Do You Mind? ...

Work Ethic Module

EICC Logistics Technician Program

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Objectives

- Define work ethic and ethical decision making.
- Examine values most sought by employers.
- Assess personal values.
- Identify areas in need of improvement.
- Design an action plan to improve identified areas.
- Reflect on working values and preferences.
Why Do We Talk About This?

From an employee/personal point of view …

Insufficient foundational skills

Low Work Ethic → Difficulty finding and/or holding a good job → Low skills ∈ Low wages ∈ Lower Quality of Life

Work Ethic = Responsible Workplace Behavior

Why Do We Talk About This?

From a management point of view …

Low Work Ethic → Less Productivity → Less Quality → $$$ Loss → Customer Satisfaction Suffers

Work Ethic = Healthy and Prosperous Business

Before We Continue …

- Ethics is a hard topic but important to explore.
- We encourage you to relate your own experiences or cases with which you are familiar.
- We request that you keep everything you hear confidential.
- No external judging of shared experiences is allowed.
- We want you to reflect and learn from life experiences.
Brainstorm

What is Work Ethic?

What does Work Ethic involve?

Work Ethic Definition

- **Ethic**: “A code of principles and values which guide our choices and actions, and determine the purpose and course of our lives.”
  - Source: Character at Work – Colorado State University Cooperative Extension

- “Work ethic is a set of values based on the moral virtues of hard work and diligence ... work ethic may include being reliable, having initiative or maintaining social skills.”
  - Source: http://en.wikipedia.org/wiki/Work_ethic

Work Ethic

All of us can, in one way or another, differentiate right from wrong in most situations ...

... but “ethics is about character and moral courage and how we meet the challenge when doing the ‘right’ thing will cost us more than we want to pay.”
Work Ethic – Personal Journal

Exercise #1: Identify situations in your past where it was hard to do the 'right' thing.
(work-related or not)

Work Ethic

Ethics $\rightarrow$ Standards of conduct

How one should behave is based upon:
- Moral Duties
- Obligations
- Virtues

Brainstorm

What are some examples of our moral duties and obligations?

How do we relate our moral duties and obligations to standards of conduct?
Ethics is an action concept, not just a philosophical theory

- "Is" vs. "Ought"
- Consequential vs. Inconsequential

Exercise # 2 Identify someone you know whom you admire for their work habits and think what makes them an example.

It's always nice to let others know when they are doing things right!

Would you share your thoughts about his/her work ethic and values with a person you admire?

Source: http://cbs13.com/watercooler/safe.drivers.sacramento.2.612778.html
Work Ethic and Good Working Values

**WORK ETHIC**

Principles of Character

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Josephson’s Six Pillars of Character

- Caring
- Citizenship
- Fairness
- Respect
- Responsibility
- Trustworthiness

Source: Character at Work – Colorado State University Cooperative Extension. Adapted from Josephson’s Model for Making Ethical Decisions.

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Work Ethic

Let’s watch the “Thank You for Smoking” movie trailer

Work Ethic

When what is good for some, is bad for others …

We need to …

MAKE ETHICAL DECISIONS!

Brainstorm

How do I make an ethical decision?

What should I consider when making an ethical decision?

Ethical Decisions

Ethical dilemma

Options

Choices

Reasons

Ethical principles are the ground rules of decision making – not just factors to consider

Principles

1. Interest of all stakeholders
2. Ethical > Non-ethical
3. Greatest balance of good in the long run

Ethical Decision
Ethical Decisions

It is OK to lose …
in fact, it is better to lose than to lie, steal or cheat in order to win.

People who are unwilling to lose have to be willing to do whatever it takes to win.

Ethical Decisions

One Approach to Making Ethical Decisions

1. Identify
   - Clarify the problem
   - Ethical principles at risk?
   - Facts vs. Beliefs/Wants

2. Evaluate
   - Identify truth
   - Ponder consequences
   - Decide what to do

3. Decide
   - Plan how to implement the decision
   - Act

4. Implement
   - Follow up
   - Follow through

Source: Character at Work Course – Colorado State University Cooperative Extension

Work Ethic – Personal Journal

Exercise # 3
Let’s consider a case that requires make an ethical decision.
Work Ethic – Personal Journal

Case # 1
Your elderly grandparents have asked you to visit them over the holidays. (You are away at school.) You have already signed up to work.
The business offers double-time pay when you work holidays. Some of your friends who are visiting from out of town are planning great parties for Friday and Saturday.
Your parents (who know about work, but not about the parties) advise you to, "Do what you think is best".
You know that they really want you to spend time with your grandparents.
What do you do?

Work Ethic – Personal Journal

Case # 2
You work in the administration office of a large company. You type a confidential memo for your supervisor, listing the names of ten people who will be laid off involuntarily in about one month. Your close friend Morgan’s name is on the list.
That evening, Morgan stops by to see you and shares that her family has finally found the home of their dreams.
With both her and her husband working, they can afford the house payment, even though money will be tight.
Do you tell Morgan about the lay off?

Work Ethic and Good Working Values

WORK ETHIC

Principles of Character

Working Values
Work Ethic and Good Working Values

**WORK ETHIC**

Principles of Character

+ Working Values

Workplace Behavior
(Your Actions and Decisions)

Affect

YOU and YOUR CAREER

THE COMPANY and ITS REPUTATION

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Working Values Wanted by Employers

- Work Hard
- Work Smart
- Dependable and Responsible
- Positive Attitude
- Good teammate
- Adaptable
- Honesty and Integrity
- Self Motivated
- Motivated to grow and learn
- Self confidence
- Professionalism


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Brainstorm

As a group let’s define these working values and share the findings
Brainstorm

What other factors can affect our perception of ethics and values?

Ethical Behavior

Ethical principles may also relate to the morals valued by our...

- Culture
- Family
- Spiritual and religious beliefs
- Neighborhoods and communities

Ethical Behavior

Should ethical behavior change with the jobs and professions in which we are employed?

Why or why not?
Ethical Behavior

Why are people still behaving unethically?

It costs just pennies!

I didn't have time!

I was doing it for you!

It doesn't hurt anybody!

I deserve it!

Examples of Myths of Ethical Behavior

The most common myths about ethical behavior:

- I have to do what I'm told—so keep my job!
- I can trust my boss to always be fair.
- I can't quit my company to always be fair.
- I really made a big mistake. I'm not a bad person.
- What others do is none of my concern.
- You're the only one who really knows what's going on—and I'm not.
- An action is either right or wrong.
- It's not my job to please my boss.
- I can't change this place.
- A person cannot be judged by greater moral standards.
- You are born with your morality.
- Morality is a socially developed sense of ethics than men.
- People just naturally “do the right thing” when presented with a social dilemma.
- Good employees don’t do bad things. People behave unethically because they are selfish, weak, or bad.
- Ethical management means ethical organizations.

(One Way His, To the West) Where/How to Draw the Line at Work. Nan DeMars, Naylor & Associates.)
Ethical Behavior

Some reasons why business people act unethically …

- Rationalization
- Bad role models in the organization
- Peer pressure
- Difficulty in defining what is ethical
- Corporate culture
- Pressure from superiors


Work Ethic – Personal Journal

Exercise # 4

Assess the different dimensions of value in your current or most recent job.

Self Assessment of Work Ethic

There is always room for improvement!

To exceed and excel, you must push yourself to higher levels!
Work Ethic – Personal Journal

Exercise # 5  Choose areas for improvement.  
(mark your assessment)

Brainstorm

Ideas for improvement

Work Ethic – Personal Journal

Exercise # 6  Create Action Plan
Working Values and Preferences

When Working Values meets Personal Preferences ...

What I like to do
What I do well
What I have to do

Company expectations about your performance and work ethic become more important than personal preferences.

Working Values– Personal Journal

Exercise # 7 Personal Preferences vs. Expected Working Values
Working Values

Articulating preferences in the job search and interview

1. Read the job description carefully.
   - Know what the company expects.
   - Even jobs with the same name may require different tasks.

2. Know your strengths and weaknesses.

3. List your skills:
   - Knowledge gained from education and experience
   - Transferable skills such as the ability to communicate, get along with people, solve problems, plan, create, etc.
   - Personal traits from your areas

4. Be ready to share these during your interview, but word them in a positive way.

Work Ethic – Remember …

The foundation of responsible workplace behavior is ethical thinking and reasoning such as:

- What is right and wrong
- What are acceptable standards of conduct
- What attitudes and attributes foster and sustain society

Work Ethic – Remember …

Sometimes people must choose

What I want

What I want to be
Work Ethic – Remember …

Ethics have a price but also a value, which makes self-restrain, sacrifice, service and charity worthwhile.

You will remember for years how good you felt about making a good decision.

Questions?
Thoughts?

Thank you for your time!

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References and Bibliography
