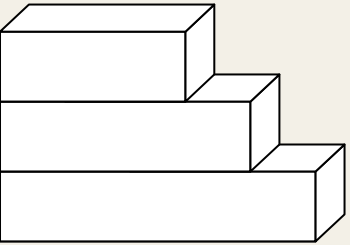
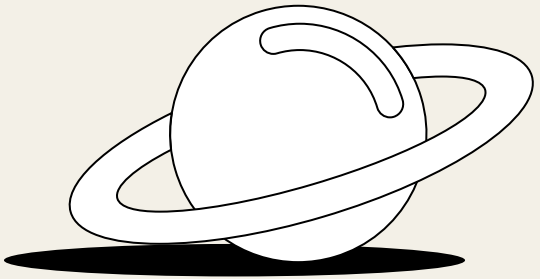
ETHICS IN THE WORKPLACE





WHAT IS WORK EHICS?

- A group of moral principles, standards of behavior, or set of values regarding proper conduct in the workplace

Business Ethical Dilemmas

Situation in which a business decision may be influenced for personal gain.

Employee's disclosure of illegal, immoral, or unethical practices in the organization.

Figure 2.4

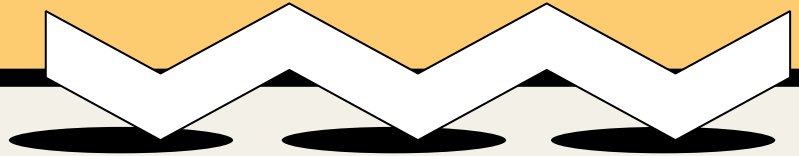
Common Business Ethical Challenges

Business people expect employees to be loyal and truthful, but ethical conflicts may arise.

Telling the truth and adhering to deeply felt ethical principles in business decisions.

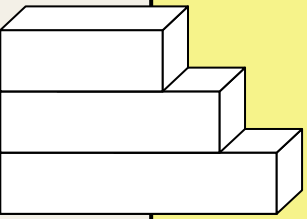
Ethical issues for business

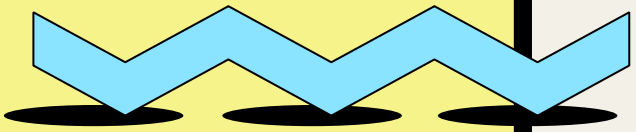
- Product safety standards
- Advertising contents
- Working environment
- Unauthorized payments
- Employee’s privacy
- Environmental issues



Ethical issues for business

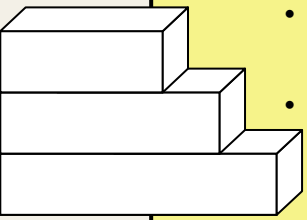
- Fraud
- Fraud is a crime of lying or pretending. Some businesses mislead consumers and trick them to buy their products or services. The Competition Act 2002 bans such fraud and deceptive business practices and defines these as
- false or misleading advertising
- “bait and switch” selling
- double ticketing items for sale
- Insider Trading
- Insider trading is buying or selling shares of a company based on confidential information. This type of trading is illegal.

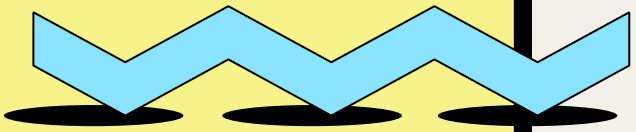




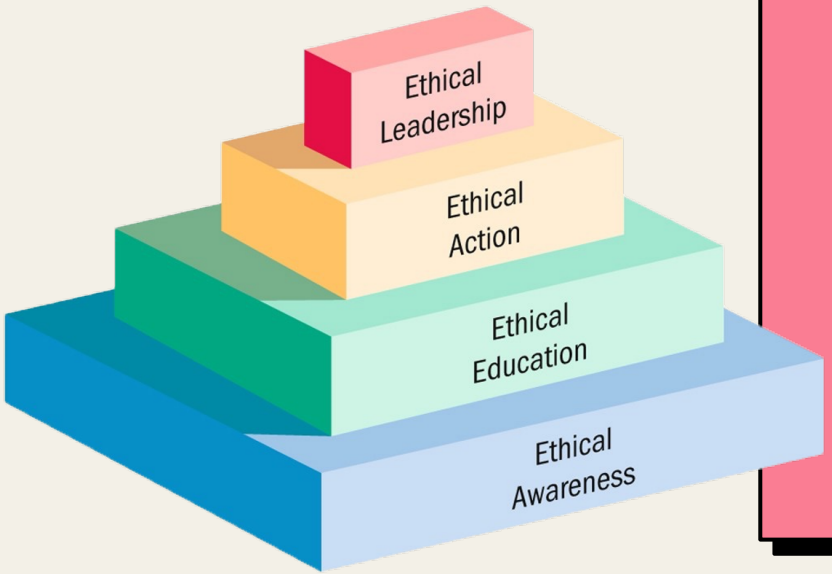
Ethical issues for business

- Accounting Scandals: Enron!
- An accounting scandal occurs when accountants or senior executives alter accounting records for personal benefit.
- Accounting information is used inside and outside of the business to make decisions. When accounting irregularities are uncovered, a forensic accountant investigates legal and financial documents to find evidence of tampering.
- Embezzlement, a type of accounting fraud, happens when an
- accountant or senior executive creates false accounts and redirects money into them for personal gain.
- Business owners rely on outside accountants, auditors, to check and report on the validity of financial records.



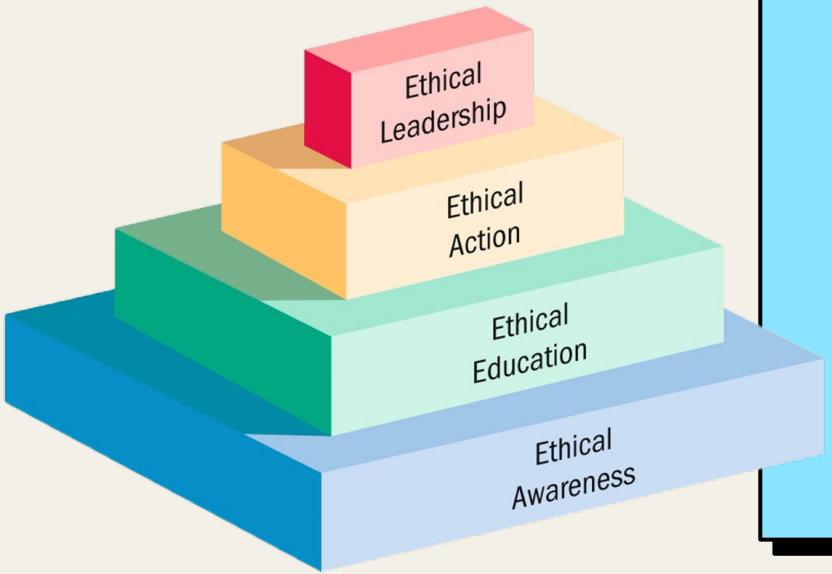


Ethical Awareness



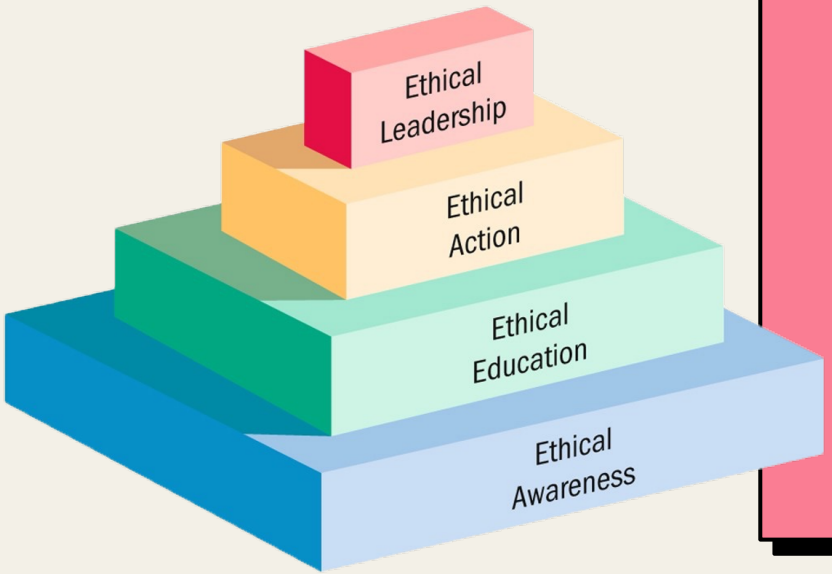
- Code of Conduct Formal statement that defines how the organization expects and requires employees to resolve ethical questions.

Ethical Education



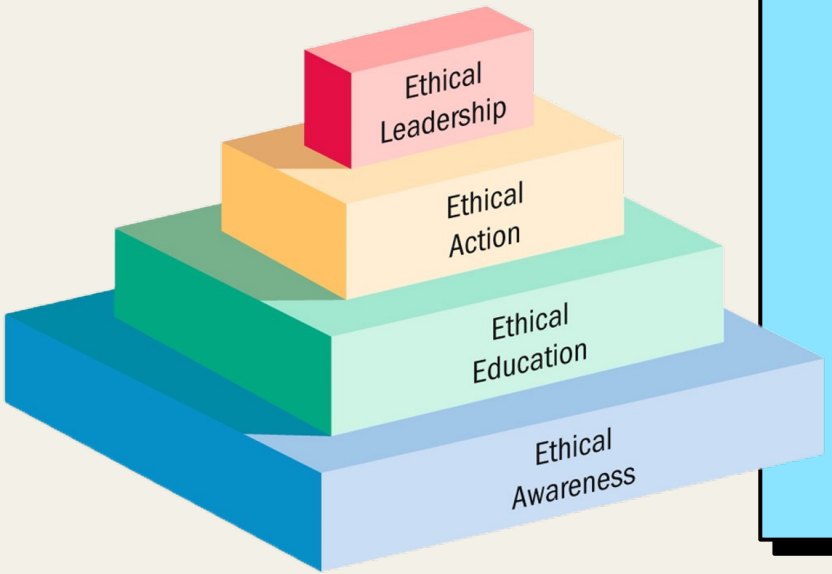
- Codes of conduct cannot detail a solution for every ethical situation, so corporations provide training in ethical reasoning.

Ethical Action



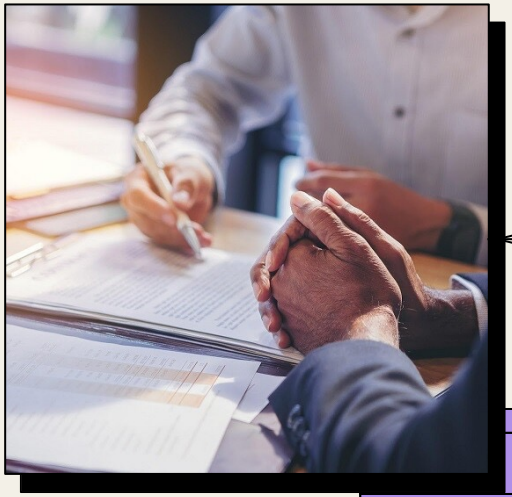
- Helping employees recognize and reason through ethical problems and turning them into ethical actions.

Ethical Leadership



- Executives must demonstrate ethical behavior in their actions.
- Whistle-blowing Whistle-blowing happens when an employee informs officials or the public about an illegal or ethical violation.

What is Work Ethics?



01

Ethics can be defined as a set of rules formulated by a country or a company or some institutions.

02

Ethics is guidelines or rules that are set for a society or an organization rather than for an individual .

03

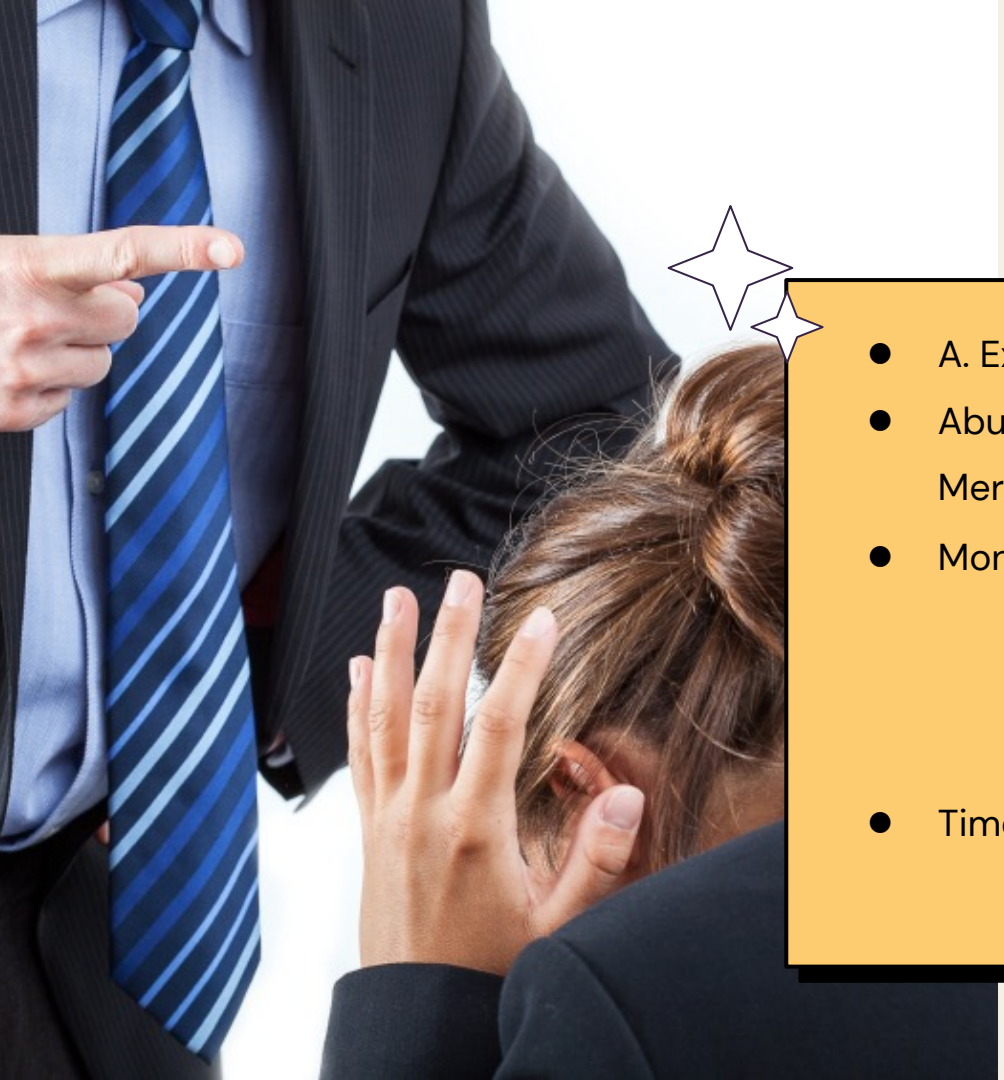
Work ethics is an invisible employee behavior, noticeable by its absence.

ETHICS IN THE WORKPLACE R WORKPLACE

- Relationships relationships at Work
- Management/owner management/owner toward
- Client/customer M client/customer
- Management/owner management/owner toward
- Employees employees
- Employee employee toward Employer,
- Co-workers, Customers

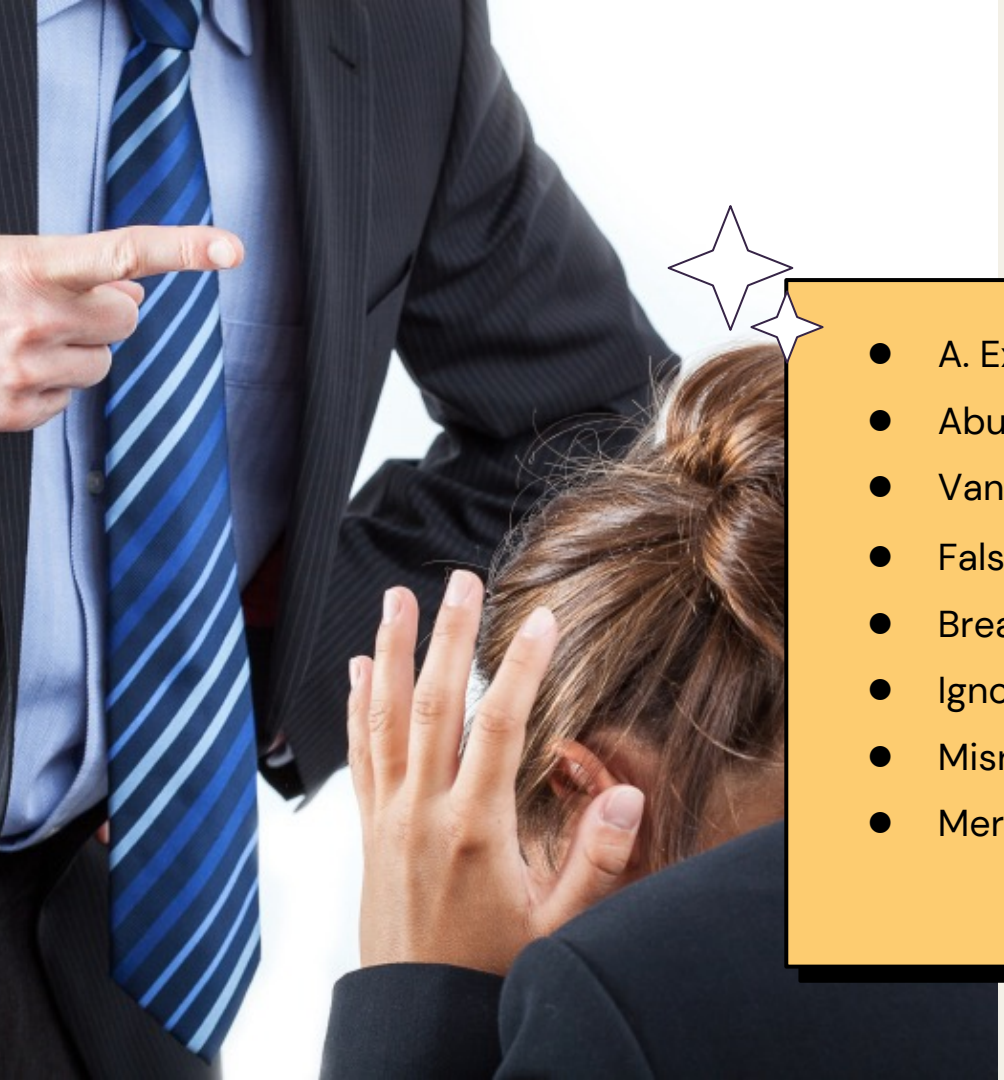
ETHICS IN THE WORKPLACE
B WORKPLACE

- Business Abuse
- : Any : illegal illegal unethical unethical
- Irresponsible Act done
- Against an Employer
- Results of Business Abuse
- Higher prices
- Business Failure Failure
- Fewer Jobs
- Unpleasant Working
- Conditions



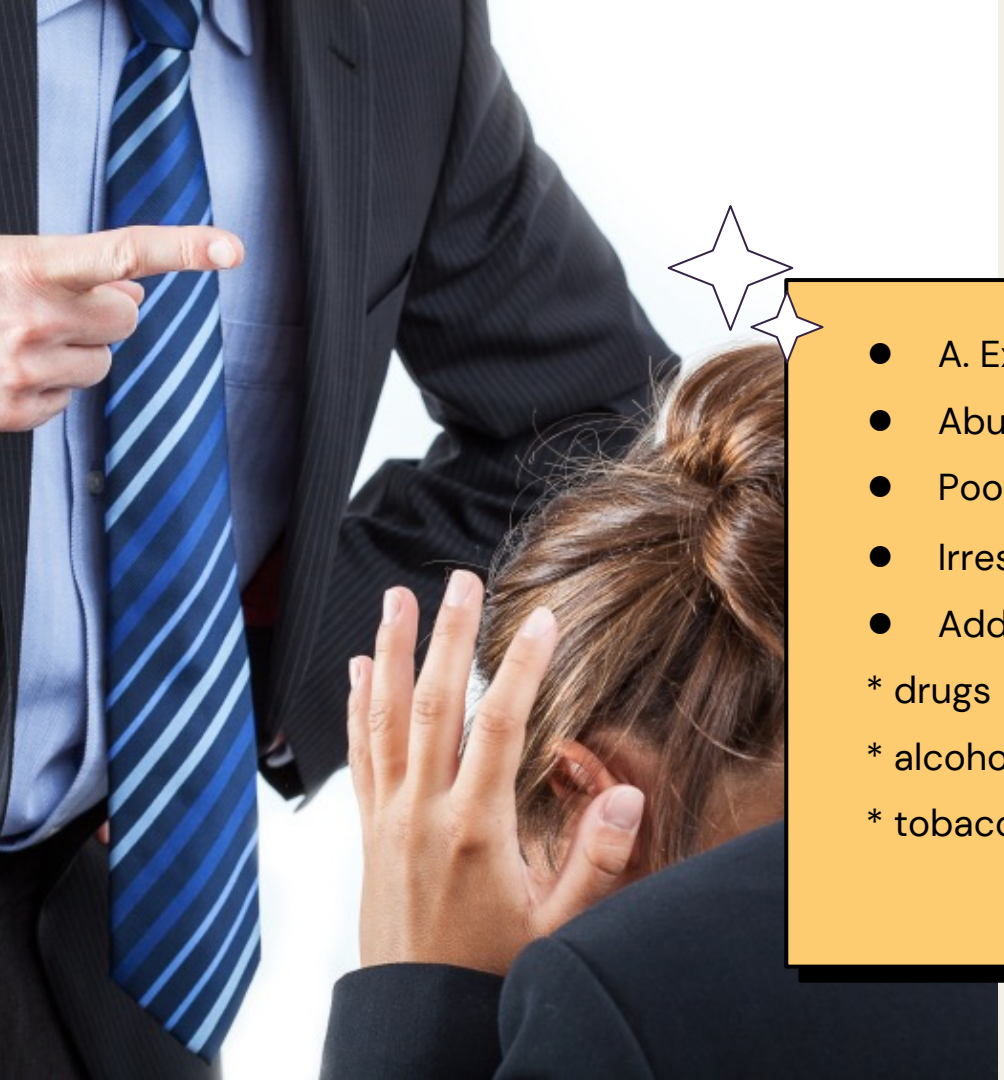
ETHICS IN THE WORKPLACE
B WORKPLACE

- A. Examples of Business
- Abuse S Abuse Stealing M tealing Merchandise Merchandise
- Money
    - * Shoplift *Kickback
    - * Conflict of Interest
    - * Unauthorized Discounts T Discounts
- Time



ETHICS IN THE WORKPLACE B WORKPLACE

- A. Examples of Business
- Abuse (Continued) V (Continued)
- Vandalism F andalism
- Falsify Records B Records
- Break Confidentiality I Confidentiality
- Ignore Safety Rules M Rules
- Misrepresent
- Merchandise



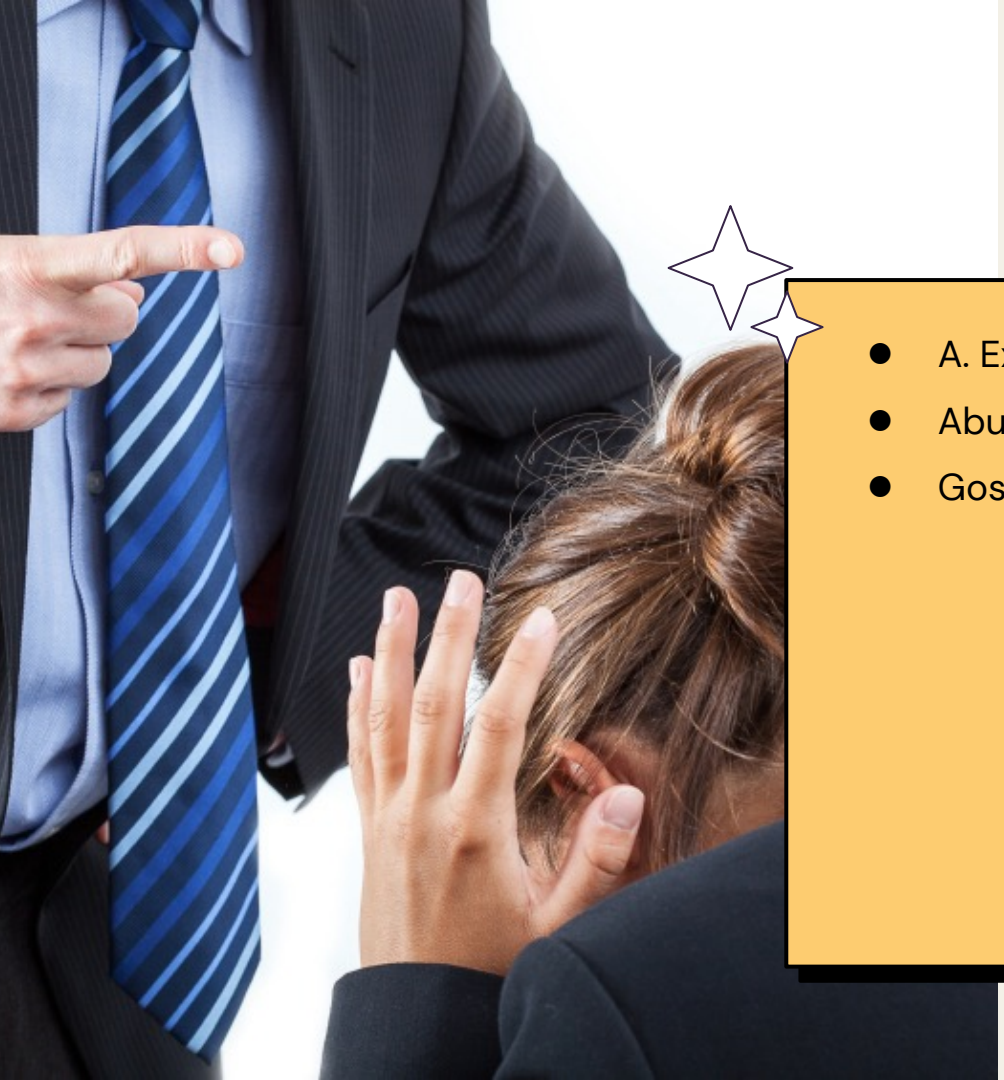
ETHICS IN THE WORKPLACE B WORKPLACE

- A. Examples of Business
- Abuse (Continued) P (Continued)
- Poor Client Service I Service
- Irresponsible Behavior A Behavior
- Addictions ddictions

* drugs

* alcohol

* tobacco



ETHICS IN THE WORKPLACE
B WORKPLACE

- A. Examples of Business
- Abuse (Continued) G (Continued)
- Gossip

    * Causes poor work environment (morale)

    * Lowers Productivity

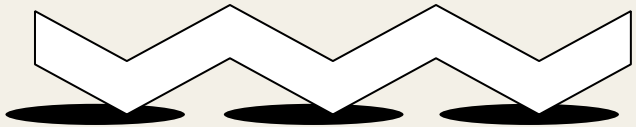
WORK ETHICS PERFORMANCE STANDARDS

To be successful in a career you must possess both strong occupational skills and good work ethics.

The following are ten areas of work ethic traits and performance standards you will be presented and expected to exhibit in the workplace:

1. Attendance

- Attend 90% or more of the required class time
- Be tardy for class no more than eight times during a six weeks
- Notify instructor before planned absences or tardiness
- Be prepared for work by reading assignments and completing job
- Participate in activities by contributing to work discussion, completing assignments, and being involved in any activities
- Begin and end work as expected
- Use work time appropriately



Attendance

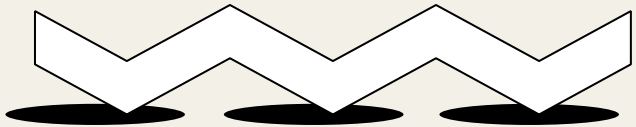
GOOD ATTENDANCE
IS EXPECTED

IT IS THE
CORNER-STONE OF
ADVANCEMENT

DEPENDABILITY
=
RELIABILITY
=
MARKETABILITY

2. Character

- Display a high level of effort and commitment to performing and completing work
- Be honest in all situations
- Demonstrate trustworthiness and responsible behavior
- Displays loyalty, dependability, reliability, initiative, and self-discipline



- In return for salary and benefits, the firm expects loyalty.
- With loyalty comes a sense of pride.
- All employees are goodwill ambassadors and salespeople for their company.
- Employees must keep company —”secrets”.
- The more the company succeeds the more you will succeed.
- If you can not feel faithfulness and allegiance to your company, you should seek a job eles where.

LOYALTY

- Honesty is valuable
- Employees account for 30% of all —”shortages”
- Being honest is more than just not taking —”things”
- In an 8 hour day --- how much time should be spent on task?
- Using the company telephone for personal calls, checking email, or texting is actually stealing from the company!!!

HONESTY

Never lie on your:

–Application

–Time sheet

–Expense statements

- Never cheat a:

–Customer

–Associate

–Employer

HONESTY

Higher trust = higher pay!!

– Closing or opening the office

– Supervising others

– Handing cash

- Complete a task –earn some trust

- Dependability & reliability = trustworthiness.

- Employers quickly see who can handle responsibility.

TRUSTWORTHINESS

INITIATIVE

- When employees have initiative, they are willing to see that work gets done.
- People with initiative are:

– Motivated

– Enthusiastic

– Industrious

– Hard working

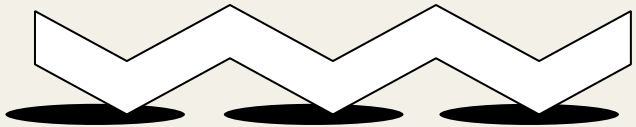
- People with initiative see a job that needs to be done and do it! Beyond the —”call of duty ”.

- Self-discipline is a part of accepting responsibility
- Self-discipline requires the handling of emotions
- The hard part is making the best choice among the alternatives

SELF-DISCIPLINE & SELF-RESPONSIBILITY

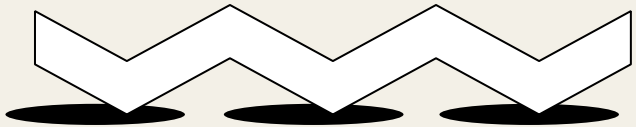
3. Teamwork

- Encourage and facilitate cooperation, pride, trust, and group identity
- Foster commitment and team spirit
- Facilitate cooperation
- Respects the rights of others
- Respects confidentiality
- Is a team worker
- Is cooperative
- Is assertive
- Displays a customer service attitude
- Seeks opportunities for continuous



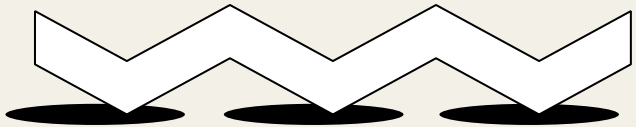
4. Appearance

- Appearance deals with every aspect of how we perceive an individual. In an instant, we form opinions about a person based on:
  - Appearance,
  - Smell,
  - Cleanliness,
  - Mannerisms.
- Depending on the career, acceptable appearances will vary.
- Regardless of the job, there is no excuse for not being groomed correctly.



5. Attitude

- Demonstrates a positive attitude
- Appears self-confident
- Display a willingness to cooperate and accept constructive criticism
- Set realistic expectations



Attitude

- Never underestimate the power of proper attitude.
- Attitude determines how successful we will be.
- Attitude determines altitude.

Demonstrate a Positive Attitude

- Self-confidence is prerequisite to success
- Willing to learn new skills
- To take opportunities
- To grow

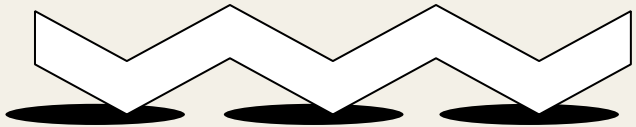
Appear Self-confident

- Setting realistic goals, and working to achieve them, helps us to continually grow and develop

Have Realistic Expectations of Self

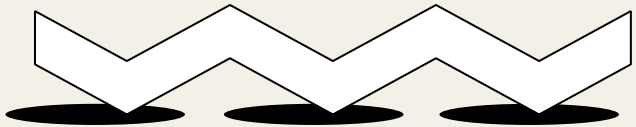
6. Productivity

- Follows directions and procedures
- Observe established policies on safety
- Notify proper authorities of circumstances or situations presenting potential safety hazards
- Maintain equipment and supplies
- Keeps work area neat and clean
- Conserves materials
- Do not use or knowingly permit others to use tools and equipment improperly
- Make up missed assignments in a timely manner
- Stay on task and utilize time constructively



7. Organizational skills

- Prioritize and manage time and stress effectively
- Demonstrate flexibility in adapting to changes



- Ask for help
- Many are scared to ask for help
- Fear being seen as intrusive or dumb
- Help comes in many forms
- People all around you are paid to help

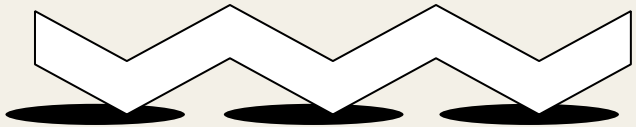
Time Management Techniques

- Techniques Set timetables
- Measure how you’re doing
- Pocket, wall, or desk calendar
- Mark activity due dates appropriately
- Prior to the activity due date, fill in other days with activities that will help you
- accomplish the mini steps that it will take to complete the big assignment

Time Management Techniques

8. Communication

- Communicate accurate information to others in a professional and courteous manner
- Displays appropriate nonverbal (eye contact, body language) and oral (listening, telephone etiquette, grammar) skills
- • Listen attentively to others
- • Good technology etiquette

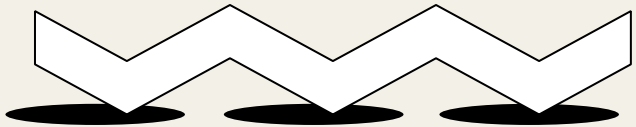


- The worst assumption a sender of a message can make is that the message will be received as intended Language it self can be a barrier
- Unclear wording
- Slang
- Jargon
- Tone
- Another barrier is body language

Communication

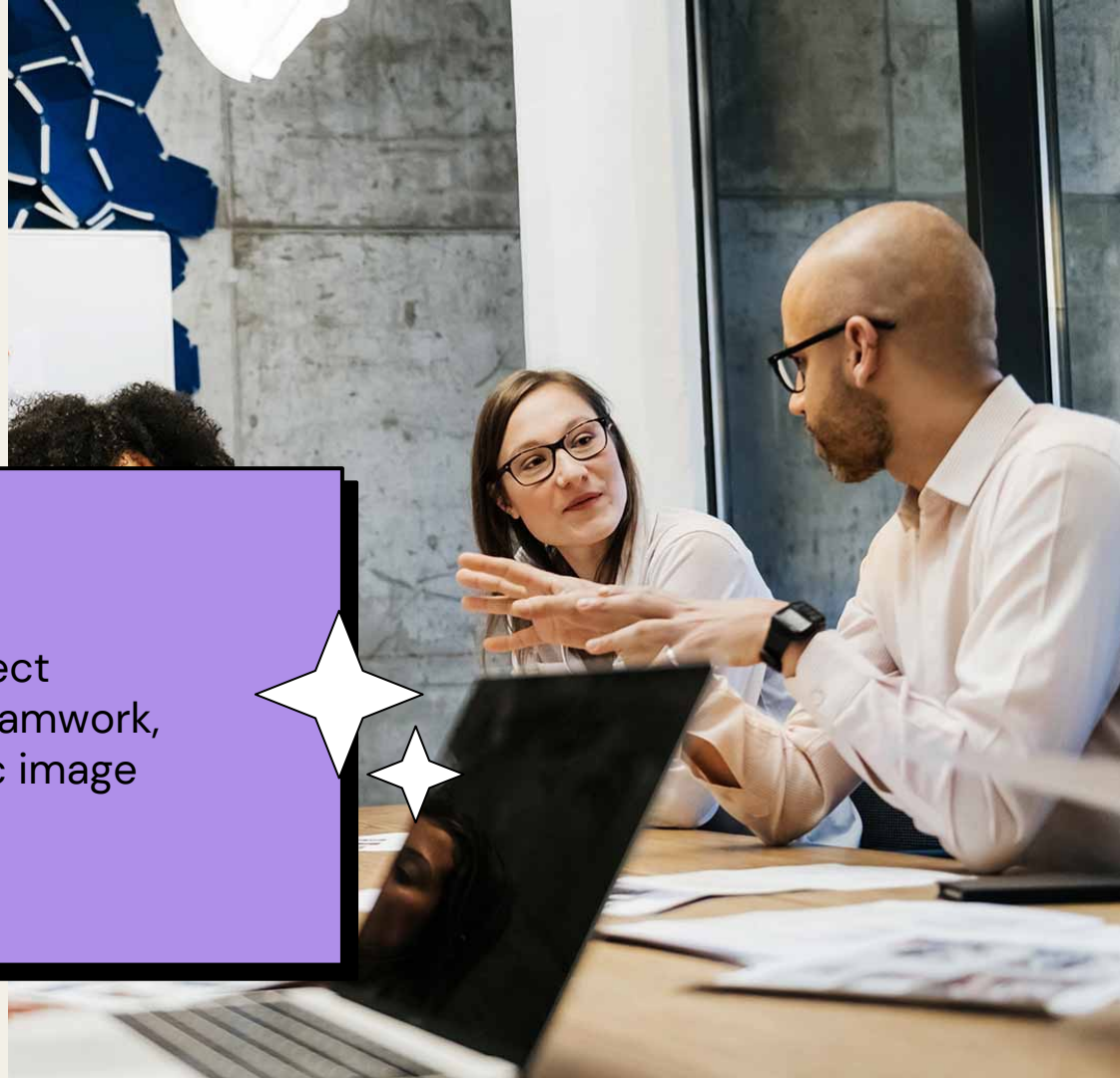
10. Respect

- Treat instructors, staff and fellow students with respect, courtesy, and tact
- Do not engage in harassment of any kind
- Know the legal definitions of sexual harassment
- Deal appropriately with cultural/racial diversity



ETHICS & ORGANIZATION CULTURE

- Identify how ethics affect organization culture, teamwork, productivity and public image



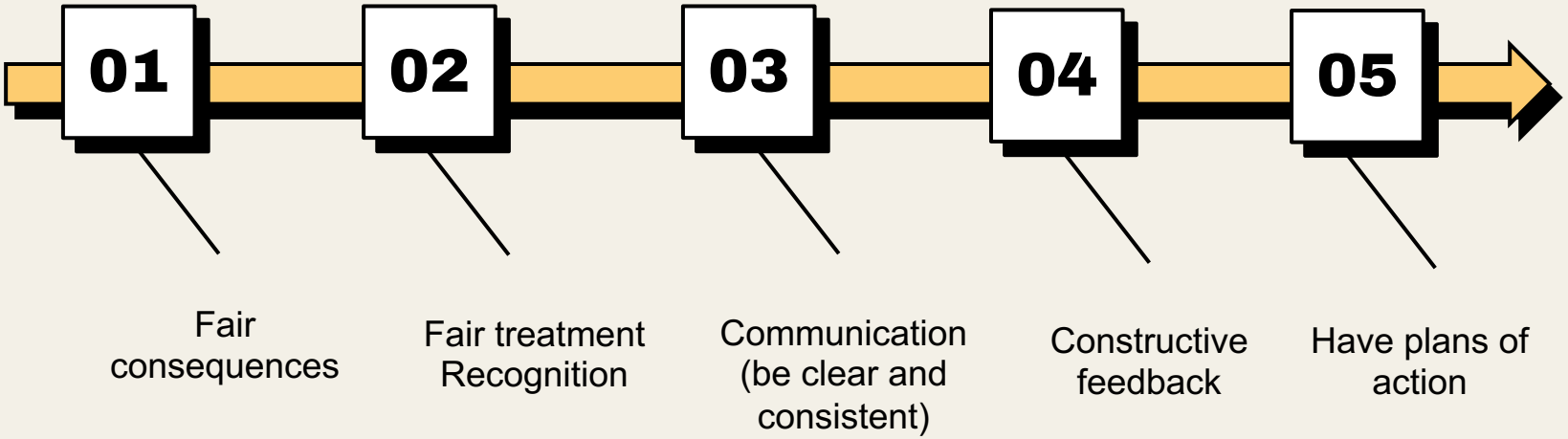
Organizational Culture

- The characteristic set of values and ways of behaving that employees in an organization share

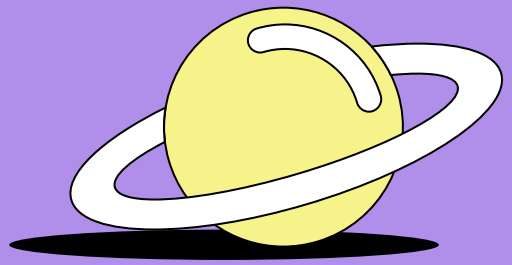
Relationships and Ethics

- Ethics apply to any relationship between the following individuals:
- Internal Customers (Management/ Supervisors and colleagues/ employees)
- External Customers

HOW TO ENCOURAGE GOOD ETHICS IN WORKPLACE



MANAGERS ROLE



How Managers shape
Culture and Ethics

How Managers shape Culture and Ethics

Through Value-based leadership (The examples they set, type of people we hire)

Formal structure and system (Formal policies, codes of ethics etc.)

- Leaders
- Values
- Behavior
- Culture
- Performance

- Our Culture We have a culture that promotes hard work and innovative thinking.
- We are committed to maintain a tradition of excellence with distinction

- Our Values We are customer-focused and driven to exceed our customers' expectations.
- Quality is our signature, and we take pride in everything we do.
- We are a learning organization and are driven to maintain the highest standards of ethical excellence.
- Our leadership is founded on talented employees effectively applying advanced technology and sound business management.

Culture & Values

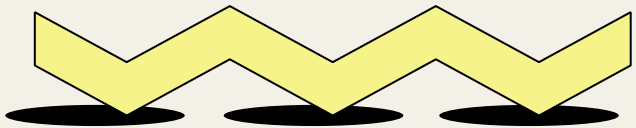
DO'S AND DON'TS

Good Workplace Ethics

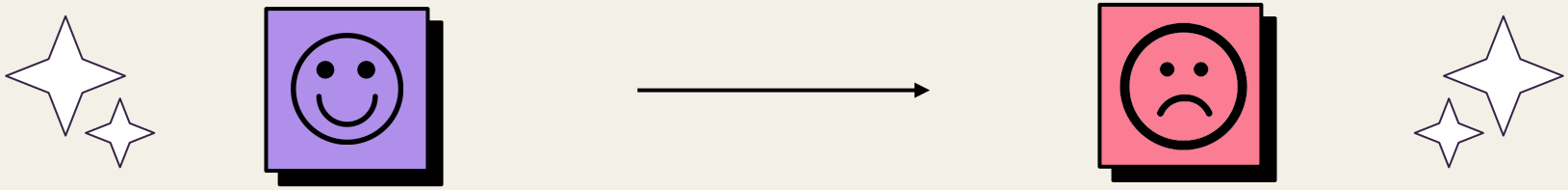
- Be punctual
- Take pride in your work
- An immediate attempt to correct an issue
- Set the Example

Poor Workplace Ethics

- Unpunctual/poor attendance
- Ignoring procedures and policies
- Make decisions for personal interest
- Blackmail
- Lack of Communication



DO'S AND DON'TS

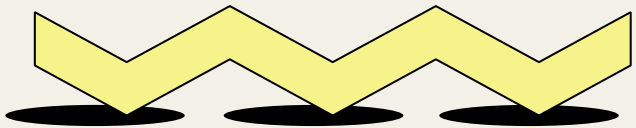


Good Workplace Ethics

- Staying productive
- Be accountable for your actions
- Take Initiative
- Think Critically to be able to solve problem
- Blowing the whistle

Poor Workplace Ethics

- Poor customer services Lying
- Gossiping
- Bribes
- Ignoring problems
- Abusing confidentiality agreements



DID YOU KNOW THIS?

Know yourself

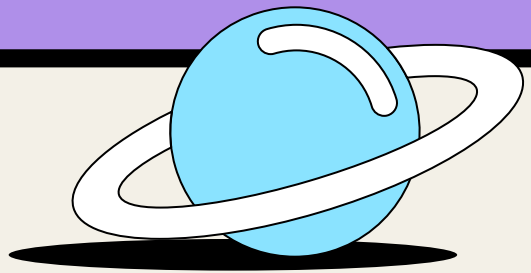
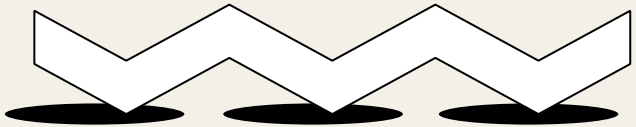
Know your values

Self Control

Be committed

Be consistent

Be faithful

THANKS!

Do you have
any questions?