



# PROFESSIONAL

The ifa makes professional decisions and actions based on current, recognized medical principles and is guided by a high standard of quality.



## Our beliefs at the Institute for Occupational Medicine

How do we deal with each other?

What is important to one another?



## Professional is ...

Professionalism is about more than expertise, skill and performance. It is about compliance with professional ethics. Human values are extremely important. Professionalism has a lot to do with decency, a sense of duty and even honour. Professionalism comes into play above all in difficult, even conflict-ridden work situations.

Reacting professionally means putting one's own self and the ego-statement in the background and dealing with emotionally charged situations rationally and objectively. The point of view of the other person should be listened to and accepted. Professional includes not only expertise and professional skills but also integrity and honesty. A professional appearance is paired with goodwill and humanity towards the other person. A professional appearance means adequate and neat clothing, your choice of words, your attitude.



Excellent specialist knowledge combined with very good human competence, high motivation and a committed willingness to perform in order to achieve the common goals of ifa for us, our patients and our customers in a high quality way.

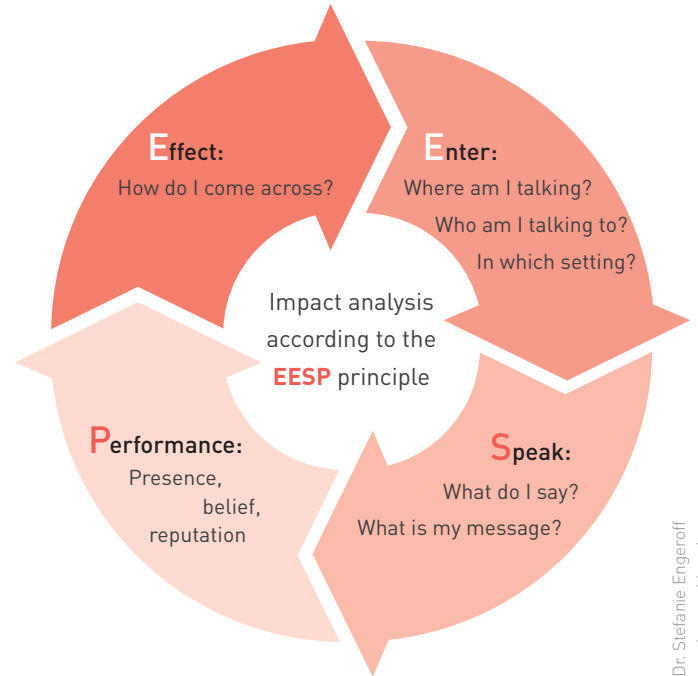
**ifa.**



## Tip no. 1

### Appearance

Reflect regularly on how you approach other people and what your non-verbal charisma is like. Ask your work colleagues about your impact.

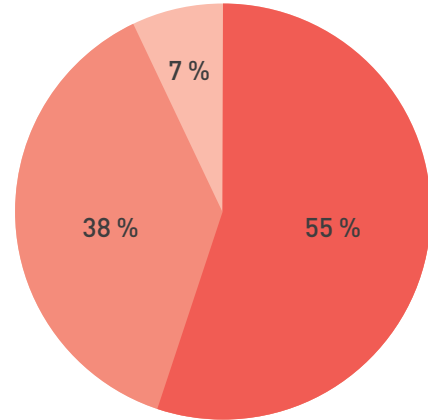


## Tip no. 2

The first impression counts:

### First impression

The first impression already counts. Is your appearance adequate, appropriate to the situation and well-groomed? You are our business card.

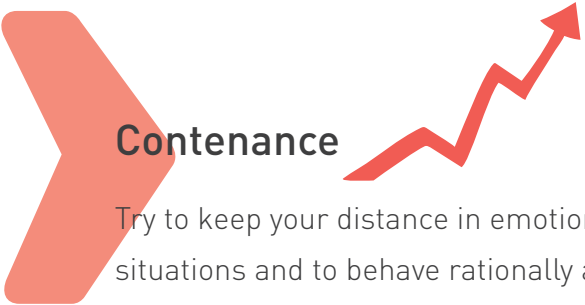


**55 %** Body language & appearance

**38 %** Voice & Tone

**7 %** Content

## Tip no. 3



### Contenance

Try to keep your distance in emotional situations and to behave rationally and objectively. Do not lose your temper.



## Tip no. 4

### Common goal

Stand by your opinion, but do not insist on it. A true professional puts his egocentric preferences in the background - it's all about the cause.





## Tip no. 5



**Smile**

Your smile is contagious.

## Tip no. 6

### Keep up to date

Always keep your knowledge up to date.



## Tip no. 7



### Expertise

Provide expert information  
or clarify questions that you  
cannot answer.

Problem solving  
Readiness  
Expertise  
Expertise  
Responsibility  
Proficiency  
Knowledge  
Skill  
Suitability  
Professional competence  
Capability

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