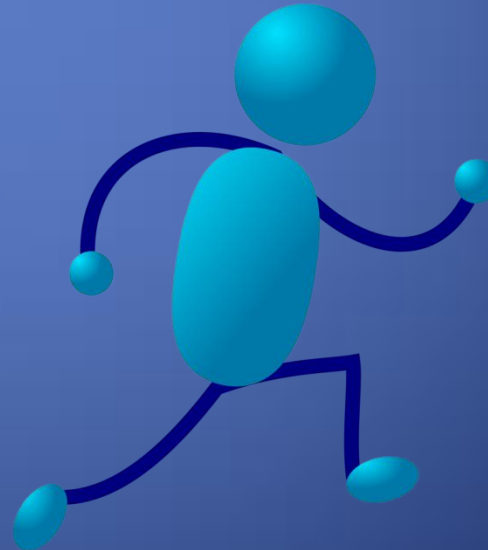


# Chapter 9: Workplace Ethics

# 9.1-Desirable Employee Qualities

- Objectives:
  - Identify the skills and personal qualities employers look for in employees
  - Describe ways to demonstrate desirable personal qualities on the job.



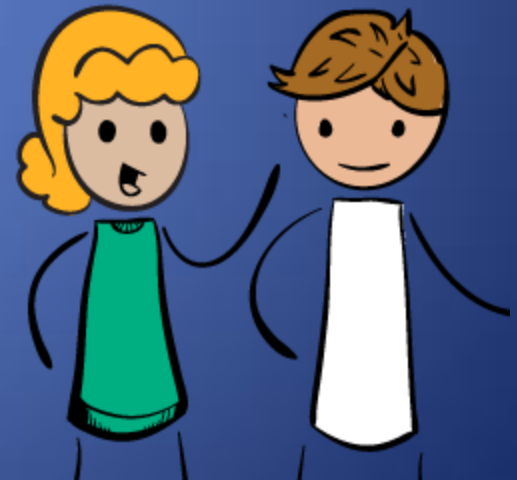
# What do Employers want?

- “We look for someone capable of doing lots of things well, and more importantly, someone who fits into the organization’s structure.”
  - Raymond Brixey, former director of human resources for the Quaker Oats Company
- Master a wide range of personal and academic skills
  - Solid thinking skills, math skills, communication skills, and strong personal qualities

# Cooperativeness

- One of employee's most valued qualities
- Willingness to work well with others to reach a common goal
- Closely linked to listening skills, responsibility, and self-management
- How can you be cooperative?

— \_\_\_\_\_



- How can you be cooperative?
  - Perform tasks you do not like without complaining or trying to avoid them
  - Do your fair share of a job when working with others.
  - Volunteer to help coworkers meet deadlines or reach goals

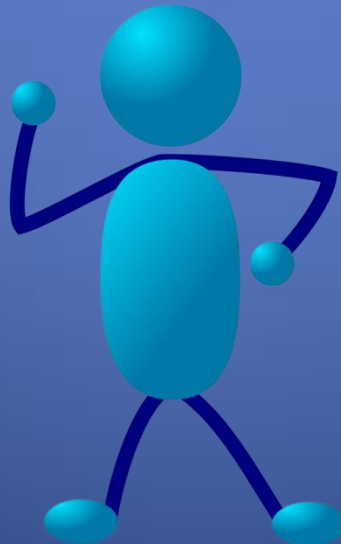


# Willingness to follow Directions

- Requires listening skills
- Follow these suggestions:
  - Stop what you are doing, and listen to the directions you are being given
  - Listen carefully, even if you think you already know
  - Take notes, if possible
  - Identify the goal, or purpose, of the task
  - If you do not understand the directions, ask questions rather than guessing

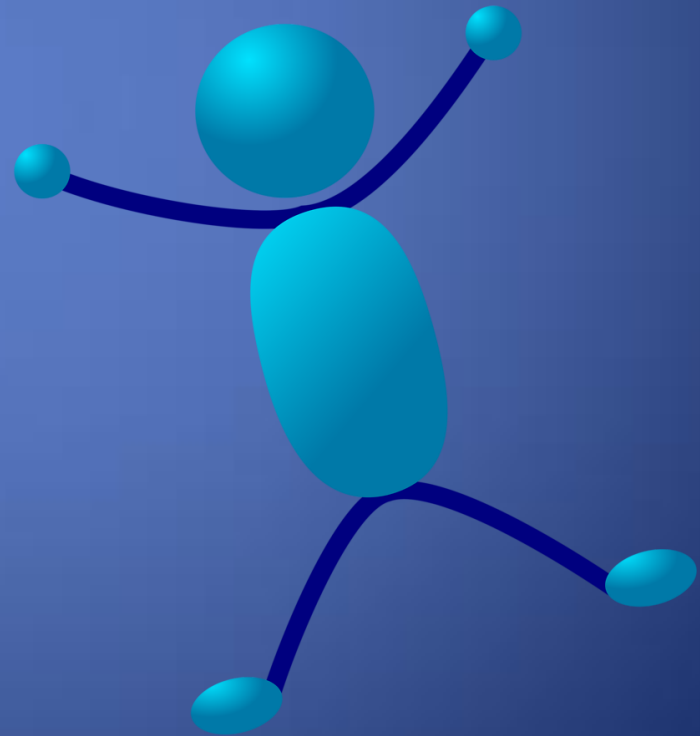
# Willingness to Learn

- Do not pretend to know something
- Ask questions
- Be willing to learn any task or procedure
- Look for opportunities to get more training



# Initiative

- Means doing what needs to be done without being told
- Examples?





# Willingness to take responsibility

- Responsibility is the willingness to accept an obligation and to be accountable for an action or situation
- What do you get out of taking on more responsibility?
  - Your job becomes more interesting
  - You gain experience
  - Chance for a promotion
  - You increase your value to the company

# Self-management

- Means doing the things necessary to build the career you want
- Tips:
  - Set career goals and develop a plan for reaching them
  - Monitor your work habits and performance
  - Ask your supervisors for feedback

# Be a Self-Manager

- Ambitious
- Businesslike
- Competent
- Conscientious
- Cooperative
- Enthusiastic
- Trustworthy
- Imaginative
- Industrious
- Punctual
- Productive
- Teachable
- Thorough
- versatile

# Loyalty

- Be loyal to your company
- How do you show loyalty at work?
  - Be positive
  - Look for solutions
  - Express critical comments only to your manager in private
  - Pitch in to help your company and coworkers
    - Working overtime, staying late without pay, learn new tasks
- A trait that is appreciated by employers

# Just Draw It!

- Draw a cartoon character of the 'perfect' employee
  - Identify 5 characters traits that would be a 'perfect' employee





# 9.2-Ethical Behavior

- Objectives:
  - Explain the importance of ethics in the workplace
  - Identify ethical principles and ways to apply them in a work setting
  - Describe strategies for handling unethical practices

# What are Ethics?

- The principles of conduct that govern a group or society
  - How crucial are ethics in the workplace?
  - Is it important for employees to behave ethically toward one another? Toward their company?
- Having a code of ethics will help you choose the right course of action



# Honesty

- What is the penalty for dishonesty?
  - Your reputation?
    - How much does your reputation matter?
- About work hours
  - Employees are trusted to work the hours they say they will work
  - What might be the consequence if employees are dishonest about their hours?

- Honesty about money
  - Taking money out of the cash drawer is dishonest
- Respecting employers' property
  - Do not take office supplies home for your personal use
  - Do not use company property for personal use without permission
  - Do not illegally copy company software for your personal use
  - ?

# Interacting with Others

- Confidentiality
  - Not talking about company business with other people
  - Sometimes legal documents signed, sometimes it is just expected

- Fairness

- Treat everyone you encounter fairly, openly, and honestly
- Prejudice is a negative attitude toward a person or group
  - Racism, sexist comments, stereotyping, name-calling, and generalizations
  - Hurtful, offensive, and unacceptable
  - Employees may be disciplined or fired
  - Companies or organizations can face legal action

# Handling Unethical Practices

- What should you do if you are the victim of unethical practices?
- What if you experience prejudice in the workplace?
- What if you observe unethical business practices?

- Consider the incident
  - Was it one time or is it ongoing practice?
  - Can the matter be cleared by a calm, open discussion?
- If the offense is deliberate, do not ignore it
  - Consider your options
    - Walk away
    - Report the incident to your supervisor
    - Tell him/her you will not tolerate prejudice/unethical behavior

- What if your employer is unethical?
  - Choose to live with the situation
  - Keep quiet and find another job
  - Report it to the appropriate authority
    - Keep a written record/describe the incident/record the date and time
    - Check your observations with others you trust
    - Get advice from people you trust
    - Check your motives
    - Collect evidence
    - Decide to remain anonymous or to speak openly
    - Report only facts or observations



