

ETHICS & HUMAN VALUES HS-1002

UNIT 1: Reading Material

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According to Charles Colson, “*Morality describes what is, whereas Ethics describes what ought to be*”.

Morals: refer to a set of rules defining what is considered to be right or wrong and accepted without questions. These rules are typically defined by society. If someone breaks such a rule then he is typically considered to have been “bad” or “immoral.”

E.g. *Don't steal. Tell the truth. Treat others as you want to be treated.*

Values: on the other hand, provide direction in the determination of right versus wrong or good versus bad. Values are what an individual believes to have worth and importance or to be valuable. As such, morals are values defining right from wrong or good from bad.

E.g. *Honesty, integrity, kindness, generosity, courage, and confidence*

Ethics: refers to the “moral character of an individual”. The Greeks believed that it includes an emphasis on an individual’s character as well as national character of a citizen as a component of a greater community.

E.g. *A person chooses to return a gold chain that they found on the ground to lost and found rather than keep it for themselves due to their personal ethic of honesty.*

Other examples of ethical behaviors in the workplace includes; obeying the company’s rules, effective communication, taking responsibility, accountability, professionalism, trust and mutual respect for your colleagues at work.

MORALS	ETHICS
➤ Derived from Latin word moralis, meaning “traditional customs”	➤ Derived from the Greek word, ethos, meaning moral character
➤ Typically associated with personal behaviour	➤ Typically refers to professional practices and behaviour
➤ Customs or manners practiced in any given community or culture	➤ Conveys sense of stability/permanence
➤ May be different from culture to culture	➤ An absolute standard of behaviour

➤ May change as acceptable social behaviour in the culture changes	➤ Standard is universal and immutable (not subject to change)
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E.g. A lawyer may find murder immoral, according to his personal moral code. However, ethics require that lawyer must defend their accused client to the best of their ability, even knowing their client is most likely guilty and that his acquittal could potentially result in additional crime. If lawyer begins to question his ability to adhere to these ethical principles then he must remove themselves from the practice, else he is damaging the ethics of this profession.

This is a fundamental concept within our public service system that ethics must trump personal morals for the greater good of maintaining the integrity of a system.

Integrity: Integrity is defined as the unity of thought, word and deed (honesty) and open mindedness. It includes the capacity to communicate the factual information so that others can make well-informed decisions. It yields the person's peace of mind, and hence adds strength and consistency in character, decisions, and actions. Moral integrity is defined as a virtue, which reflects a consistency of one's attitudes, emotions, and conduct in relation to justified moral values.

E.g. informing a cashier that they gave you too much change or going back to the store to pay for something you forgot to pay for.

Work Ethic: Work ethic is a set of values based on hard work and diligence. It is also a belief in the moral benefit of work and its ability to enhance character. A work ethic may include being reliable, having initiative, or pursuing new skills. Workers exhibiting a good work ethic in theory should be selected for better positions, more responsibility and ultimately promotion.

Service Learning: Service learning is a teaching and learning strategy that integrates meaningful community service with instruction and reflection to enrich the learning experience, teach civic responsibility, and strengthen communities. Through service learning, young people from kindergarteners to college students use what they learn in the classroom to solve real-life problems. They not only learn the practical applications of their studies, they become actively contributing citizens and community members through the service they perform. Students build civic, leadership, and academic skills while strengthening communities through service. Benefits include improved academic achievement, increased student engagement and civic skills, and stronger communities.

E.g. tutoring, serving meals, working with patients, helping a refugee family, walking foster dogs, or participating in events at a nursing home.

Civic Virtue: Civic virtue is the moral underpinning of how a citizen behaves and is involved in society. It is a standard of righteous behaviour in relation to a citizens other community activities. An individual may exhibit civic virtue by voting, volunteering and organizing ding of civic virtue, citizens are less likely to look beyond their families, friends and economic interests. They are less likely to help others in the community, to volunteer their time, to give to non-profit organizations or to participate in group activity that benefits society. Related ideas for civic virtue are citizenship, philanthropy, public good, voluntarism and social capital.

Respect for others: Respect for others is based on self-respect. It really is following the Golden Rule: “Do unto others as you would have others do unto you”. Being a polite and courteous person makes one a rare individual in today's world. Politeness, and a genuine concern for the rights and feelings of others is essential. Whether its loud cell phone conversations, line cutting, or terrible customer service by staff people, finding politeness in the world is very important. Whether in your personal relationships with others, or in your company, being polite and well-mannered pays off in many ways. Customers and clients will refer your business to their friends and family, resulting in even more personal referrals. Good old fashioned word of mouth advertising, through testimonials from satisfied customers is a powerful marketing tool. Everyone wants to be treated with respect, and in the modern decline of manners, your business politeness will shine like a beacon in the darkness.

Contrary to the criticism that good manners are a display of weakness, polite and respectful actions are a sign of self-confidence. They are also recognition that everyone deserves to be treated with dignity. Instead of taking their money and running, missing their appointments, or barging past them in lineups, you are showing you value towards their time and rights, as well as your own.

Living Peacefully: Peaceful living centers on the ethical and sustainable application of technologies which would aim to provide basic needs for everyone without compromising the planet’s resources.

Caring: Caring is feeling for others. It is a process which exhibits the interest in, and support for, the welfare of others with fairness, impartiality and justice in all activities, among the employees, in the context of professional ethics. It includes showing respect to the feelings of others, and also respecting and preserving the interests of all others concerned. Caring is

reflected in activities such as friendship, membership in social clubs and professional societies, and through various transactions in the family, fraternity, community, country and in international councils. In the present day context, caring for the environment (including the fauna and flora) has become a necessity for our very survival.

Sharing: Primarily, caring influences sharing. Sharing is a process that describes the transfer of knowledge (teaching, learning, and information), experience (training), commodities (material possession) and facilities with others. The transfer should be genuine, legal, positive, voluntary, and without any expectation in return. Through this process of sharing, experience, expertise, wisdom and other benefits reach more people faster. Sharing is voluntary and it cannot be driven by force, but motivated successfully through ethical principles.

Honesty: Honesty is a virtue, and it is exhibited in two aspects namely, Truthfulness and Trustworthiness.

Truthfulness is to face the responsibilities upon telling truth. One should keep one's word or promise. By admitting one's mistake committed (one needs courage to do that), it is easy to fix them. But trustworthiness is maintaining integrity and taking responsibility for personal performance. Honesty is mirrored in many ways. The common reflections are:

- Beliefs (intellectual honesty)
- Communication (writing and speech)
- Decisions (ideas, discretion)
- Actions (means, timing, place, and the goals)
- Intended and unintended results achieved

As against this, some of the actions of an engineer that leads to dishonesty are:

- Lying: Honesty implies avoidance of lying. An engineer may communicate wrong or distorted test results intentionally or otherwise. It is giving wrong information to the right people.
- Deliberate Deception: An engineer may judge or decide on matters one is not familiar or with insufficient data or proof, to impress upon the customers or employers. This is a self-deceit.
- Withholding the information: It means hiding the facts during communication to one's superior or subordinate, intentionally or otherwise.
- Not seeking the truth: Some engineers accept the information or data, without applying

their mind and seeking the truth.

- Not maintaining confidentiality: It is giving right information to wrong people. The engineers should keep information of their customers/clients or of their employers confidential and should not discuss them with others.
- Giving professional judgment under the influence of extraneous factors such as personal benefits and prejudice. The laws, experience, social welfare, and even conscience are given a go-bye by such actions. Certainly this is a higher-order crime.

Courage: Courage is the tendency to accept and face risks and difficult tasks in rational ways. Self-confidence is the basic requirement to nurture courage. Courage is classified into three types, based on the types of risks, namely:

- Physical courage: In physical courage, the thrust is on the adequacy of the physical strength, including the muscle power and armaments. People with high adrenalin, may be prepared to face challenges for the mere thrill or driven by a decision to excel.
- Social courage: The social courage involves the decisions and actions to change the order, based on the conviction for or against certain social behaviors. This requires leadership abilities, including empathy and sacrifice, to mobilize and motivate the followers, for the social cause.
- Intellectual courage: The intellectual courage is inculcated in people through acquired knowledge, experience, games, tactics, education, and training. In professional ethics, courage is applicable to the employers, employees, public, and the press.

The courageous people own and have shown the following characteristics, in their professions:

- Perseverance (sustained hard work)
- Experimentation (preparedness to face the challenges, that is, unexpected or unintended results)
- Involvement (attitude, clear and firm resolve to act), and
- Commitment (willing to get into action and to reach the desired goals by any alternative but ethical means).

Valuing Time: A first step in good time management is to understand the value of your time. If you are employed by someone else, you need to understand how much your employer is paying for your time, and how much profit he or she expects to make from you. If you are working for yourself, you should have an idea of how much income you want to bring in after tax. By working these figures back to an hourly rate, this gives you an idea of the value of your

time. By knowing the value of your time, you should be able to tell what tasks are worthwhile to perform, and which tasks give a poor return. This helps you cut away the low value jobs, or argue for help with them.

Commitment and Cooperation: Commitment means acceptance of the responsibilities and duties and cooperation means help and assistance. By developing team commitment and cooperation in a work team you are assisting the team to meet its goals and objectives. Work teams that are committed and cooperative are more likely to achieve the goals the business has set. There are a number of signals that indicate the work team is committed and cooperating. These include:

- maintaining or increasing quality
- reaching or exceeding production targets
- decreasing complaints from team members
- limited conflict between team members
- fewer workplace injuries

Empathy: Empathy is the ability to mutually experience the thoughts, emotions, and direct experience of others. The ability to understand another person's circumstances, point of view, thoughts, and feelings is empathy. When experiencing empathy, you are able to understand someone else's internal experiences. Empathy is the ability to experience the feelings of another person. It goes beyond sympathy, which is caring and understanding for the suffering of others. Both words are used similarly and often interchangeably (incorrectly so) but differ subtly in their emotional meaning. The feeling of sympathy emerges from the recognition that another person is suffering, in contrast to empathy, where the other person's pain or suffering is felt. A person expresses sympathy, but shares empathy. The empathic feeling may be brief, and the person feeling it is said to "put themselves in the other person's place."

Empathy and sympathy are not mutually exclusive, nor are they always felt in tandem. For example, people who lose a loved one can receive sympathy from many, but only those who have experienced a similar loss are able to empathize truly.

Sympathy: It's a feeling of pity or sense of compassion, it's when you feel bad for someone else who's going through something hard. The ability to feel sympathy for others is a great part of what make us human, and it's what compels us to reach out and offer help. Feeling sympathy means you feel sorry for someone's situation, even if you've never been there

yourself. Empathy is when you truly understand and can feel what another person is going through.

Difference between Empathy and Sympathy

	Empathy	Sympathy
Definition	Understanding what others are feeling because you have experienced it yourself or can put yourself in their shoes.	Acknowledging another person's emotional hardships and providing comfort and assurance.
Example	"I know it's not easy to lose weight because I have faced the same problems myself."	"Trying to lose weight can often feel like an uphill battle."
Relationship	Personal understanding	Understanding the experience of others
Context	A doctor relating with a patient because he or she has been in a similar situation or experience	Doctors comforting patients or their families
Scope	Personal; it can be one to many in some circumstances	From either one to another person or one to many (or one to a group).

Self-confidence: Self-confidence relates to self-assuredness in one's personal judgment, ability, power, etc., sometimes manifested excessively. Being confident in yourself is infectious if you present yourself well, others will want to follow in your foot steps towards success. Promise yourself, no matter how difficult the problem life throws at you, that you will try as hard as you can to help yourself. You acknowledge that sometimes your efforts to help yourself may not result in success, as often being properly rewarded is not in your control. Self-confidence is considered one of the most influential motivators and regulators of behavior in people's everyday lives (Bandura, 1986).

Character: All stories need certain necessary elements. Without these elements, literary works often fail to make sense. For instance, one of the essential elements of every story is a plot with a series of events. Another important element is a character. A character can be any person, a figure, an inanimate object, or animal. There are different types of characters, and each serves its unique function in a story or a piece of literature.

Character Types

- ✓ Antagonist: The antagonist is the villain or 'bad guy' in the story. This character usually creates a conflict for the protagonist.
- ✓ Protagonist: The main character in the story, usually the person the reader is 'rooting' for. We want to see this character succeed and do well.
- ✓ Round Characters: Round characters are usually the main characters in a story. We know a lot of details and facts about a round character.
- ✓ Flat Characters: Flat characters are usually minor characters. They don't play a big part in the story, so you don't know as many details about them.
- ✓ Static Characters: Static characters are characters that do not change at all through the course of the story. Their personalities remain the same. Most minor, flat characters are static.
- ✓ Dynamic Characters: Dynamic characters are characters who change during the story, usually as a result of something big that happens to them. Main characters are often dynamic.

Spirituality: Spirituality is the concept of an ultimate or an alleged immaterial reality, an inner path enabling a person to discover the essence of his/her being; or the "deepest values and meanings by which people live. Spiritual practices, including meditation, prayer and contemplation, are intended to develop an individual's inner life. Spiritual experiences can include being connected to a larger reality, yielding a more comprehensive self; joining with other individuals or the human community; with nature or the cosmos; or with the divine realm. Spirituality is often experienced as a source of inspiration or orientation in life. It can encompass belief in immaterial realities or experiences of the immanent or transcendent nature of the world.

"Spirituality exists wherever we struggle with the issues of how our lives fit into the greater scheme of things. This is true when our questions never give way to specific answers or give rise to specific practices such as prayer or meditation. We encounter spiritual issues every time we wonder where the universe comes from, why we are here, or what happens when we

die. We also become spiritual when we become moved by values such as beauty, love, or creativity that seem to reveal a meaning or power beyond our visible world. An idea or practice is "spiritual" when it reveals our personal desire to establish a felt-relationship with the deepest meanings or powers governing life.

Spirituality for Corporate Excellence:

- ✓ **Self-awareness:** Realization of self-potential. A human has immense capability but it needs to be developed.
- ✓ **Alertness in observation and quickness in decision making,** i.e., spontaneity which includes quick reflexes, no delay but also no hasty decisions.
- ✓ **Being visionary and value based:** This includes an attitude towards future of the organization and the society, with clear objectives.
- ✓ **Holism:** Whole system or comprehensive views and interconnected with different aspects. Holistic thinking, which means the welfare of the self, family, organization and the society including all other living beings and environment.
- ✓ **Compassion:** Sympathy, empathy and concern for others. These are essential for not only building the team but also for its effective functioning.
- ✓ **Respect for diversity:** It means search for unity in diversity i.e., respect others and their views.
- ✓ **Moral Autonomy:** It means action based on rational and moral judgment. One need not follow the crowd or majority i.e., band-wagon effect.
- ✓ **Creative thinking and constant reasoning:** Think if we can do something new and if we can improve further?
- ✓ **Ability to analyze and synthesize:** Refrain from doing something only traditional.
- ✓ **Positive views of adversity:** Make adversities one's source of power—a typical Karma yogi's outlook! Every threat is converted into opportunity.
- ✓ **Humility:** The attitude to accept criticism (it requires courage!) and willing to correct. It includes modesty and acknowledging the work of colleagues.
- ✓ **Sense of vocation:** Treat the duty as a service to society, besides your organization

Stress:

Stress refers to the body's reaction to a task or requirement. Everyone goes through a stressful period, which can be brought on by a range of factors ranging from minor irritations to big life changes. We endure physical ailments as a result of the stress that comes with going through a difficult moment or a severe life crisis. The body tries to conserve all of its energy to assist the person in overcoming the difficulty and stress, or ignoring the problem and

returning to normal happiness. The following physical reactions occur as a result of this:

- ✓ Blood pressure has increased
- ✓ Excessive sweating
- ✓ Muscle pain
- ✓ Heightened awareness, etc.

Stress causes our body's normal function to be slowed down like the digestive system, immune, and happy hormones. When we are under stress our body focuses on the basic function of the body which is breathing, blood flow, and muscle preparation. During a stress reaction, the body changes in the following ways:

- ✓ Fast breathing or breathlessness
- ✓ Sleeplessness
- ✓ High/low blood pressure
- ✓ Body ache
- ✓ Immunity decreases

People who believe they don't have enough coping skills may have a higher reaction, which could lead to health issues. Individuals are affected differently by stressors. Having a child, going on vacation, moving to a bigger home, and earning a job promotion are all wonderful experiences that can lead to stress. This is because they usually suggest a significant change, greater effort, and new challenges, necessitating adaptation.

When someone is under a lot of stress, their complete well-being is jeopardized. Stress has an impact on your mental well-being as well as your physical health. It has an impact on one's ability to reason, perform efficiently and enjoy life.

Stress management can help people break free from the influence that stress has on their lives, allowing them to be happier, healthier, and more productive. The main objective is to have time for work, relationships, relaxation, and fun, as well as the strength to cope under pressure and face challenges head-on. Stress management, on the other hand, is not a one-size-fits-all solution. As a result, it is critical to experiment and figure out what works best for you.

Stress Management Techniques

1. Know the source of Stress

The first thing one can do in stress management is to identify the sources of stress in your life. This isn't as simple as it appears. While major stressors such as changing jobs, moving, or going through a divorce are easy to identify, pinpointing the sources of chronic stress can be

more difficult. It's all too easy to dismiss how your own thoughts, feelings, and behaviors contribute to your daily stress levels.

2. 4 A's Of Stress Management

While the body's reaction to a task or requirement is referred to as stress. Everybody has their stressful time, which can be caused by a variety of reasons, ranging from minor inconveniences to major life changes. When people with such to be expected stressors, they have the option of either changing the situation or changing their reaction to the stressor. We can use the 4A's to know how to handle or react to such situations: avoid, alter, adapt, or accept.

Avoid: unnecessary stress needs to be avoided.

Alter: If you are unable to avoid a stressful situation, try to change it, along with changing the way you communicate and operate in your daily life.

Adapt: If you can't change the source of the stress, you can change yourself by altering your expectations and attitude, you can adapt to stressful situations and reclaim your sense of control.

Accept: Some stressors cannot be avoided and so accepting things as they are is the best way to deal with stress in such cases. Accepting it can be difficult, but it is easier in the long run than railing against a situation you cannot change.

3. Talk to someone about it

Nothing calms you down like spending quality time with another human being who makes you feel safe and understood. Face-to-face interaction sets off a chain reaction of hormones that suppresses the body's defensive "fight-or-flight" response. It is nature's stress reliever.

Stress is a natural reaction to the inability to cope with particular demands and events. When confronted with a challenge or threat, humans have a partially physical reaction. The body mobilizes resources to help people either stay and face the challenge or flee to safety as quickly as possible. Effective stress management assists a person in breaking the grip that stress has on their life. Know the source of stress and identify the sources of stress. Spend quality time with someone who makes you feel safe and understood – this is nature's stress reliever, these stress management techniques can be helpful.

What Is Eustress?

Not all stress is the same. Some of the stress that you face in life can be more detrimental to your well-being, and some types of stress can actually be healthy. One type of beneficial stress is known as eustress. Eustress refers to stress that leads to a positive response. It is the opposite of distress and can refer to any type of beneficial stress, whether physical or psychological. It tends to be short-term and often feels exciting. People perceive this type of stress as manageable and even motivating. Physically, eustress can often resemble distress in many ways. You might feel nervous; your heart might pound; your thoughts might race. The difference is how these physical sensations are perceived.

A certain amount of stress can be beneficial when it comes to motivation and performance. In fact, the Yerkes-Dodson law suggests that optimal arousal levels (i.e., stress) contribute to improved performance, but only up to a certain point. And different tasks may benefit from different levels of stress and arousal. Eustress is often thought of as a beneficial type of stress because it can positively impact your life. However, it's important to remember that eustress is still a type of stress. Because of this, eustress can become distress, or even chronic stress, if it becomes too intense or lasts for too long.

Examples of Eustress

- ✓ Life changes: Major life transitions can create eustress. Examples of changes that can create this type of beneficial stress include starting a new job, being involved in a relationship, and parenting children.
- ✓ Smaller challenges: The excitement of a roller-coaster ride, a scary movie, or a fun challenge are all examples of eustress. Even a particularly tough workout can be an example of this type of stress.
- ✓ New experiences: Traveling can also create eustress. It can involve significant discomfort and unfamiliarity, but it also provides many discoveries. The anticipation of a first date, the first day at a new job, or other exciting firsts also fall under the umbrella of eustress.

Introduction to Yoga and Meditation for professional excellence and Stress Management

The productivity of the work force is the most decisive factor as far as the success of an organization is concerned. The productivity in turn is dependent on the psychosocial wellbeing of the employees. Stress can affect one's health, work performance, social life and the relationship with family members. The stress response is a complex emotion that

produces physiological changes to prepare us for: fight or flight, to defend ourselves from the threat or flee from it. The stressors and its consequences are to be understood at individual and organizational level. Stress in the workplace has emerged as a major issue for businesses and has reached alarming proportions. Organizations must develop stress prevention as well as stress reduction techniques. Stress deteriorates the performance of employee which results in low turnover rates of the company. Stressors, the causes of stress, include any environmental conditions that place a physical or emotional demand on a person. Basically there are four main types of work-related stressors: interpersonal, role-related, task control, and organizational and physical environment stressors.

It is responsibility of the organization to introduce the Yoga, Meditation and soothing humor for the stress management at workplace.

Causes and consequences of workplace stress

Causes		Consequences of Distress
1) <u>Work related stressors:</u>	S T	1) <u>Physiological</u>
<ul style="list-style-type: none"> · Inter-personal stressors · Role related stressors · Task control stressors · Organizational-physical environment stressors 		<ul style="list-style-type: none"> · Heart diseases · Ulcers · High blood pressure · Head aches · Sleep disturbances · Increased illness
2) <u>Non-work stressors:</u>	R E	2) <u>Psychological:</u>
<ul style="list-style-type: none"> · Time-based · Strain based · Role based conflict 		<ul style="list-style-type: none"> · Job Dis-satisfaction · Low commitment · Exhaustion · Depression · Moodiness · Burnout
3) <u>Individual Differences :</u>	S	3) <u>Behavioral :</u>
<ul style="list-style-type: none"> · Personal health · Knowledge-skill · Coping skills · Resilience work holism. 		<ul style="list-style-type: none"> · Low job performance · More accidents · Faulty decisions · Higher absenteeism · Workplace aggression · Turnover/Absenteeism

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