WORKPLACE ETHICS…..
More Important
Than *Ever* Today!

Nan DeMars
Workplace Ethicist

"Which entrée raises the fewest ethical issues?"
Upon hiring -

“…look for these three qualities: integrity, intelligence, and energy.

BUT…if they don’t have the first, the other two will kill you.”

Warren Buffet
Ethics Are …

- A Set of Moral Principles and Values
- Standard of Right Behavior by One’s Own Conscience
- Principles by Which We Live Our Lives

Webster

Ethics Are …

- What You Do and Who You Are
- It’s Kind of Like Honesty in Action
Ethics Are For Everyone…
Not Just The Victims.
"How can you possibly be suspended from school for stealing pencils?"

"What do you do with all the pencils I bring home from the office?"
“We All Boil At Different Degrees.”

Ralph Waldo Emerson

ALL Professionals Today Are Positioned **Squarely** in the Ethical Crossfire of Business Activities.
Empowerment…
Is Nothing But Choice

Do The Right Thing…
Paraphrased…
Do The Honest Thing!
“Whatever we want our children to be – we should become ourselves.”

Carl Jung

“Children have never been very good at listening to elders; BUT…they have never failed to imitate them.”

James Baldwin
What Do You Expect *Most* From Your Employees *And* Your Leadership In The New Millennium?

- Honesty and ethics.
- A value system.
- Trust.

Research estimates that…
50% of work time is WASTED…
due to TRUST issues…
There IS a difference…

- The LEGAL STANDARD – is the minimal standard. It provides you with the outer boundaries of conduct.
- ETHICAL STANDARDS – are the next step up on the hierarchy of standards.
- MORAL CONDUCT – implies the highest standards of conduct guided by personal principles, values and virtues.

*The Law* - Tells You What You Should *Not* Do.

*Ethics* - Tell You What You *Should* Do.

*Morals* - Tell You What You Should *Aspire To* Do.
“……for the WORST possible reason…..

because I COULD!”

U.S. President William Jefferson Clinton

Today’s Professional:

You Are An Eyes-Open Professional
With Your Own Set Of Responsibilities
– And, As Such, You Will Remain

*Personally Accountable* For Your Own
Actions Until You Leave Your Job.
Always Remember ...

Employees Today Do **Not** Have The Same Luxury Of Immunity In A Court Of Law That Is Enjoyed By:

Attorney … Client
Physician … Patient
Psychiatrist … Patient
Clergy Person … Parishioner

"I found out what goes on in Vegas, doesn’t always stay in Vegas!"
“……because I felt I would be fired…if I didn’t lie.”

Doug Faneuil
Executive Assistant
Merrill Lynch

“IT IS NOT MY JOB TO POLICE MY BOSS AND/OR COWORKERS!!”
“I like to see myself as a good, honest person; but, I am often imperfect and in a hurry. I need….someone near me with a prudent perspective and courage enough to say, ‘uh, you might want to rethink that one, Boss!’ The LAST thing I need is someone who questions nothing, accepts everything, and thinks he/she is being a ‘good employee’. I need a partner with a strong sense of integrity and courage enough to use it.”

Scott B. Baucum, Global Ethics Director
MONSANTO

“WOMEN ARE MORE ETHICAL THAN MEN!!!”
TWO MORE……

“WHAT OTHERS DO IS NOT MY CONCERN!” And…
“THE ONLY ONE WHO SEES WHAT IS GOING ON AND I’M THE ONLY ONE WHO CARES!”

“PEOPLE NEVER CHANGE – WHEN IT COMES TO ETHICS AND MORALS!”
AND....THE REAL BIGGIE....

“I HAVE TO DO WHAT I’M TOLD TO DO......TO KEEP MY JOB!”

“A LIE gets halfway around the world before the TRUTH has a chance to get its pants on.”

Winston Churchill
What if you are issued an unethical request?

1. Repeat the request back to the individual.
2. State you are “uncomfortable” with the request.
3. Say “no” and give a rock-solid reason.
4. Clearly state you “may have to be held accountable some day”.
5. Document the entire incident.
6. IF REQUEST IS ILLEGAL….contact appropriate personnel.

Because…

I may have to be held \textit{accountable} some day!
Your Ethical Priority Compass

1. Take care of *yourself*.
2. Take care of *your company*.
3. Take care of *your supervisor*.

The NEW LOYALTY TODAY….means –

being committed to –

Doing The Right Thing!
A commitment to:

1. Your PERSONAL STANDARDS.
2. Your PROFESSIONAL STANDARDS.
3. Your COMPANY’S MISSION.

Loyalty Must Not Be Confused With The “Chattel-like” Blind Allegiance Of The Employee Of Yesteryear…
…An Ethical Obligation Not To Disclose Confidential Information Differs From A Legal Requirement Of Confidentiality.

“Loyalty to whomever you work for is extremely important. The only problem is – it is not THE most important thing. And, when it comes to not admitting mistakes, or covering up or not rectifying things to save face…..that’s a problem.”

Colleen Rowley
FBI Whistleblower
“If your boss demands *loyalty*,
give him your integrity. And, if
your boss demands *integrity*,
give him all your loyalty.”

U.S. Air Force Col. John Boyd

YOUR COMPANY’S SECURITY!
Big Brother IS watching you today.....
In the guise of –
Big Browser!

ADAPT....

A “fishbowl” state of mind!
MIRANDA WARNING
(Excerpt)

“You have the right to remain silent…..

and…..

anything you say can – and will – be used against you in a court of law.”

THE GOLDEN RULE OF CONFIDENTIALITY

Treat EVERYTHING about your job as if it is confidential…..

Until – and unless – you are told otherwise!
“During times of universal deceit….telling the truth becomes a revolutionary act!”

George Orwell

An Ethics Resource Center survey recently found that – 96% of corporate whistleblowers today FIRST made their disclosures within the organization – instead of breaking ranks!
Whistleblowing as an ASSET…..

- Incorporate a Whistleblowing Policy
- Provide clear reporting steps
- Include verbiage on non-retaliation
- Encourage employees to come forward with concerns and welcome them when they do so
- Communicate to employees it is SAFE to report wrongdoing of any kind through established, internal channels
- Train your managers to welcome concerns and to LISTEN objectively, take each complaint seriously and treat it confidentially.

…a culture that fosters mutual respect, trust and honest communication among coworkers, customers and vendors…
“It’s Easy To Be An Iceberg… If You Live In The Frigid Zone.”

Bishop Fulton J. Sheen

The Three C’s Of The Ethical Office:

● A corporate conscience, which is shared understanding and agreement of what the standards are for acceptable and unacceptable behavior.

● A commitment to hold yourself and each other accountable to those standards.

● An ongoing discussion or system of communication about ethical issues.
Evidence That Companies Are Taking Ethics More Seriously:

- Codes of ethics, codes of conduct, mission statements
- Accountability and enforcement: making certain employees know this is not just window dressing
- Expanded employee handbooks
- Ethics departments and/or an ethics director or point person
- Ethics hot lines
- Ethics training

Employees Need….

- To feel *safe* to express ethical concerns.
- A designated person or department to approach with their concerns.
- To feel free to ask *any* kind of question.
- To know their concerns will be taken seriously and kept confidential.
- To feel there will be no repercussions.
"There Must Be Not Only Easy Communication From Leaders To Constituents – But, Also, Ample Return Communication – Including Dissent."

John Gardner
“There Will Be No More Prizes For Predicting Rain. Prizes Will Be Given Only For Building Arks.”

Louis Gerstner

BLIND SPOTS!
Your Institution’s Assets...

- *Tangible assets* – facilities, equipment, money –
- *Intangible assets* – information, employee’s time, and the school’s image -
- *Human assets* – all employees of the institution -

**JOB AFFECTING!**
“I Wondered Why Somebody Didn’t Do Something. Then… I Realized I Was Somebody.”

U.S. Vice President Hubert H. Humphrey

The T.I. Ethics “Quick Test”

- If you know it’s wrong – *don’t do it!*
- If you are not sure – *ask!*
- *Keep asking* until you are satisfied with the answer.

Texas Instruments
**Warning Signals:**
Ethical Dilemma Ahead!

- **Golden Rule**… Are you treating others as you would want to be treated yourself?
- **Platinum Rule**… Are you treating others as they would want to be treated?
- **Publicity Rule**… Would you be comfortable if your reasoning and decision were publicized on the front page of tomorrow’s newspaper?
- **Example Rule**… Would you feel comfortable if your children were observing you? Are you setting the example you preach?

**How To Refuse An Unethical Request**…

- Refuse just as soon as possible.
- Avoid long explanations justifying your reasons.
- Try hard not to be *judgmental*.
- Handle everything on a *professional* and *confidential* basis.
“Do Not Judge Anyone Until You Have Walked Two Moons In His Moccasins.”

James Fenimore Cooper

“You Become What You Tolerate”

Goethe
It is never our *Circumstances* that shape our lives... Instead, it is what we *Do* about them that really matters.

Advantages of *The Ethical Office*...

- Productivity
- Accountability
- Communication
- Confidentiality
- Safety
- Predictability
- Stability
“Life is like golf in a lot of ways. The biggest competition is against yourself….and, all the biggest wounds are self inflicting.”

President William Jefferson Clinton

“If you have integrity, nothing else matters. If you DON’T have integrity, nothing else matters.”

Harvey Mackay
Chinese Proverb

If You Want To Be Happy…
For A Minute - Eat A Peach
For An Hour - Watch A Sunset
For A Day - Go Fishing
For Six Months - Get Married
For A Year - Inherit A Fortune

However, If You Want To Be Happy For A *Lifetime* -
Enjoy Your Work!