

Ethical, inclusive and sustainable practices

Professional Internship Tutorial 3

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S2 2022



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Acknowledgement of Country

We respectfully acknowledge the Wurundjeri People of the Kulin Nation, who are the Traditional Owners of the land on which Swinburne’s Australian campuses are located in Melbourne’s east and outer-east, and pay our respect to their Elders past, present and emerging.

We are honoured to recognise our connection to Wurundjeri Country, history, culture, and spirituality through these locations, and strive to ensure that we operate in a manner that respects and honours the Elders and Ancestors of these lands.

We also respectfully acknowledge Swinburne’s Aboriginal and Torres Strait Islander staff, students, alumni, partners and visitors.

We also acknowledge and respect the Traditional Owners of lands across Australia, their Elders, Ancestors, cultures, and heritage, and recognise the continuing sovereignties of all Aboriginal and Torres Strait Islander Nations.

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Rationale:

- Understanding **key frameworks** for ethical workplace practices is essential to being an informed professional.
- As emerging and developing professionals, it's important to reflect on the **links between workplace practices and your values** and professional/career goals.
- Take time to develop your **self-awareness** and professional knowledge of relevant values or guiding principles such as **diversity, inclusiveness and sustainability**.
- Throughout your career you'll need to make **informed decisions** to engage in, and evaluate, ethical workplace practices.



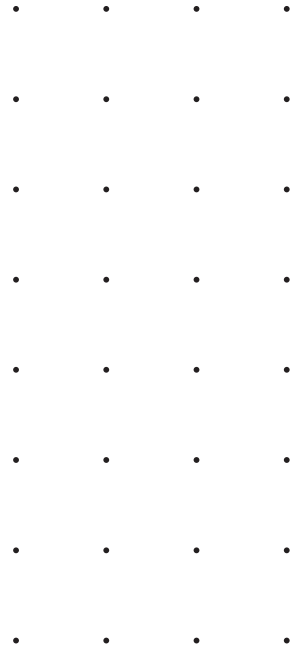
Outline:

- Frameworks and context for ethical practices
- Reflection
- Ethical dilemmas
- What have you observed in your workplace so far?
- Next steps

The good work

The research on what means to do "good work" conducted over 15 years by Harvard professors Gardner, Damon, and Csikszentmihalyi found that:

- most workers aspire to do “good work”—they take pride in doing something that matters, that serves society, that enhances the lives of others, and that is accomplished in an ethical manner.
- Good work is considering:
- EXCELLENCE – high quality
- ENGAGEMENT- personally meaningful
- **ETHICS**- socially responsible, carried out in an ethical way



What do we mean by ethical, inclusive and sustainable?

ETHICAL – ethical – moral- legal

INCLUSIVE – commitment to
equal participation in respect to diversity

SUSTAINABLE – the lasting balance between
the environment, equity, and economy



Swinburne offers wide range of services

People, Culture and Integrity Policy

Version 6 (July 2021)

Home > About > Policies and regulations > People, Culture and Integrity Policy

Our Culture
PART 1

Health and Safety
PART 4

University Premises
PART 7

Representing Swinburne
PART 10

Swinburne student charter
PART 2

Unacceptable Behaviour
PART 5

University Facilities, Services and Resources
PART 8

Business continuity
PART 11

Our Research
PART 3

Integrity
PART 6

Intellectual Property
PART 9

Compliance
PART 12

What does 'ethical practice' mean to you?

What does ethical practice mean in your professional field?

What does ethical practice mean to you personally?

Please put three key words in the chat...



Frameworks for ethical workplace practices

1. Ethical practice in the workplace

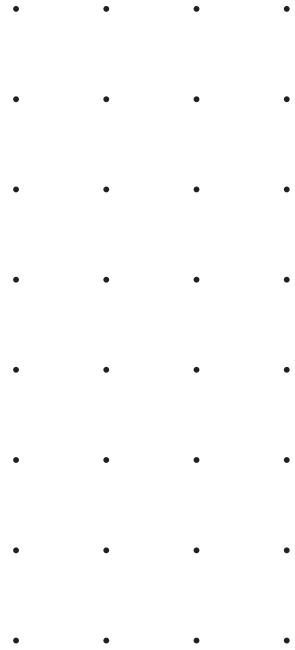
- professional code of ethics

2. Organisational values and culture

- alignment with organizational goals/ values

3. Legal frameworks and corporate documents:

- Laws
- Professional standards
- Code of Conduct
- Strategies and Plans



Have you seen your workplace articulate and demonstrate ethical, sustainable and/or inclusive practices? If yes, how?

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Something to reflect on

Quick thoughts if any?

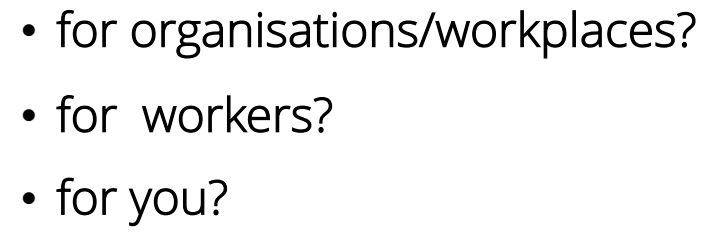
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Recognising Ethical Issues

Being able to recognise and identify ethical issues in practice or situations is the first step in acting ethically.



A 10x4 grid of dots. There are 10 rows and 4 columns of dots. Each row contains 4 dots, and each column contains 10 dots. The dots are arranged in a regular grid pattern.



Ethical dilemmas (break out groups/ individually)

In groups/ individually for 15 minutes:

- Say hello! Introduce yourself and please put your camera on.
- discuss one dilemma and report back on discussion:
- Summary of the issue
- The main ethical issues/challenges
- What they would do
- Who they would seek guidance from if facing this issue
- Report back on behalf of your group/ individually



Faulty LCDs

Catherine is a new hire at a startup that produces LCD displays for large venues, such as shopping malls. Part of her job requires her to troubleshoot malfunctioning displays.

One day, a shopping mall reported that two display units out of twelve had stopped working from their installation three months prior. The customer also noted serial and revision numbers on the two units were different from the rest of the units.

At the job site, Catherine inspected the displays and realized her company had sold units that were from a bad batch (i.e. group of displays that did not have over 50% yield during manufacturing). Catherine wanted to tell the site why the units failed, but recognized that if she disclosed this information, the site would be eligible to receive replacement displays at no additional cost. On the other hand, if she blamed the failing units on a weaker cause, such as improper installation, her company would be able to charge the site for replacement units.

Catherine knew her manager would want her to choose the option that would minimize the company's losses; however, she wanted to be honest with the site as they were one of the company's best customers.

What should she do?

Jocelyn Tan was a 2014-2015 Hackworth Fellow in Engineering Ethics at the Markkula Center for Applied Ethics at Santa Clara University.

Is customer the king?

Brad is a production engineer at a bicycle company. Part of his job includes inspecting broken bikes and drafting the design plans for their repair.

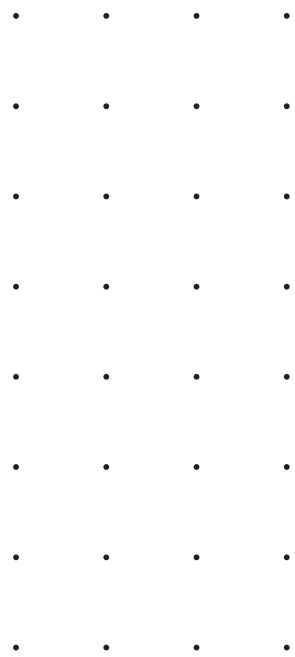
One day, Brad receives instructions from his supervisor to repair a bike whose brake cables had snapped. When Brad inspects the bike, he notices the cables had snapped because they were made from a low-quality material. He suspects that this bike had been custom designed, and that the customer simply did not know what materials would be best suited for the brake cables. Therefore, when Brad drafts his design plans for the repair of the bike, he incorporates a more durable material for the cables.

When Brad goes to repair the bike, he finds out the customer had specifically requested that the bike be repaired, but no aesthetic changes should be made to the bike. Brad's design for the bike will change the look of the bike, but it will also make the bike more durable. When Brad goes to his manager and asks him what to do, his manager tells him that "the customer is always right" and he should repair the bike as the customer requested.

Brad knows he could repair the bike according to the customer's wishes, but if he does, the bike will break down again in a few months, perhaps dangerously. However, if he implements his design improvements, he risks going against his manager and the wishes of the customer.

What should Brad prioritize? The customer's safety or the customer's desires?

Clare Bartlett was a 2014-2015 Hackworth Fellow in Engineering Ethics at the Markkula Center for Applied Ethics at Santa Clara University.



Next steps

- Unit Learning Outcome: Identify, evaluate and engage in ethical, sustainable and inclusive practices in the workplace.
 - Observe and reflect on the workplace practices you see and engage in Assessment 4.2
- Make sure you are familiar with the Codes and Standards that are relevant in your industry/profession.
- Your values matter. Observations and small decisions every day can help bring about changes in workplace perceptions, ethics, inclusiveness, sustainability...

Reflect after class -

- How do your values align with your workplace practices and career goals?
- What can you learn or do to make your workplace practices more inclusive and sustainable?

You can do a quiz to evaluate your values and preferences around 6 domains of Workplace Culture on My Career Toolkit.

It's useful for focusing your graduate job search, and also for reflecting on the workplace where you are doing your placement.

<https://swinburne.careercentre.me/resources/careerassessments/>

Thank you!

Next workshop 29th September, Thursday, Group A 9:30- 10:30, Group B and C 5.30 – 6.30 pm via Collaborate ultra for Workshop 4: Networking.

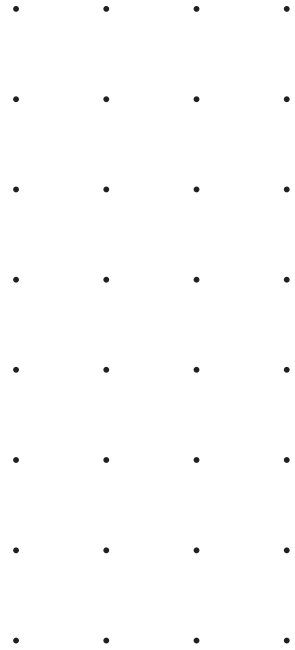
Keep tracking internship hours, include them in the log book

Keep up with due dates and assessments submission to avoid penalty; check Canvas and student emails regularly

De-briefing podcast case 1

Breaking a news when against the mandate

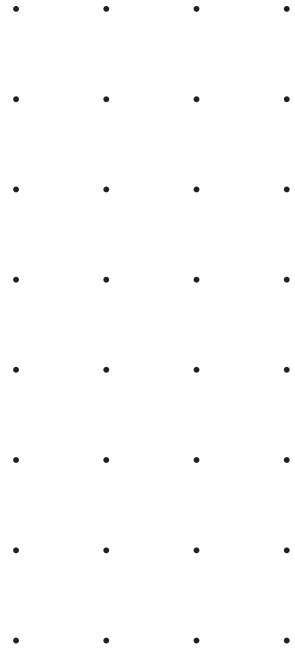
- Do I have facts
- Choices? Even the hard ones
- Moral dilemmas of each choice
- My personal values in regards to each dilemma
- Sometimes 'just do it'...get away
- Do it half strength – non explicit in the detail (water down approach)
- Correct facts and then get back
- Refuse to do it
- Weigh harm vs benefits in each choice
- Impact of my decision on people around me
- What culture am I creating? Who is being influenced? Setting the norm
- Short cuts and making quick decisions may be detrimental
- Question your own judgment (validate against pre existing views may not help every time)..Book – *'Thinking fast and slow'* by Daniel Kahneman
- Whistle blowing (seen it in politics, corporate environment, health sector etc.)



De-briefing podcast case 1

Private online data exposed case

- Thinking about shadow values (they influence decisions – for e.g. Win it all at all costs)...check the culture
- Your own decision making style (looking at the outcome only – may not work)
- Universal principles – let everyone else make mistakes – may not be ideal
- Tribalism – belonging to a tribe / group – what tribe do I belong to? Relevant for business (depends on the sector)
- Arm's length transaction concept in Accounting
- How does this decision affect my family? Most think on these lines
- What impact would this create on my reputation
- Ethics wraps motivations, rewards and emotions – need a rational decision – challenging



De-briefing podcast case 1

Redundancy of a friend/ colleague

- Anyone confiding in you, feeling loyal to – gets tricky
- Consequences of you sharing that information – what harm will it cause?
- Minimise the harm, evaluate risk (do I lose a great friend or do I lose my job?)
- Look at codes of conduct at workplace just to be sure
- Independent advice

