

Mountain Guide Certification

MGS 9 - PROFESSIONALISM – HAVE I GOT IT?

Introduction: There are many titles that carry the term “Professional.” However, having a professional title does not mean you have professionalism. In David H. Maister’s book, *True Professionalism: The Courage to Care About Your People, Your Clients, Your Career*, he lists a number of characteristics of people who have “professionalism.” The following score sheet is adapted from that list. Rate yourself and see how close you are to having professionalism. Remember – be totally honest in your evaluation.

Rating Scale: 1=Rarely 2=Sometimes 3=Usually 4=Always

_____ I take pride in my work

_____ I reach out to accept responsibility

_____ I don’t wait to be told what to do – I anticipate the need and show initiative to accomplish it

_____ I do whatever it takes to get the job done

_____ I get involved and don’t just stick to my assigned roles

_____ I am always looking for ways to make things easier for those I serve

_____ I really listen to the needs of those I serve

_____ I am a team player

_____ I can be trusted with confidential information and situations

_____ I am honest, trustworthy and loyal

_____ I am open to constructive critiques on how to improve

_____ I care about the people I work with

_____ Total Score

42-48 - I’ve got it!
36-41 - Almost there!
30-35 - Working on it!
24-29 - I am thinking about it.
23 and below What is it?