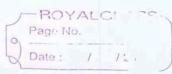
Professional Ethics Page No. Date: 1 12) chapter - 3 Q:-1. How to resolve ethical problem ?-4/3 mask The issues involved in understanding ethical problems can be split into three categories: * Factual * Conceptual * Moral => Steps involved in Resolving Ethical Problems: Step-1 Gather the relevant facts and identify the problems :-Is there a conflict of values, rights or professional responsibilities? First of all to gather facts about that problem. Step-2 Consider the ethical issues involved: What meanings and limitations are typically attached to these competing values? In this step we have to consider the ethical issues involved in this problem. Step-3 Identify which fundamental principles are affected: What are the threats to compliance with the

	720
Step-4	Refer to the organisation's internal procedures:
	Does your organisation's policies and
saib	procedure provide guidance on the situation?
3000	who should be involved, in what sole and
	and at what stage?
	to the factorial to the
step-5	Consider and evaluate alternative courses of
	action:
	* organisation's policies, procedures and
semal doct	guidelines air lossa ni barlovai 293725
	* Applicable laws and regulation
the	* Universal values and principles generally
	accepted by society.
1000 - E	* consequences.
Ma	rome signal geographities & Fixt of
Step-6	Implement the course of action and monitor
	its progress :-
	* when faced with an ethical issue, it may be
	in your best interests to document your
apratty	thought processes discussions and the
707	decisions taken.
7 962	* Written records will be useful if you
	need to justify your course of action.
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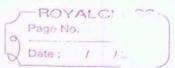
Professional Ethics chapter - 3



Q:-2 What is ethical dilemma? Discuss the solvices of ethical dilemma and method of resolving the same? * Meaning of Ethical Dilemma :-An ethical dilemma is a moral situation in which a choice has to be made between two equally undesirable alternatives. An ethical dilemma is hard to identify as it is very specific in nature and onany situational factors are embedded in it. It occurs in the type of situations when one has to choose between right v/s right sorts. According to Doug Wallace: - When one is faced with having to make a choice among following alternatives s
-> significant value conflict among differing interacts. -> Real alternatives those are equally justificable.

>> Significant consequences on stakeholders in
the situations.

2 4 4	An ethical dilemona is very specific in
)	malina some special and
	salient jeatures as follows:
DASON	NOUTOMP (C 4010CO)CG()
	* Multiple choices and alternatives
	* Mixed consequences
	+ Direct indirect involvement
James 30	sinterior its which a choice has the
*	Sources of Ethical Dilemma :-
	Sources of Ethical Dilemma:
and it a	W Conflict of personal values and
LO	organizational goals
	is Organizational gods us social values
	1) Hazardous, but popular products.
mades on	L) Corporations cross boundaries &
7 1v 2 4	become multip national companies.
	13 Newer technologies
	1) Diverse religious reultural & social beliefs
- nun	4 Different economic sustems
C. Comment	4) Different economic systems. 4) Political systems and ideologies.
0	is the to bribery corouption or
	anticompetition issues
5	anticompetition issues.
	1) Competing interests
	1) Misaligned incentives Us clashing authores
	1) leades land the
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* Method of Resolving Ethical Dilemma: in organisation in different forms, framework and Structure so single unique and standard method cannot be applied to resolve them. There are some classical approaches and traditional methods developed in resolving ethical dilemmas 1) Utilitarian (end-based approach) 2) Universalism (roule based) 3) care-based approach. 4) action - oriented approvach.

5) Result - Oriented ethics etc. 12 Steps in Resolving Ethical Dilemmas :-Step-1: Determine whether there is an ethical issue or dilemma. Is there a conflict of values, rights or professional responsibilities 9 Step-2: Identify the key values and principles involved what meanings and limitations are typically attached to these competing values?

Sten-3:	- Rank the values or ethical principles
. 544	which in your professional judgement are most relevant to the issue or dilemma.
THEOLOG	most relevant to the issue or dilemma.
Sketusme	what reasons can you provide for prioritizing
Standard	what reasons can you provide for prioritizing one competing value/principle over another?
Step-4	Develop an action plan that is consistent
bo	with the ethical priorities that have been
	Develop an action plan that is consistent with the ethical priorities that have been determined as central to the dilemma.
N .	
Step-5	- Implement the plan utilizing the most appropriate practice skills and competencies.
	appropriate practice skills and competencies.
	A STATE OF STRUCTURE STRUCTURE TO STATE OF STRUCTURE STR
Step - 6	:- Reflect on the outcome of this ethical
	- Reflect on the outcome of this ethical decision - making process.
-8	In this way we can resolve ethical dilemmas.
	ethical dilemmas.
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-	chapter - 3 Date: 1 12
Q8-3	what are sources of ethical behaviour?
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	of ethical behaviour 3-
(0)	of ethical behaviour 3-
	Deligion: It is the oldest source
73	of ethical behavious
THE POLY	15 Culture 1
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	Corresponds to basic hyman needs
	S Credibility in the public
	1) Credibility with the Employees 1) Better Decision Making
The Man	1) Profitability
	4) Moral sensitivity landamanage (1
P ni 1	5 Mosal Judgement
T towells	L) Moral Motivation
HALL I	1) Moral character
100	is cultival norms
	> knowledge & values
- Lottes	Done to avoid proistment without consi
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00-1.	The state of the s
Q:-4	What is ethical dilemma & Explain with example7 man
Q:5.	How to resolve ethical dilemma? -3 marks
3'6.	What goe the sources of ethical dilemma? 3 mayler
	refer Q3-2.
THE RESERVE	

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