



# Professional Development

## Creating Personal Growth

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Calumet College of St. Joseph  
Whiting, IN

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[www.citcoaching.com](http://www.citcoaching.com) *(effective Feb 03, 2008)*



## Professionals Wanted (real posting)

- **YOU MUST BE EVERYTHING IN THIS JOB!**
- **SENIOR PROJECT MANAGER** (Ref: 386993)
- **Company:** [Washington Mutual](#)  
**Location:** US-Washington-Seattle  
**Company Industries:** Financial Services
- **Job Status:** Full-Time  
**Min Experience Level:** 5-10 Years Experience  
**Compensation:** Not Specified

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# Everything In This Job Includes

Must demonstrate expert capabilities in the following

- |                                   |   |
|-----------------------------------|---|
| 1. communication management       | 16.ability to enforce policies, methodologies, standards and procedures as they relate to activities within scope of authority  |
| 2. facilitation skills            | 17.above-average abilities in strategic analytics, enterprise-wide impacts, high-risk identification and mitigation   |
| 3. management of team dynamics    | 18.executive level communications   |
| 4. relationship building          | 19.expert knowledge of principles, practices and techniques for assessing best practices, emerging technologies, and their impact on business objectives/strategies and current systems |
| 5. influencing                    | 20.knowledge of internal and external requirements relating to employee supervision and performance management  |
| 6. management of matrix personnel |   |
| 7. problem solving                |   |
| 8. decision making                |   |
| 9. resourcefulness                |   |
| 10.strategic thinking             |   |
| 11.innovation management          |   |
| 12.tactical execution             |   |
| 13.dealing with ambiguity         |   |
| 14.team building, leadership      |   |
| 15.interpersonal communications   |   |

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## Quality Professional – Present State

- Primarily Focused on Quality Skill Set
- Distanced from the mainstream of decision making
- Other skills invisible
- Career path of quality professional not clearly defined
- ‘Learn a lot – practice a little’ or ‘Learn a little – practice a little’ syndrome



# What Does Professional Development (P-D) Mean?

1. Write down what P-D specifically means to you:

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# What Are Your Professional Objectives?

- List at least three things that are important to you (and that brought you here)
- 1.
- 2.
- 3.
- 4.
- 5.

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# What Do You Want To DO?

- What four or five things you must do to achieve your definition of P-D:

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# Professional Development Defined

- Activities which sustain a member's professional competence by keeping the member informed of, and able to comply with, developments of professional standards in all functions in which the member practices or in which the member is relied upon because of the member's calling.  
[www.icans.ns.ca/aboutus.asp](http://www.icans.ns.ca/aboutus.asp)
- Professional development often refers to skills required for maintaining a specific career path or to general skills offered through continuing education, including the more general skills area of personal development. ...  
[en.wikipedia.org/wiki/Professional\\_development](http://en.wikipedia.org/wiki/Professional_development)



## P-D Strategies

- Continuing Education and Certifications
- New Technologies
- Advanced Learning
- Industry Specialization
- Expanded Applications of Present Knowledge - quality, mfg, service, govt. etc.
- Teaching

Goal: Increased familiarity with the Body of Knowledge in the desired discipline. (grow as the BoK grows)



# Development of Personal Strengths – Leadership Qualities

- Communications
- Teamwork
- Problem solving
- Relationships
- Motivation
- Emotional Intelligence
- Productivity and Effectiveness
- Health and Wellness
- Time/ Priority Management or Balance

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## Jobs of the future

- Future Jobs may not even exist today
- Recent examples – CIO, VP(Innovation), Employee Advocate, Chief Strategy Officer (Personal Growth.com)
- Today's job could become extinct 10 years from now



## Preparing for Tomorrow

- Quality discipline, as we know now could change completely
- One company recently eliminated the entire quality department and integrated it throughout the organizational functions, saying that the entire organization must know and care about quality



## Three Choices

- Maintain the status quo (or do nothing)
- Develop quality skills, at a deeper level
- Develop new skills along with quality learning



# Certificates Offer by ASQ

([www.asq.org](http://www.asq.org))

## **CERTIFICATIONS OFFERED BY ASQ:**

1. Calibration Technician (CCT)
2. HACCP Auditor (CHA)
3. Quality Auditor (CQA); Biomedical Auditor (CQA-Biomedical)
4. Quality Engineer (CQE)
5. Software Quality Engineer (CSQE)
6. Quality Process Analyst (CQPA)
7. Manager of Quality and Organizational Excellence (CMQ/OE)
8. Reliability Engineer (CRE)
9. Six Sigma Black Belt (CSSBB)

## **CERTIFICATIONS OFFERED BY ASQ That DO NOT Require Recertification:**

1. CMI (Certified Mechanical Inspector)
2. CQIA (Certified Quality Improvement Associate)
3. CQT (Certified Quality Technician)
4. CSSGB (Certified Six Sigma Green Belt)

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## Other Certifications

- Project Management ([www.PMI.org](http://www.PMI.org))
- Lean/ Kaizen ([www.AME.org](http://www.AME.org))
- Many ISO Standards (Food Safety, Social Responsibility, Environmental, etc.)
- Osha ([www.osha.gov](http://www.osha.gov))
- Innovation ([www.accelper.com](http://www.accelper.com))
- TRIZ ([www.aitriz.org](http://www.aitriz.org)) **Altshuller Institute for TRIZ Studies**



## Other Skills

- How to create resume's that bring results
- How to prepare for interviews to succeed
- How to have great performance reviews
- How to ask for raise(s)
- How and when to change jobs

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# What Are You Going To Choose?

- List next steps you will take in your professional development

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# Thoughts and Knots

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## Speaker – Kam Gupta, Life/ Executive Coach

- **Kam Gupta** is a member of the Board of Directors of American Society for Quality. He is also a regional director of its mid-west region (Region 12).
- Professionally, Kam is President of Continuous Improvement Technology, Inc., a coaching and consulting company. Established in 1991, the company is dedicated to creating effective leadership and solutions for individuals and organizations. Kam has helped many client companies achieve quality excellence and leadership effectiveness resulting in improved customer satisfaction and value.
- **Kam is an Accredited Coach in Energy Leadership Development System (ELDS), Life and Executive Coaching, and Emotional Intelligence Coaching.** He works in the areas of leadership assessment, strategies, and coaching for achieving excellence. Kam holds MS (Engineering Management) from MSOE.
- He is an ASQ Certified Six Sigma Black Belt (CSSBB), CQE, and CQA.
- **In his professional employment, Kam served as a Vice President of Manufacturing, Plant Manager, and positions in Quality Assurance.**
- Kam has also served as an examiner for the MBNQA and Lincoln Award for Business Excellence (ABE).
- Kam can be contacted: [citkam@gmail.com](mailto:citkam@gmail.com)/ or 847-612-4244.
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