



## Dimension 1: Professional Attributes

Dimension	Professional Attributes
Overview	Professional skills are critical to the success of the L&D professional. We have identified five behaviours that are critical to the success of the L&D professional. Your values, how you present yourself to others, the impact the success of the learning programs you deliver; these are considered core behaviours.
Impact when it is present	All stages of learning process are greatly enhanced when strong professional attributes are present. L&D professionals displaying well developed professional attributes ensure all stakeholders and learning needs are considered. Empathy, active listening and strong communication skills are displayed, allowing stakeholders to build trust and engaged in the process of learning. L&D professionals displaying strong personal attributes will likely be motivated and passionate about their work, which contributes to their success.
Impact when it is not present	L&D professionals with less developed professional attributes may appear to 'go through the motions' and be disengaged to their work. When professional attributes are not well developed, some learners may feel disengaged, and trust may be difficult to develop. A lack of empathy and understanding of stakeholder needs can result in poor learning transfer and disengagement.

Key Behaviours				
Act Professionally	Value Diversity	Interpersonal Skills	Solution Focused	Presence
Act with integrity with professionalism; being respectful of stakeholder, learner and organisational needs. Develops positive connection with the L&D community, and seeks to understand organisation's environment (culture, norms, values etc).	Recognise the positive benefits of diverse ideas and methods. Respect the different backgrounds, skills, and experiences. Understands and adapts to different learning styles and needs stakeholders and learners.	Communicate effectively and with empathy. Seek to understand your learners and stakeholders' needs, adjusting style and communication to suit participants/learners.	Approach L&D with energy and enthusiasm. Inspire and provide direction to stakeholders and learners. Seek innovative ways to grow, evolve and continuously improve the way they work, and determining the best solution for learning needs.	Present with confidence, ensuring information is clear and concise. Have strong clarity of purpose.