employee's appearance represents the schools and district. Therefore each employee shall maintain a dignified and respectful appearance and demeanor at all times.

- Each employee's grooming and dress shall be professional and appropriate.
- Each employee must take pride in our district schools and facilities and do his or her part to maintain a safe, uncluttered and litter-free workplace.
- Attire shall be professional, tidy, discreet, tasteful and appropriate. Attire and body language are a part of an employee's appearance.
- Dress code policies will be followed.
- Good personal hygiene will always be maintained.

FACILITY AND ENVIRONMENTAL APPEARANCES

A clean environment is the responsibility of all employees. Each employee is to do his or her part to keep the workplace safe, healthy and clean.

- Unsafe conditions must be corrected or reported immediately. Employees should take immediate steps to ensure that such conditions do not cause harm to others.

- Keep the working environment and hallways maintained, clean and uncluttered.
- Ensure that litter is picked up and disposed of properly.
- Ensure that spills are reported immediately to allow for a safe and clean environment.
- Leave any area that is vacated (work area, lounge, meeting room, office, classroom) clean and presentable for the next employee.
- Report unsafe or unsightly conditions such as plumbing needs, lighting problems, damaged walls or anything else that needs immediate attention to the appropriate authority or department.
- Graffiti should be reported immediately and all attempts should be made for removal within twenty-four (24) hours.

CONFIDENTIALITY

Confidentiality is of utmost importance in any school system. Confidentiality shall be taken seriously at all levels of job responsibilities, both on and off of the job.

- Do not discuss a student's or students' performance with others.
- Communicate with students and parents in a private environment and/or a private manner.
- Eliminate gossip in order to respect students and co-workers. Others often can hear unprofessional discussions.
- Remember that confidentiality extends into the community. Do not discuss students outside the school.

SENSE OF OWNERSHIP (PRIDE)

Each employee must feel a sense of ownership toward his or her job and the school system. All employees must all take pride in their positions. Each employee must be responsible for the outcomes of his/her efforts and recognizing that one's work is a reflection of oneself. We all should follow these practices:

- Take pride in the school as if one owned it.
- Be sure to know and understand the responsibilities of the job. Take charge of and accept these responsibilities.
- Strive to do the job right the first time.
- Look beyond assigned tasks. Responsibilities do not end where co-workers responsibilities begin.
- Look for ways to exceed our customers' expectation.

COMMITMENT TO CO-WORKERS

Iberville Parish Public School System employees are linked to one another by a common purpose: serving the students and the community. Therefore, co-workers are teammates. They deserve respect. Without their contribution, no one could perform his/her job. Just as one relies on his/her fellow employees, they also rely upon him/her. Each employee has obligations to co-workers, supervisors, the Superintendent and the Board.

- Treat co-workers as professionals. Recognize that each employee has an area of expertise. Give credit where credit is due.
- Show consideration. Be sensitive to a fellow employee's inconvenience. Take into consideration other employee's priorities.
- Be tolerant of fellow employees. Recognize that conflicts may exist among co-workers, but professional courtesy is *ALWAYS EXPECTED*. Set aside differences when working together. Realize that all employees have personal shortcomings. Rudeness is not appropriate.
- Be supportive of fellow employees. Offer help when possible. Cooperation is expected in the workplace.
- Be honest and loyal to co-workers. Don't undermine other people's work. Respect their efforts. Be discreet about what is said.

New policy: July, 2007