



INFORMATION TECHNOLOGY SUPPORT SERVICE Level I

LEARNING GUIDE # 31

Unit of Competence	:	Demonstrate work values
Module Title	:	Demonstrating work values
LG Code	:	ICT ITS1 M10 L01 31
TTLM Code	:	ICT ITS1 TTLM03 10119v1

LO 1: Define the purpose of work



Instruction Sheet	Learning Guide # 31
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This learning guide is developed to provide you the necessary information regarding the following content coverage and topics –

- One's unique sense of purpose for working and the 'whys' of work are identified, reflected on and clearly defined for one's development as a person and as a member of society.
- Personal mission is in harmony with company's values

This guide will also assist you to attain the learning outcome stated in the cover page. Specifically, upon completion of this Learning Guide, you will be able to –

- Identify, reflect on and clearly define one's unique sense of purpose for working and the 'whys' of work for one's development as a person and as a member of society.
- Harmony personal mission with company's values.

Learning Activities

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described below 3 to 6.
3. Read the information written in the information "Sheet 1, Sheet 2, Sheet 3 and Sheet 4".
4. Accomplish the "Self-check 1, Self-check t 2," in **page -5, 10** respectively.
 - or unsatisfactory. If unsatisfactory, your teacher shall advice you on additional work. But if satisfactory you can proceed to the next topic.

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Information Sheet 1	Purpose and Definition of work
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1.1. Purpose of work

The purpose of Work Program provides jobs for graduate students with financial need, allowing them to earn money to help pay education expenses. The program encourages community service work and work related to each student's course of study

1.2. Definition of Work

- Work regarded as fulfillment, purpose of life
- Work is a duty, not option man must bring forth fruit contribution to prosperity
- Work is source of spiritual/personal growth
- Work elevated to status of worship when done in spirit of service to humanity
- Work is vehicle for excellence, perfection, development
- Work is social behavior – leads to partnerships
- Work leads to participatory decision-making, team dynamics, consultation, participation
- Work reduces social injustice and extremes in wealth and poverty



Self-Check -1	Written Test
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Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. Define work.

Note: Satisfactory rating - 3 and 5 points

Unsatisfactory - below 3 and 5 points

You can ask you teacher for the copy of the correct answers.



Answer Sheet

Score = _____

Rating: _____



Information Sheet 2

Work Attitude

2.1. Work Attitude

What work attitudes do you bring with you into a new phase of your life? Now that you are starting in the working world, what attitudes work best for someone in their job?

There aren't really any rules to work attitudes that would work best. But there are guidelines that you can follow.

It is normal to feel nervous on your first day or even the first few weeks at work. Approach it with confidence and always be mindful of these attitudes. They will serve you well as you start to consciously practice them at work. They will make you more confident. As you become more confident you learn better and perform better.

So, what are the attitudes at work you should possess?

2.1.1. A Sense of Purpose

This is the first of the few attitudes I recommend you adopt as you start on your first job. A sense of purpose could mean having a personal vision of where you want to be in a few years time. Or how this work will contribute towards your long-term goal.

A sense of purpose can also mean knowing your role in the organization. Remember, no matter how low ranking you are or how fresh you are at work, we all have a role to play. Know that part and play it well. That way you contribute even early on and it helps you gain confidence.

2.1.2. Optimism

Have optimism as part of your work attitudes. I know some people are more prone to pessimism. I always say this; it takes an equal amount (if not more) of energy to be pessimistic, then why not choose the better option of being optimistic?

Work this into your repertoire of work attitudes. There is positive energy in optimism. This energy propels you to do things as you feel there are better things to look towards.



Imagine your personal motivation if you feel there is nothing good to look towards?

2.1.3. Work Hard

Working smart is better than working hard. Every success comes with hard work. Even if you have a smart plan, you need the capacity to take on the work necessary to work that smart plan.

Working smart does not negate working hard. Carve this into your list of work attitudes that you bring with you into your first job.

2.1.4. Discipline

Discipline to me is personal obedience. You are a working adult now and it means being professional in the things you do. You need to conduct yourself with the highest of professional standards. It should be part of your personal work attitudes. Have the discipline to see your work through no matter how tough it is for you.

So what does this mean? It means do the things that need to be done on time. No one appreciates tardiness. Deliver on your promises be it to colleagues, clients or suppliers.

Be thorough with your work, check and double check your work if you have time.

2.1.5. Initiative

Taking initiatives should be part of your work attitudes. Just because you are new doesn't mean you cannot do extra or take that extra step to make some things better. Initiatives can come in many forms; it can be as simple as a suggestion to improve on certain processes.

Someone with initiatives shows enthusiasm. Enthusiasm doesn't just motivate you but it motivates those around you as well. People start to like you when you are enthusiastic.

These work attitudes do not just serve you well in your first job. If you practice these, you will internalize them. Soon you will see how they benefit your career in the long term.

Work Attitude Behavior and Work Behavior Attitude – Are They The Same?

Work Attitude Behavior = Work Behavior Attitude?

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In the course of my experience, there has been many staff that walked through my door to ask for feedback on their work attitude behavior. Some of them will use the term – work behavior attitude. It occurred to me that they use these terms interchangeably. But generally refer to the same thing - their attitude and behavior at work.

But are they the same? Why is it important to know the difference? Personally, these two concepts – work attitude and work behavior – are different to me.

2.2. Work Attitude Behavior

Attitude to me refers to the ‘feel’ part of your work. It relates to how you feel about your work and your approach towards work. Hence, work attitude behavior is intangible. You cannot see it. Your colleagues cannot see it. But people can feel it. People whom you work with can feel your work attitude behavior.

They can feel it if you carry out your tasks with pride. They can feel whether you belief in your work or not. They know if you have passion in your work. These positive attitudes at work are a ‘subconscious’ transfer of feelings.

It is important to cultivate a positive attitude at work from early on in their career. It is something that is from within and it takes time to cultivate.

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2.3. Work Behavior Attitude

Behavior to me refers to the 'do' part of your work. It relates to how you do your work and how you get your work done. Work behavior attitude can be seen. It is the actual work. You can see the result of your work behavior attitude be it a report or a finished good. Your colleagues can see it. It is the action.

They can see if you worked hard. They can see if you do your work with skills and applied the knowledge you know into the work. They can see for themselves if you are the "all talk and no work" type. Work behavior attitude is the real thing. You cannot fool people into believing that your work behavior attitude is good when it is not.

It is equally important to have a great work behavior attitude, as it is to have a great work attitude behavior at work.

2.4. Let's Break It Up

Let's break up these two terms. Work attitude is the 'feel' part of your work. It usually is a 'subconscious' transfer of feelings about your approach to work. Do you do things with pride, passion and belief? People can feel this. So, from now on, let's just refer to work attitude behavior as work attitude.

On the other hand, work behavior attitude refers to the 'do' part of your work. It is the tangible part of your work. It is the action. How you do your tasks. Are you hard working at work? Do you apply your skills and knowledge or do you do it lazily. All these can be seen. To keep it simple, let's use work behavior from now on when referring to work behavior attitude.



2.5. Difference between work Attitude and Work Behavior

In my experience, a positive work attitude does not necessarily lead to a positive work behavior. Neither does a positive work behavior indicate positive work attitude.

Let me illustrate by asking you to do this. Have you ever come across colleagues who are extremely positive about a certain project? They can talk all day about what can be done and should be done. They speak with pride and they truly believe in the work. But when it comes to the real deal, you see that they do not work hard at completing their end of the bargain. Yet others work very hard at their tasks but lack the passion they inject into the work. These work are done but is far from perfection.

When you know the difference between work attitude and work behavior, you can begin to align the both of them. Once you align both your work attitude and work behavior to be the same, you will increase your chances of succeeding in your career as a newbie by many folds.

2.2. Developing positive attitude for work

Developing positive attitude at work can determine how successful you are in your career. However, this can be tough especially when things seem to go wrong all the time.

I had my fair share of setbacks throughout my career. Along the way, I started developing positive attitudes to help me deal with these setbacks.

Remember you are your own career builder and you are responsible for your own success. **These tips are those that worked for me.**

You can adopt or adapt them in developing your own positive attitude at work.

- **Do The Best You Can And Tell Yourself The Best Has Got To Be Good Enough**

How much better can we do a job? I believe, as long as we do the best we can, within the situation we are in - the work will take care of itself. There will always be critics who will come off as what I call 'fake perfectionist'. People who seem to know how best to do a better job without understanding the limitations you have to work with. Let them be. These people just like to take on the persona of a 'perfectionist' in order to criticize.

- **Things Aren't As Bad As You Think They Are**

I remember reading a research article once that said only 4% of our worries come true. And the 4% are usually very small worries. When things seem to go bad for me and I start to worry, I remind myself of this. You are better off focusing your energy on your work.

- **Think Positive, As You Think So You Are**

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'Think Positive' is probably one of the most cliché terms that you have heard but worth repeating over and over again.

You can call it 'count your blessings' or whatever term you want to use. It's the truth, when faced with challenges sometimes we need to ask ourselves, what can be worse?

Get out of the 'Poor 'O Little Me' syndrome because that isn't going to help your cause, especially when you are trying to complete an important assignment.

Developing positive attitudes at work isn't easy. As with everything in life, you need practice. Just pick one of these listed and remind yourself of it each time you start to worry or face any challenges.



Self-Check -2

Written Test

Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. What is work Attitude?
2. What is the difference between work Attitude and work Behaviour?

Note: Satisfactory rating - 3 points

Unsatisfactory - below 3 points

You can ask you teacher for the copy of the correct answers.

Answer Sheet

Score = _____

Rating: _____



Name: _____

Date: _____

Short Answer Questions

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INFORMATION TECHNOLOGY SUPPORT SERVICE Level I

LEARNING GUIDE # 32

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Module Title	:	Demonstrating work values
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LO 2: Apply work values/ethics



Instruction Sheet	Learning Guide # 32
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This learning guide is developed to provide you the necessary information regarding the following content coverage and topics –

- **Work values/ethics/concepts** are classified and reaffirmed in accordance with the transparent company ethical standards, policies and guidelines.
- **Work practices** are undertaken in compliance with industry work ethical standards, organizational policy and guidelines
- Personal behavior and relationships with co-workers and/or clients are conducted in accordance with ethical standards, policy and guidelines.
- **Company resources** are used in accordance with transparent company ethical standard, policies and guidelines.

This guide will also assist you to attain the learning outcome stated in the cover page. Specifically, upon completion of this Learning Guide, you will be able to –

- Classify and reaffirm **work values/ethics/concepts** in accordance with the transparent company ethical standards, policies and guidelines.
- Undertake **work practices** in compliance with industry work ethical standards, organizational policy and guidelines
- Conduct personal behavior and relationships with co-workers and/or clients in accordance with ethical standards, policy and guidelines.
- Use **company resources** in accordance with transparent company ethical standard, policies and guidelines.

Learning Activities

1. Read the specific objectives of this Learning Guide.
2. Read the information written in the "Information Sheets 1" in pages 3-6.
3. Accomplish the "Self-check" in page 7.

Your teacher will evaluate your output either satisfactory or unsatisfactory. If unsatisfactory, your teacher shall advice you on additional work. But if satisfactory you can proceed to the next topic.

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Information Sheet 1	Work Ethics
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1.1. WORK ETHICS

Work ethics 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. An example would be the Protestant work ethic. 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. Workers who fail to exhibit a good work ethic may be regarded as failing to provide fair value for the wage the employer is paying them and should not be promoted or placed in positions of greater responsibility.

Work ethics include not only how one feels about their job, career or vocation, but also how one does his/her job or responsibilities. This involves attitude, behavior, respect, communication, and interaction; how one gets along with others. Work ethics demonstrate many things about whom and how a person is.

1.2. Importance of work values .

If you are interested in turning your internship into a job offer, it's important to know exactly what employers look for when hiring full-time employees. In addition to relevant skills, employers seek employees who have the personal values, characteristics, and personality traits that spell success. Good personal values are what makes the foundation for a good employee. Internships are an excellent time to show employers that you have the personal traits that they value in their employees. Do not make the mistake of missing the opportunity to show your supervisors at your internship that you have what it takes to be successful on the job as well as possessing the personal characteristics they value. An internship is an opportunity to learn the skills and behaviors along with the work values that are required for success in the workplace.

- Facilitates operations, acts as lubricant
- Companies with effective values attract, retain, motivate collaborators regarded as a knowledge based human capital critical for success and survival
- Increases customers' loyalty insurance
- Collaborators & suppliers when treated with respect to source of ideas, valuable information, multipliers of creative capacity

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- Renders teamwork more effective
- Enhances quality through motivated collaborators

1.2.1. **Strong Work Ethic**

Employers value employees who understand and possess a willingness to work hard. In addition to working hard it is also important to work smart. This means learning the most efficient way to complete tasks and finding ways to save time while completing daily assignments. It's also important to care about your job and complete all projects while maintaining a positive attitude. Doing more than is expected on the job is a good way to show management that you utilize good time management skills and don't waste valuable company time attending to personal issues not related to the job. Downsizing in today's job market is

quite common so it's important to recognize the personal values and attributes employers want to improve your chances of job security should a layoff occur.

1.2.2. **Dependability and Responsibility**

Employers value employees who come to work on time, are there when they are suppose to be, and are responsible for their actions and behavior. It's important to keep supervisors abreast of changes in your schedule or if you are going to be late for any reason. This also means keeping your supervisor informed on where you are on all projects you have been assigned. Being dependable and responsible as an employee shows your employer that you value your job and that you are responsible in keeping up with projects and keeping them informed of the things that they should know about.

1.2.3. **Possessing a Positive Attitude.**

Employers seek employees who take the initiative and have the motivation to get the job done in a reasonable period of time. A positive attitude gets the work done and motivates others to do the same without dwelling on the challenges that inevitably come up in any job. It is the enthusiastic employee who creates an environment of good will and who provides a postive role model for others. A positive attitude is something that is most valued by supervisors and co-workers and that also makes the job more pleasant and fun to go to each day.

1.2.4. **Adaptability**

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Employers seek employees who are adaptable and maintain flexibility in completing tasks in an ever changing workplace. Being open to change and improvements provides an opportunity to complete work assignments in a more efficient manner while offering additional benefits to the corporation, the customer, and even the employee. While oftentimes employees complain that changes in the workplace don't make sense or makes their work harder, oftentimes these complaints are due to a lack of flexibility.

Adaptability also means adapting to the personality and work habits of co-workers and supervisors. Each person possesses their own set of strengths and adapting personal behaviors to accommodate others is part of what it takes to work effectively as a team. By viewing change as an opportunity to complete work assignments in a more efficient manner, adapting to change can be a positive experience. New strategies, ideas, priorities, and work habits can foster a belief among workers that management and staff are both committed to making the workplace a better place to work.

1.2.5. Honesty and Integrity

Employers value employees who maintain a sense of honesty and integrity above all else. Good relationships are built on trust. When working for an employer they want to know that they can trust what you say and what you do. Successful businesses work to gain the trust of customers and maintain the attitude that "the customer is always right". It is the responsibility of each person to use their own individual sense of moral and ethical behavior when working with and serving others within the scope of their job.

1.2.6. Self – Motivated

Employers look for employees who require little supervision and direction to get the work done in a timely and professional manner. Supervisors who hire self-motivated employees do themselves an immense favor. For self-motivated employees require very little direction from their supervisors. Once a self-motivated employee understands his/her responsibility on the job, they will do it without any prodding from others. Employers can do their part by offering a safe, supportive, work environment that offers employees an opportunity to learn and grow. Working in a supportive work environment and taking the initiative to be self-directive will provide employees with a better sense of accomplishment and increased self-esteem.

1.2.7. Motivated to Grow & Learn

In an ever-changing workplace, employers seek employees who are interested in keeping up with new developments and knowledge in the field. It has been noted that one of the top reasons employees leave their employers is the lack of opportunity for career development

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within the organization. Learning new skills, techniques, methods, and/or theories through professional development helps keep the organization at the top of its field and makes the employee's job more interesting and exciting. Keeping up with current changes in the field is vital for success and increased job security.

1.2.8. **Strong Self – Confidence**

Self-confidence has been recognized as the key ingredient between someone who is successful and someone who is not. A self – confident person is someone who inspires others. A self-confident person is not afraid to ask questions on topics where they feel they need more knowledge. They feel little need to have to impress others with what they know since they feel comfortable with themselves and don't feel they need to know everything.

The self-confident person does what he/she feels is right and is willing to take risks. Self-confident people can also admit their mistakes. They recognize their strengths as well as their weaknesses and are willing to work on the latter. Self-confident people have faith in themselves and their abilities which is manifested in their positive attitude and outlook on life.

1.2.9. **Professionalism**

Employers value employees who exhibit professional behavior at all times. Professional behavior includes learning every aspect of a job and doing it to the best of one's ability. Professionals look, speak, and dress accordingly to maintain an image of someone who takes pride in their behavior and appearance. Professionals complete projects as soon as possible and avoid letting uncompleted projects pile up. Professionals complete high quality work and are detail oriented. Professional behavior includes all of the behavior above in addition to providing a positive role model for others. Professionals are enthusiastic about their work and optimistic about the organization and its future. To become a professional you must feel like a professional and following these tips is a great start to getting to where you want to go

1.2.10. **Loyalty**

Employers value employees they can trust and who exhibit their loyalty to the company. Loyalty in the workforce has taken on a new meaning. Gone are the days when employees plan on starting out and retiring with the same company. It is said that most people will hold between 8 – 12 jobs throughout their career. What does this mean in terms of loyalty in today's workforce?

Companies offering employee growth and opportunity will ultimately gain a sense of loyalty from their employees. Employees today want to feel a sense of satisfaction in their jobs and will do a good job when they feel that the employer is fair and wants to see them succeed.

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Although this may mean only staying for five or ten years in a position, employees can offer loyalty and make an important contribution during their time with the company.

More companies today encourage employee feedback and offer employees an opportunity to lead in their area of expertise. This gives employees a greater sense of satisfaction and a sense of control over their job. Empowerment encourages employees to do their best work since companies are displaying a trust and expectation that they believe in their employees to do a good job.

Offering jobs that encourage learning and the development of new skills also gives employees a sense of empowerment in the workplace. Aligning an employee's values with the goals of the organization will foster loyalty and a bond between employer and employee. Fostering good relationships within an organization and offering constructive ways to handle conflict provides a win – win situation for both employer and employee. Creating an organization that values loyalty within the organization can also work to its benefit by using the same techniques and strategies to establish loyalty with customers; and loyalty from customers ultimately makes for a successful business.

Self-Check -1	Written Test
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Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. what is work Ethics?
2. What is the value of work?

Note: Satisfactory rating - 3 and 5 points

Unsatisfactory - below 3 and 5 points

You can ask you teacher for the copy of the correct answers.

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Answer Sheet

Score = _____

Rating: _____





INFORMATION TECHNOLOGY SUPPORT SERVICE

Level I

LEARNING GUIDE # 34

Unit of Competence	:	Demonstrate work values
Module Title	:	Demonstrating work values
LG Code	:	ICT ITS1 M10 L04 LG 34
TTLM Code	:	ICT ITS1 TTLM10 1019v1

**LO 4: Maintain integrity of conduct in the
workplace**



INTRODUCTION

Learning Guide # 34

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics –

- How to Maintain Your Integrity in the Workplace

This guide will also assist you to attain the learning outcome stated in the cover page. Specifically, upon completion of this Learning Guide, you will be able to –

- Demonstrate personal work practices and values consistently with acceptable ethical conduct and company's core values.
- Provide **instructions** to co-workers based on ethical, lawful and reasonable directives.
- Share company values/practices with co-workers using appropriate behavior and language.

Learning Activities

1. Read the specific objectives of this Learning Guide.
2. Read the information written in the "Information Sheets 1" in page 3-6.
3. Accomplish the "Self-check" in page 8.

- Your teacher will evaluate your output either satisfactory or unsatisfactory. If unsatisfactory, your teacher shall advise you on additional work. But if satisfactory you can proceed to the next topic.



Information Sheet 1	Maintain Integrity of conduct in the Work place
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1.1. Conduct in the work Place

Our behavior within the workplace can contribute positively to creating a productive and harmonious environment in which company staff can be inspired and achieve their full potential. However, when behavior is inappropriate or dysfunctional it can have serious consequences on productivity, job satisfaction and on the physical and psychological well being of staff. The company Code of Conduct sets out the behavior or conduct expected of all staff of the company whether they are on company grounds or representing company elsewhere. All members of the company community have a duty of care to each other and must comply at all times with the Code. The company aims to prevent and minimize behavior which may adversely affect the harmony of the workplace and/or cause harm or injury to others.

1.2. Principles of Workplace Conduct

The Code of Conduct describes how staff of the company should treat other members of the company community. In summary, the Code requires that staff model professional behavior and standards of conduct and therefore behave

- lawfully
- professionally
- honestly
- respectfully
- equitably
- responsibly
- productively
- safely
- ethically
- fairly
- impartially
- with sensitivity to their rights
- in the interests of the University

1.3. Maintain Your Integrity in the Workplace

- Code of Ethics

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As an IT professional, I am committed to the highest standards of ethical and professional conduct, and agree to be guided by this code of ethics.

- **Professionalism**

I will maintain professional conduct in the workplace, and will not allow personal feelings or beliefs to cause me to treat people unfairly or unprofessionally.

- **Personal Integrity**

I will be honest in my professional dealings, and forthcoming about my competence and the impact of my mistakes. I will seek assistance from others when required.

I will avoid conflicts of interest and biases whenever possible. When my advice is sought, if I have a conflict of interest or bias, I will declare it if appropriate, and recuse myself if necessary.

- **Privacy**

I will access private information on computer systems only when it is necessary in the course of my technical duties. I will maintain and protect the confidentiality of any information to which I may have access regardless of the method by which I came into knowledge of it.

Laws and Policies

I will educate myself and others on relevant laws, regulations and policies regarding the performance of my duties.

- **Communication**

I will communicate with management, users and colleagues about computer matters of mutual interest. I will strive to listen to and understand the needs of all parties.



- **System Integrity**

I will strive to ensure the necessary integrity, reliability, and availability of the systems for which I am responsible.

I will design and maintain each system in a manner to support the purpose of the system to the organization.

- **Education**

I will continue to update and enhance my technical knowledge and other work-related skills. I will share my knowledge and experience with others.

- **Responsibility to Computing Community**

I will cooperate with the larger computing community to maintain the integrity of network and computing resources.

- **Social Responsibility**

As an informed professional, I will encourage the writing and adoption of relevant policies and laws consistent with these ethical principles.

- **Ethical Responsibility**

I will strive to build and maintain a safe, healthy, and productive workplace. I will do my best to make decisions consistent with the safety, privacy, and well-being of my community and the public, and to disclose promptly factors that might pose unexamined risks or dangers.

I will accept and offer honest criticism of technical work as appropriate and will credit properly the contributions of others.

I will lead by example, maintaining a high ethical standard and degree of professionalism in the performance of all my duties. I will support colleagues and co-workers in following this code of ethics.
How to Maintain Your Integrity in the Workplace

Honesty, Confidentiality and Hard Work Will Earn Employee's the Respect They Deserve

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Very few people can honestly say that they have landed their dream job. Many of us work for companies we do not particularly like and with people we cannot wait to get away from at the end of the day. People stay in their jobs mainly for the financial security, so that they can provide for themselves and their families. But in order to be more successful, how can employees develop and maintain their integrity in the workplace?

#1 Do not steal your employer's time

If your work hours are between 9:00am-5:00pm do not show up at 9:10am and then clock off early at 4:30pm, unless you have prior permission to do so due to a doctor's appointment or some other valid reason. Over one month, regularly missing 40 minutes a day amounts to over 13 hours that you have stolen from your employer. Employees who receive an hourly wage will need to fill in a time sheet that details the days and hours that they have worked. So if you have not worked the full 8 hours for that day, do not lie. Fill in the hours you have been present. Who knows, a generous boss may even allow you the extra money if you are honest enough to admit you did not work the hours you should have done but you agree to make it up later on.

#2 Never bad mouth your employer

Even after work hours, you should be careful of what you say about your employer. If you visit a public place, such as a restaurant, and then start talking badly about your employer, chances are, someone who knows your employer may hear you and repeat what you have said. Disloyal employees are not wanted and are often given their marking papers before long. So even if you do not personally like your employer, keep your thoughts to yourself. Unburden yourself to a close family member such as your spouse, but do not talk about problems you are having at work in a public place.

#3 Maintain confidentiality

It is not just the medical profession that insists upon client confidentiality. Many other fields, such as nursing homes and banks also expect their employees to keep work related issues confidential. Once you have signed a contract, you have agreed to abide by the company's policies and procedures that are related to confidentiality. Breaching these rules, except with prior permission and under very special circumstances, will result in dismissal.

#4 Be industrious

Have you ever noticed how lazy employees seem to have more to complain about than those who are industrious? The fact is, that even very boring professions can be easier to handle if

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employees are industrious and get their work completed. It will also make the day go by more quickly for them, rather than drag along.

#5 Do not take too many breaks

This point is linked to #1. If the company policy only allows one 15 minute break at 10:30am and then a 30 minute lunch break from 12:00pm-12:30pm, be careful to follow these rules. Do not exceed these times or take more breaks than it is necessary to take, or you risk incurring the displeasure of your colleagues as well as your employer.

Employees who maintain their integrity and who give their employer an honest day's work are more likely to gain their employer's respect and be assigned more responsibility in the company. They will be the ones who will be remembered when promotions come around and added bonuses will come with that. But most important of all, they will have a better conscience and feel more secure in their job if they are careful to maintain their integrity within the workplace.



Self-Check -1	Written Test
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Directions: Answer all the questions listed below.

1. What is Ethical responsibility?

Note: Satisfactory rating - 3 and 5 points

Unsatisfactory - below 3 and 5 points

You can ask your teacher for the copy of the correct answers.

Answer Sheet

Score = _____

Rating: _____

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INFORMATION TECHNOLOGY SUPPORT SERVICE

Level I

LEARNING GUIDE # 33

Unit of Competence : Demonstrate work values
Module Title : Demonstrating work values
LG Code : ICT ITS1 M10 L03 LG33
TTLM Code : ICT ITS1 TTLM10 1019v1

LO 3: Deal with ethical problems

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Instruction Sheet

Learning Guide # 33

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics –

- How to deal with ethical problems

This guide will also assist you to attain the learning outcome stated in the cover page. Specifically, upon completion of this Learning Guide, you will be able to –

- Access and apply company ethical standards, organizational policy and guidelines on the prevention and reporting of unethical conduct in accordance with transparent company ethical standard, policies and guidelines.
- Report and/or Resolve **work incidents/situations** in accordance with company protocol/guidelines.
- Use resolution and/or referral of ethical problems identified as learning opportunities

Learning Activities

1. Read the specific objectives of this Learning Guide.
 2. Read the information written in the "Information Sheets 1" on page 3.
 3. Accomplish the "Self-check" in page 5.
 4. If you earned a satisfactory evaluation proceed to "Lap Test" on pages 5. However, if your rating is unsatisfactory, see your teacher for further instructions or go back to Learning Activity#1.
 5. Do the "LAP test" (if you are ready) and show your output to your teacher. Your teacher will evaluate your output either satisfactory or unsatisfactory. If unsatisfactory, your teacher shall advice you on additional work. But if satisfactory you can proceed to Learning Guide 34.
- Your teacher will evaluate your output either satisfactory or unsatisfactory. If unsatisfactory, your teacher shall advice you on additional work. But if satisfactory you can proceed to the next topic.

1.1. Raising Ethical Issues at Work

Responding to intense pressure for short-term results, people working for corporations often cut corners that they shouldn't. We use all kinds of rationalizations to excuse these behaviors—everything from "everyone does it" to "nobody's getting hurt by this" to "I'd get fired if I complained."

Most of us want to behave ethically, and we also know when something isn't right. But it can be very hard to speak up in support of our beliefs.

1.2. Dealing with ethical issues in the workplace.

- **First**, realize that ethical dilemmas are a normal and predictable part of your job. Every manager, every finance officer, every marketing professional has to sort out complex (or not so complex) ethical issues. It goes with the territory, and recognizing this reduces the stress that can limit your confidence and capability to address these issues effectively.
- **Second**, treat an ethical issue like any other business issue. Don't make self-righteous little speeches; instead, marshal your evidence and arguments, figure out who you need to talk to, and then make a strong business case for doing the right thing.
- **Third**, tackle the rationalizations head-on. If "everyone really does it," why do we have a policy against this behavior? If "it's not hurting anyone," why have customers sued other companies for this same practice? And so on.
- **Fourth**, learn to play to the psychological biases of your listeners. For example, people have trouble focusing on long-term consequences, so try to identify short-term wins that would result from more ethical behavior. How you frame a problem makes a difference. Participants in a recent class discussion about a potential product recall over safety concerns became more open to the idea when the question put to them focused on how they could craft a message for the press and the buying public, rather than whether that message was the ethical approach to the situation.

When raising an ethical issue, people seem to be most effective when they script what they'll say and how they'll proceed. It often helps to get some peer coaching, as well. It occurred to me recently that it might be interesting to do some scripting and peer coaching in this space (anonymously, where appropriate).

With that in mind, I invite you to share a story of a time when you found a persuasive argument or approach for voicing your values. Alternatively, share a situation you're thinking about right now (with details disguised, of course) and invite suggestions from peers for how to deal with it.

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Self-Check -1	Written Test
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Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. How to deal Ethical issue in the work place?

Note: Satisfactory rating - 3 and 5 points Unsatisfactory - below 3 and 5 points
 You can ask you teacher for the copy of the correct answers.

Answer Sheet

Score = _____
Rating: _____