Columbia College Calgary

Building Blocks Leading to Success at Work

Most individuals tend to believe that acquiring an education at university or college will ensure long-term employment security and success in the workplace. This is not correct! Some 15% of employees lose their job due to inadequate or outdated knowledge and/or skills. What may be even more surprising is the fact that about 85% of employees actually lose their job due to a weakness in one or more of their professional behaviours. What these employees may not understand is that the professional behaviours are the basic building blocks that form the foundation of successful employment. A foundation of professional behaviour critically complements technical knowledge and skills. Taken together, professional behaviour and technical knowledge and skills dramatically affect success in the workplace.

The following chart displays in a visual way the critical role professional behaviours play in supporting an individual's technical knowledge and skills.

The inability to effectively demonstrate these professional behaviours can also inhibit the success of an individual in any future management or leadership position.

To learn more about the 175 Professional Behaviours, go to the Columbia College Calgary website, click **Success** on the navigation bar, and scroll down to the article *Professional Behaviours*. This document presents a comprehensive list of workplace behaviours that are highly sought after by most employers.

Leadership Knowledge and Skills

Leadership knowledge includes visualizing, modeling, engaging, caring, coaching, and motivating others. Leadership skills are the ability to effectively demonstrate leadership knowledge. Most universities and colleges teach leadership knowledge, but few teach leadership skills.

Management Knowledge and Skills

Management knowledge includes planning, designing, supervising, scheduling, monitoring, evaluating, and reporting. Management skills are the ability to effectively demonstrate management knowledge. Most universities and colleges teach management knowledge, but few teach management skills.

Technical Knowledge and Skills

Technical knowledge is primarily acquired at university or college in such subject majors as accounting, sales, office admin, health care, social work, law, trades and technologies, education, and computer specializations. Technical skills are the ability to effectively demonstrate technical knowledge. Most universities and colleges teach technical knowledge, but few teach technical skills.

Professional Knowledge and Skills

Professional knowledge includes work ethics, interpersonal relations, teamwork, negotiating, conflict resolution, problem solving, time management, listening skills, and verbal communication. Professional skills are the ability to effectively demonstrate professional knowledge. When combined together, professional knowledge and professional skills are referred to as Professional Behaviours. Professional Behaviours are critical to almost all positions in an organization. Historically, some of them have been referred to as essential skills, workplace basic skills, soft skills, and emotional intelligence.

Professional Behaviours are not formally taught at most universities and colleges.

Note: It is understood that to succeed in today's workplace adults must also demonstrate such skills as reading, writing, numeracy, document use, and computer use.