

Industry Standards and Expectations

Industry standards are defined as a set of criteria within an industry relating to the standard functioning and carrying out of operations in their respective fields of production. This is further defined as the generally accepted requirements that are followed by the members of an industry. In every field of practice there are certain standards and expectations which will universally apply. This is so, as there is a certain level of professional conduct that is expected irrespective of what field of practice is being engaged.

The expectations within each sector are invariably linked to the work ethic, the organization's and/or group culture. A key attribute which each professional is expected to have and to portray is that of the presentation of oneself. This starts with one's attire and grooming. The purpose of this is to ensure that one makes a good impression and projects a positive image of the work place. There is merit in the adage that first impressions count. The ability to effectively communicate is an asset. Effective communication with members of the internal and external public, requires that the employee is not rude nor impolite. Despite the fact that it can sometimes be challenging as persons differ in their personality, demeanor and attitude, the practice of patience is vitally important.

The importance of good communication skills is to be underscored. One of the defining attributes of this is the exercise of good listening skills. This should be coupled with the ability to reason, to be understanding, cooperative, to maintain self-control and project a professional attitude. If these are practiced, there is a distinct possibility that open confrontation and poor relations at any level could be avoided.

A key factor in the success of any professional comes from his/her ability to pay attention to detail. There is little margin for error, as this can lead to a decline in the confidence of the individual and their work performance. The delivery of good customer service is also to be seen as a major factor. There is usually a low tolerance level for this, as it can cause a serious decline in the success of a business, or moreover, it can even lead to its being forced out of business. As an entrepreneur, self-employed or free-lancer, poor professional ethics and customer service can lead to a declining image and loss of confidence and respect for the individual.

In the recruitment process, it is the norm for employers to recruit individuals who have the essential skills and abilities that employers are looking for. Nonetheless, employers ought to pay attention to the recruitment of individuals who have the qualities to meet the industry standards and

expectations; such as honesty, being reliable and punctual, the ability to meet deadlines and a dedication to the service ethos.

In the workplace there is generally an interface with a team of employees. This requires that there is team work. At the core of team work lies communication, cooperation, trust and confidence in each team member to play his/her part. It is therefore the expectation that there will be a demonstration of a willingness to work as a team member, the ability to be supportive of other team members, the ability to communicate effectively, the ability to trust and be tolerant of other team member, the showing of openness, the ability to work towards a common goal, and the willingness to show commitment and dedication to the workplace.