TERMINOLOGY

MORAL

Moral is defined as :

"concerned with the principles of right and wrong behaviour" or

"a lesson that can be derived from a story or experience" (OAL Dictionary)

Morality

Morality is derived from the Latin word *moralitas*, meaning manner, customs, or proper behavior.

TERMINOLOGY

Morality can be defined as

- 'Principles governing right and wrong and good and bad behavior.'

- 'The degree to which something is right or wrong, good, or bad, and so on.'

- 'A system of moral principles followed by a particular group of people.'

TERMINOLOGY

Morality can be classified into :

- **Descriptive morality -** in its simplest form, refers to a moral code of conduct formulated by a group of people.-society in a apratment

- **Normative morality -** denotes a code of conduct, but it specifies the conditions under which it is valid and considered acceptable by all rational people.-lawyers

Ethics of legal profession in India has been divided into the following -
Duty of Advocate towards the court
Duty of Advocate towards client
Duty of Advocate towards the opponent
Duty of Advocate towards fellow advocates

PESO-

The **Medical Council of India** publishes a Guide to Professional Conduct and Ethics for Registered Medical Practitioners. The Guide provides guidance to doctors on matters related to professional conduct and ethics, including professional conduct, responsibilities to patients, medical records and confidentiality, consent to medical treatment and professional practice.
The Medical Council's duty is to maintain the highest ethical standards and professional competence amongst registered doctors

TERMINOLOGY

Morality & Ethics

Ethics is a branch of philosophy that studies the ethical codes required for moral behavior, and is considered identical to morality.

ETHICS

- Ethics is defined as 'the moral principles that control or influence a person's behavior or a system of moral principles or rules of behavior'. (OAL Dictionary)

- A branch of philosophy, or specifically moral philosophy, that studies the evolution of concepts such as right and wrong behavior.

Classification of Ethics

- **Meta Ethics** - deals with the origin of ethical principles that govern the specification of right and wrong behavior. A major issue of debate in this category is whether ethical principles are eternal truths that evolve from a spiritual world or whether they are simply created by humans.

- **Descriptive Ethics** It refers to the study of moral beliefs of people. It is a field of empirical research into what people or societies consider right or wrong.

- **Normative Ethics** is concerned with arriving at a set of moral conduct rules against which behaviors are judged.

Classification of Ethics

- **Applied Ethics** primarily denotes the study of ethically controversial issues, such as imposition of death penalty and cloning. Applied ethics, thus, can be classified further into a large number of categories such as bioethics, computer ethics, and medical ethics.

SENSES OF ENGINEERING ETHICS:

There are two different senses (meanings) of engineering ethics, namely the Normative and the Descriptive senses. The normative sense includes:

(*a*) Knowing moral values, finding accurate solutions to moral problems and justifying moral judgments in engineering practices,

(*b*) Study of decisions, policies, and values that are morally desirable in the engineering practice and research, and

(*c*) Using codes of ethics and standards and applying them in their transactions by engineers. The descriptive sense refers to what specific individual or group of engineers believe an act, without justifying their beliefs or actions.

Ethics	Engineering Ethics
1. Ethics is an activity which concerns with making investigations and knowing about moral values, finding solutions to moral issues and justifying moral issues and justifying moral judgments.	1. Like the ethics, engineering ethics also aims at knowing moral values related to engineering, finding accurate solutions to the moral problems in engineering and justifying moral judgments of engineering.
2. Ethics is a means of contrasting moral questions from non-moral problems.	2. Engineering Ethics gives a total view of the moral problems and how to solve these issues specifically related to engineering field.
3. Ethics is also used as a means of describing the beliefs, attitudes and habits related to an individual's or group's morality. Eg. : Ethics given in the Bhagavat Gita or the Bible or the Quran.	3. Engineering ethics is also using some currently accepted codes and standards which are to be followed by group of engineers and engineering societies.
4. As per the definition of dictionaries – 'moral principles' is about the actions and principles of conduct of the people. i.e. ethical or unethical.	4. Engineering ethics also concerns with discovering moral principles such as obligation, rights and ideals in engineering and by applying them to take a correct decision.

VALUES

- VALUES are defined as 'beliefs about what is right and wrong and what is important in life'. (OALD)

- In this sense, values are closely related to morality and ethics.

- Individuals hold certain values for their personal behavior. Societal values are those that are accepted by a majority of individuals, whereas universal values are adhered to by the whole world.

PERSONAL ETHICS

✓ Ensure that justice is meted to all.

✓ Respect the law willingly and voluntarily. Many ills in the society are caused by ignorance and lack of respect for the laws of the land.

✓ Adopt and practice values such as honesty, integrity, trustworthiness, and truthfulness.

✓ Do not be an opportunist and take unfair advantage of a situation.

PERSONAL ETHICS

✓ Practice non-violence and end discords through peaceful means as violent means only accentuate the divide.

✓ Provide service to the poor, which includes any disadvantaged individual.

✓ Sadhu Vaswani, for instance, has emphasized, 'Service of the poor is the worship of God'.

PROFESSIONAL ETHICS

✓ Openness is a desirable virtue in professionals, Transparency in all actions must be the motto.

✓ You should be impartial while dealing with people and in your actions. An impartial judgment is a very desirable attribute in professionals.

✓ Be objective so that you are not influenced by any personal bias while taking decisions.
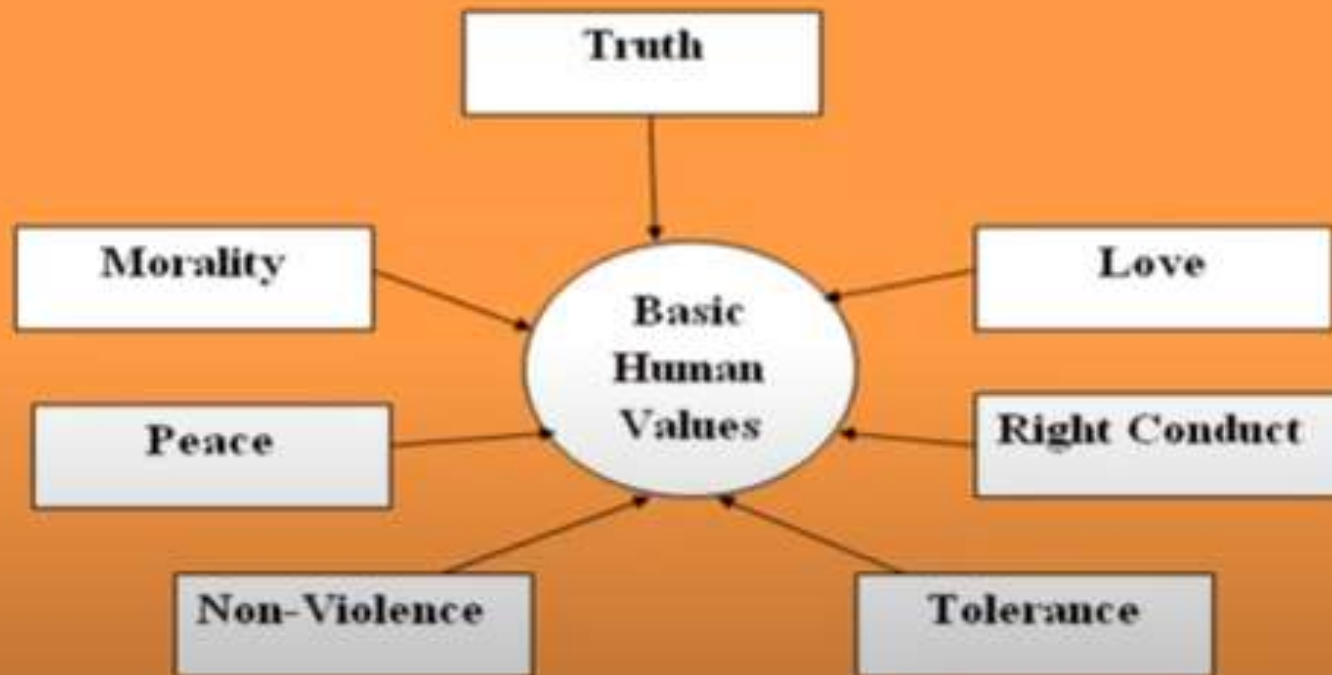
PROFESSIONAL ETHICS

The Origin of Ethics is from ETHOS which means 'Character'. Ethics is concerned with how we should live our lives. It focuses on questions about what is wrong or right, good or bad, responsible or irresponsible.

Professional Ethics are set of rules, regulations, and a code of conduct that govern how a profession deals with each other and others outside of the profession

Activate

"Excess of knowledge and power, without Values make human beings devils".

Truth · Morality · Love · Peace · Basic Human Values · Right Conduct · Non-Violence · Tolerance

PROFESSIONAL ETHICS

✓ Maintain confidentiality of the information available to you as a professional (or as decided by the organization) for the sake of organizational growth.

✓ Carry out the work allotted by the organization diligently, which includes care as well as conscientiousness while performing your work.

✓ Make professional judgments impartially, showing your innate sense of responsibility.

PROFESSIONAL ETHICS

✓ Be loyal to your organization and develop a sense of belongingness with the organization. Many people take pride in being part of their organization and care for the organization above their own well-being.

✓ Avoid situations that might lead to conflicts. This may not always be possible as your personal ethical beliefs may sometimes lead to conflicts.

VALUE EDUCATION

Importance

- ✓ It guides us in living our life well. When we live our life well, it not only helps us but also helps others as well.
- ✓ It helps us find true happiness and peace in life that cannot be acquired from material wealth.
- ✓ It helps us make others happy. Making others happy is as important as finding happiness for oneself. It also helps us deal with people and events in the best possible way. Values help us face challenges in the most ethical way.
- ✓ It helps us achieve our goals in an ethical manner. Every one of us has objectives, aspirations, and ambitions.
- ✓ It guides us to set appropriate goals in life. Once we have set our goals, values guide us in using appropriate means to achieve those goals.

Variety of moral issues

- The term 'morality' concerns with

  - what ought or ought not to be done in a given situation?

  - what is right or wrong in handling it?

  - what is good or bad about the persons, policies and principles involved in it?

- If an action is said to be morally right it should had some moral reasons.

Moral reasons include

- Respecting others and ourselves,

- Respecting the rights of others,

- Keeping promises,

- Avoiding unnecessary problems to others

- Avoiding cheating and dishonesty,

- Showing gratitude to others and encourage them to work

VARIETIES or APPROACHES OF MORAL ISSUES

- ## *MICRO-ETHICS:*
  - – This approach stresses more about some typical and everyday problems which play an important role in the field of engineering and in the profession of an engineer

- ## *MACRO-ETHICS:*
  - – *This approach deals with all the social problems which are unknown and suddenly burst out on a regional or national level*

Micro-ethics vs. Macro Ethics Definitions

	Micro-ethics (individual focus)	Macro-ethics (societal focus)
De George in Roddis (1993)	*Ethics **in** engineering:* Actions of individual engineers	*Ethics **of** engineering:* The role of engineers in industry and other organizations, professional engineering societies, and responsibilities of the profession
Ladd (1991)	*Micro-ethics:* Professional relationships between individual professionals and other individuals who are their clients, colleagues, employers	*Macro-ethics:* Problems confronting members of a profession as a group in their relationship to society
Vanderburg (1995)	*Microlevel analysis –* of individual technologies or practitioners	*Macrolevel analysis –* of technology as a whole

The scope of micro-ethics

- Honesty, integrity, fairness, loyalty, fidelity to public needs
- Safeguard and protect
- Follow codes and bylaws
- Competence
- Conflict of interest
- Etc.

Focus:

- Individual conduct in specific situations
- "Do no harm" rather than an emphasis on "doing good"

Scope of macro-ethics

Emphasis on:

Nature and structure of technology
- Built-in values of technologies
- Systematization of technology
- Democratic nature of technologies

Nature of decision-making
- Importance of problem understanding and definition
- Sharing power / public participation
- Who makes decisions?

Nature of being a professional
- Professional culture
- Limitations of being an expert

Exercise / Discussion

- Consider the three following persons
- How might each be faced with micro- and macro ethical issues?

	Clerk in a corporate office	High school teacher	Family Physician
Micro-ethical issues			
Macro-ethical issues			

Using a code of ethics to stress macro-ethical issue

- **International Professional Engineers**

- **Institution of Engineers (India)**

- **Internatinal Network of Engineer and Scientists for Global Responsibility**

What are some concretes ways that professionals could better exercise social responsibility at macro-level?

Examples

- **New codes of ethics that stress maco-ethics**

- **Introduce new course material into the education system**

MORAL AUTONOMY

- Autonomy means self-governing or self-determining i.e act independently.

- **Moral autonomy is concerned with the independent attitude of a person related to ethical issues**.

- It helps to improve the self-determination among the individuals.

- Autonomous individuals think for themselves and do not assume that customs are always right.

- They seek to reason and live by general principles.

- Their motivation is to do what is morally reasonable for its own sake, maintaining integrity, self-respect, and respect for others

SKILLS FOR IMPROVING MORAL AUTONOMY

- The engineers must have the ability to distinguish and relate these moral problems with the problems of law, economics, religions principles etc.

- They must possess(have) the skills of understanding, clarifying and assessing the arguments which are against the moral issues.

- They must have the ability to suggest the solutions to moral issues, on the basis of facts. These suggestions must be consistent and must include all the aspects of the problem.

- They must have the imaginative skill to view the problems from all view points and also be able to suggest a proper alternative solution.

SKILLS FOR IMPROVING MORAL AUTONOMY

- They must be able to tolerate while giving moral judgments and decisions which may cause trouble.(i.e. they have to understand the difficulties in making moral decisions.)

- They must have adequate knowledge and understanding about the use of ethical language so as to defend or support their views with others.

- They must have some better knowledge in understanding the importance of suggestions and better solutions while resolving moral problems and also about the importance of tolerance on some critical situations.

- They must understand the importance of maintaining the moral honesty i.e. the personal convictions and beliefs and individual"s professional life must be integrated. They must have this skill of doing so.

KOHLBERG'S THEORY

- Moral Autonomy is based on the psychology of moral development.

- The first psychological theory was developed by **Jean Piaget**

- On the basis of Piaget's theory, **Lawrence kohlberg** developed three main levels of moral development

- Which is based on the kinds of reasoning and motivation adopted by individuals with regard to moral questions.

•Lawrence Kohlberg (1958) agreed with Piaget's (1932) theory of moral development in principle but wanted to develop his ideas further.

•He used Piaget's storytelling technique to tell people stories involving moral dilemmas. In each case, he presented a choice to be considered, for example, between the rights of some authority and the needs of some deserving individual who is being unfairly treated.

•One of the best known of Kohlberg's (1958) stories concerns a man called Heinz who lived somewhere in Europe.

Heinz's wife was dying from a particular type of cancer. Doctors said a new drug might save her. The drug had been discovered by a local chemist, and the Heinz tried desperately to buy some, but the chemist was charging ten times the money it cost to make the drug, and this was much more than the Heinz could afford.

Heinz could only raise half the money, even after help from family and friends. He explained to the chemist that his wife was dying and asked if he could have the drug cheaper or pay the rest of the money later.

The chemist refused, saying that he had discovered the drug and was going to make money from it. The husband was desperate to save his wife, so later that night he broke into the chemist's and stole the drug.

Kohlberg asked a series of questions such as:

1. Should Heinz have stolen the drug?
2. Would it change anything if Heinz did not love his wife?
3. What if the person dying was a stranger, would it make any difference?
4. Should the police arrest the chemist for murder if the woman died?

STAGES OF MORAL DEVELOPMENT

Pre-conventional Level:

- It is nothing but self-centered attitude.

- In this level, right conduct is very essential for an individual which directly benefits him

- According to this level, individuals are motivated by their willingness to avoid punishment, or by their desire to satisfy their own needs

- This level is related to the moral development of children and some adults who never want to go beyond a certain limit.

Level - 01
Pre-Conventional Level
(3-7Years)

1. Obedience & Punishment Orientation

2. Individualism & Exchange/Personal Reward Orientation

My attitude
will always be
based on how
you treat me.

STAGES OF MORAL DEVELOPMENT

Conventional Level:

- As per this level the rules and norms of one's family or group or society has been accepted as the final standard of morality.

- When individuals are under this level, always want to satisfy others and also to meet the expectations of the society and not their self interest.

- No adult tries to go beyond this level.

Level – 02
Conventional Level
(8-13 Years)

3. Interpersonal Relationship
(Good boy, nice-girl orientation):

4. Maintaining the Social Order(Law & Order):

STAGES OF MORAL DEVELOPMENT

Post- Conventional Level:

- This level is said to be attained when an individual recognizes the right and the wrong on the basis of a set of principles which governing rights and the general good which are not based on self- interest or social conventions.

- These individuals are called **"autonomous",** because they only think for themselves and also they do not agree that customs are always correct.

- They want to live by general principles which are universally applied to all people.

Level – 03
Post-Conventional Level
(18+ Years)

Stage-05
Social contract & Individual Rights

Stage-06
Universal Ethical Principles

Lawrence Kohlberg

- Kohlberg"s theory of moral development is very much related to the goals of studying ethics at college level

- Moral responsibility comes out of the foundation of early moral training given by an individual's parents and culture.

- As per Kohlberg's view only few people would reach the post conventional level

Kohlberg's Theory of Moral Development

- Each level is based on the degree to which a person conforms to conventional standards of society

- Each level has two stages that represent different degrees of sophistication in moral reasoning.

Table 9.5

Kohlberg's Levels and Stages of Moral Development

I. Preconventional Level

Moral reasoning is guided by external consequences. No internalization of values or rules.

Stage 1: Punishment and Obedience

"Right" is obeying the rules simply to avoid punishment because others have power over you and can punish you.

Stage 2: Mutual Benefit

"Right" is an even or fair exchange, so that both parties benefit. Moral reasoning guided by a sense of "fair play."

II. Conventional Level

Moral reasoning is guided by conformity to social roles, rules, and expectations that the person has learned and internalized.

Stage 3: Interpersonal Expectations

"Right" is being a "good" person by conforming to social expectations, such as showing concern for others and following rules set by others so as to win their approval. For example, behaving like a "good" child, student, citizen, spouse, friend, or employee.

Stage 4: Law and Order

"Right" is helping maintain social order by doing one's duty, obeying laws simply because they are laws, and showing respect for authorities simply because they are authorities.

III. Postconventional Level

Moral reasoning is guided by internalized legal and moral principles that protect the rights of all members of society.

Stage 5: Legal Principles

"Right" is helping protect the basic rights of all members of society by upholding legalistic principles that promote the values of fairness, justice, equality, and democracy.

Stage 6: Universal Moral Principles

"Right" is determined by self-chosen ethical principles that underscore the person's profound respect for ideals such as the sanctity of human life, nonviolence, equality, and human dignity. If these moral principles conflict with democratically determined laws, the person's self-chosen moral principles would take precedence, such as the conscientious objector who refuses to be drafted because of moral principles against war.

SOURCES: Based on Kohlberg (1981) and Colby & others (1983).

Criticisms of Kohlberg's theory

- **Research has not supported** Kohlberg's belief that the development of abstract thinking in adolescence invariably leads people to the formation of idealistic moral principles

- Some cross-cultural psychologists argue that Kohlberg's stories and scoring system reflect a **Western emphasis on individual rights, harm, and justice that is not shared in many cultures**.

- Kohlberg's **early research was conducted entirely with male subjects**, yet it became the basis for a theory applied to both males and females.

Not applicable in all cultures.

Hypothetical Situations.

Biased Samples.

GILLIGAN'S THEORY

Carol Gilligan's Theory of Moral Development

Carol Gilligan's Model

- Feels Kohlberg's model is based on an ethic of **individual rights and justice**, which is a more common perspective for **males**

- Gilligan's model of **women's** moral development is based on an **ethic of care and responsibility**.

- However, when subjects are carefully matched, there do **not** seem to be systematic gender differences in moral reasoning

Major points of Gilligan's Theory

1. Gender Difference

2. To understand women as men in Psychology

3. Not all people are men

GILLIGAN'S THEORY

Pre-conventional Level

- Goal: Individual survival
- A person in this stage cares for oneself to ensure survival.
- Though the person's attitude is selfish, this is the transition phase, where the person finds the connection between oneself and others.

Conventional

- Goal: Self sacrifice is goodness
- In this stage, the person feels responsible and shows care towards other people.
- Carol Gilligan believes that this moral thinking can be identified in the role of a mother and a wife. This sometimes leads to the ignorance of the self.

Post-conventional Level

- Goal: Principal of non-violance, do not others or self
- This is the stage, where the principle of care for self as well as others, is accepted.
- However, a section of people may never reach this level.

moral thinking can be dealt based on the **two types of thinking**. Gilligan's theory is based on the two main ideas, the care-based morality (usually found in women) and the justice-based morality (usually found in men).

Care-based Morality

Care-based morality is the kind of thinking found in women. This is based on the following principles.

More emphasis is given to inter-connected relationships and universality.

Acting justly focuses on avoidance of violence.

Women with this are usually interested in helping others.

More common in girls because of their connections to their mothers.

Because girls remain connected to their mothers, they are less inclined to worry about issues of fairness.

Justice-based Morality

Justice-based morality is the kind of thinking found in men. This is based on the following principles.

They view the world as being composed of autonomous individuals who interact with one another.

Acting justly means avoiding inequality.

Individuals with this are usually interested in protecting individuality.

Thought to be more common among boys because of their need to differentiate between themselves and their mothers.

Because they are separated from their mothers, boys become more concerned with the concept of inequality.

Example of Gilligan's Theory

In order to understand Gilligan's theory, a popular example is usually considered. A group of moles give shelter to a porcupine. But they are being continuously stabbed by the porcupine's quills. Now, what should they do?

The **Pre-conventional** level of thinking states that to think for the good of oneself, either the moles or the porcupine only can live there. The other has to leave the place.

According to the **Conventional** level of thinking, which brings a transition, from self to the good of others and which might even lead to sacrifice, either the moles or the porcupine has to sacrifice and again this leads to a stage where only moles or the porcupine can live in the burrow.

According to the **Post-conventional** level of thinking, which states that the good of both the parties has to be considered, both the moles and the porcupine come to an agreement that both will have separate places in the same burrow, where they limit to behave themselves and will not cause any trouble to other. This helps both of them to live in the same place with peace.

The researchers found that the solution to this scenario is different with different individuals; gender also plays an important role. The thinkers were observed viewing the problem in two different perspectives, the care-based and the justice-based.

In a **Justice-based perspective**, the solution to the problem is viewed as a conflict between two individual groups. Only one of them can have the property. Either moles or the porcupine will get the place in the burrow. Hence the solution to the dilemma, is not a resolution of the conflict, it is a verdict.

In a **Care-based perspective**, the approach differs. The problem is viewed as a difficult situation faced by both the parties together, rather than a fight between both of them. Hence the solution is sought in a way around the problem or to remove the problem completely. The solution may sound compromising but not damaging. The relationship will still be the same, after the resolution.

Researchers found that Justice-based perspective is pre-dominant among males while Care-based prospective is among females.

Professions and Professionalism

Profession

Profession means a job or an occupation, that helps a person earn his living. The main criteria of a profession involves the following.

Advanced expertise − The criteria of a profession is to have sound knowledge in both technical aspects and liberal arts as well. In general, continuing education and updating knowledge are also important.

Self-regulation − An organization that provides a profession, plays a major role in setting standards for the admission to the profession, drafting codes of ethics, enforcing the standards of conduct and representing the profession before the public and the government.

Public good − Any occupation serves some public good by maintaining high ethical standards throughout a profession. This is a part of professional ethics where each occupation is intended to serve for the welfare of the public, directly or indirectly to a certain extent.

Professionalism

Professionalism covers comprehensively all areas of practice of a particular profession. It requires skills and responsibilities involved in engineering profession. Professionalism implies a certain set of attitudes.

The art of **Professionalism** can be understood as the practice of doing the right thing, not because how one feels but regardless of how one feels. Professionals make a profession of the specific kind of activity and conduct to which they commit themselves and to which they can be expected to conform. Moral ideals specify virtue, i.e., desirable feature of character. Virtues are desirable ways of relating to other individuals, groups and organizations. Virtues involve motives, attitudes and emotions.

According to Aristotle, virtues are the **"acquired habits that enable us to engage effectively in rational activities that defines us as human beings."**

Why?

Creates Boundaries - Workers who conduct themselves professionally avoid crossing their line with subordinates, superiors or clients

Creates an Atmosphere of Improvement – A professional atmosphere is more conducive to success.

The sense of Responsibility – In a professional atmosphere, an employee while handling a task, sees the larger purpose, and hence are able to own their actions and take appropriate decisions. One takes pride in performing the tasks assigned to them. This adds to the overall image of not only the employee but also showcases the value by which the organisation stands.

Mitigates Conflicts – businesses which promote a professional atmosphere also makes it easier to deal with diverse environments in which subordinates or even clients could have a difference of opinion however they can agree to disagree and come together on common grounds.

Increased Job Satisfaction – Professionalism eliminates stress to a great degree and once that is taken care of an employee thrives in a healthy atmosphere leading to enhanced performance.

Personal Growth – Not only in terms of job advancement, but there are a certain dignity and pride in one's work that develops. You get appreciated for consistently good quality output and that in turn builds your confidence, makes you a more secure person who is then capable of handling difficult situations with refined emotional maturity.

7 Ways to Be Professional at Work

- Be on time in the morning and all day.
- Become a resource to the people you work with.
- Dress professionally.
- Show respect for others in your office.
- Avoid office politics and gossip.
- Take Appropriate Breaks.
- Never be afraid to ask questions.

Personal Ethics	Professional Ethics
It is defined as the sense of wrong and right of an individual.	This can be define as the guidelines and standards that are forced on worker within the industrial policies.
Personal ethics can be changed as per the choice of individual.	An individual cannot make modification in their professional ethics as they are set by company itself.
In the case of personal ethic, only individual remain accountable for the action and outcomes (Baer and Nagy, 2017).	In professional ethics, the individual and company both will be accountable for activities incurred in organization.
These ethics are learned through companions, family, atmosphere or education institution of an individual.	Professional ethics whereas are joined when a person becomes a member of an organization and share professional setting.

10 Characteristics of Professionalism

- **Dress for Success**

- A professional is neat in appearance. Be sure to meet or even exceed the requirements of your company's dress code, and pay special attention to your appearance when meeting with prospects or clients. Even if your workplace tends towards the casual, strive for snappy casual rather than sloppy casual. Keep something a bit dressier handy in case the big boss or an important client happens by.

- **Confident, Not Cocky**

- Your demeanor should exude confidence but not cockiness. Be polite and well-spoken whether you're interacting with customers, superiors or co-workers. You need to keep your calm, even during tense situations. Your body language and facial expressions communicate volumes, so be sure they are conveying the message you want others to hear.

- **Do What You Say You Will Do**

- As a professional, you will be counted on to find a way to get the job done. Responding to people promptly and following through on promises in a timely manner is also important, as this demonstrates reliability. Be at work on time, start meetings on time and follow through on all your commitments.

- **Be an Expert in Your Field**

- Professionals strive to become experts in their field, which sets them apart from the rest of the pack. This can mean continuing your education by taking courses, attending seminars and attaining any related professional designations. A broad set of skills, from mastering software to clearing jams from the copying machine, adds to the sense that you're an indispensable member of the team.

- **Behave Morally and Ethically**

- Professionals such as doctors, lawyers and public accountants must adhere to a strict code of ethics. Even if your company or industry doesn't have a written code, you should display ethical behavior at all times. It's not just a matter of the #MeToo movement; extend professional, respectful, appropriate behavior to everyone you do business with and in every situation you find yourself in.

- **Maintain Your Poise**

- A professional must maintain his poise even when facing a difficult situation. For example, if a colleague or client treats you in a belligerent manner, you should not resort to the same type of behavior.

- **Have Good Phone Etiquette**

- Your phone etiquette is also an important component of professional behavior. This means identifying yourself by your full name, company and title when you place a call. Be sure not to dominate the conversation and listen intently to the other party. Return calls in a timely manner and follow-up on any actions you agree to during a conversation.

- **Strike the Right Tone**

- During written correspondence, keep your letters brief and to the point. Your tone should be polite and formal without being "stuffy." This also applies to email correspondence.

- **Be Structured and Organized**

- A professional can quickly and easily find what is needed. Your work area should be neat and organized, and your briefcase should contain only what is needed for your appointment or presentation. Few things say "unprofessional" as quickly as a hopelessly cluttered, messy work area.

- **Own Up to Mistakes**

- Professionals are accountable for their actions at all times. If you make a mistake, own up to it and try to fix it if possible. Don't try to place the blame on a colleague. If your company made the mistake, take responsibility and work to resolve the issue.

What is the difference between professional and professionalism?

As nouns the difference between professional and professionalism. is that professional is a person who belongs to a profession while professionalism is the status, methods, character or standards expected of a professional or of a professional organization, such as reliability, discretion, even-handedness, and fair play ...

Are You a Professional?

Let us look at some salient attributes of professionals. Read the points of view given in the following table. Give your honest opinion. Put a tick mark against one of the two columns—agree or disagree.

S. no.	Point of view	Agree	Disagree
1.	Office timings are prescribed as 9 a.m. to 6 p.m. Stick to these timings. Do not come or go late. If there is any unfinished work, it can be completed the next day.		
2.	The boss has the responsibility to assign jobs. Do whatever work is assigned to you. You are paid only for doing this.		
3.	One has learnt for many years in school and college. You learn the nuances of your task in one or two years in the job. This is the time to say goodbye to books and any further learning.		
4.	When you complete a job and present it to your superior, make sure that the quality of work and its presentation are excellent and is readily visible to him/her.		
5.	You must always be ready with some excuse for not doing something in time. This always helps to get over a tight situation.		
6.	Honesty and integrity are essential traits in any work situation. You must show trustworthiness and stick to your value system.		
7.	The boss asks for volunteers to take up a difficult assignment. You must readily accept such challenging assignments.		
8.	You are comfortable working alone and you can do a good job. Teamwork always creates problems because of different opinions and conflicting stands taken by people.		
9.	You have to show your superiority and talk sternly with subordinates. Only then will they obey you and do their job.		
10.	You are accountable for what you have done. If there is a mistake, accept and learn from it.		
11.	A positive attitude is important for excellent job motivation. Even if you have some grievance, let that not deter you from doing an exceptional job of anything given to you.		

Q.1 According to Kohlberg, 'Children approach thinking about right and wrong' :

A. According to the context

B. In the same way at different stages

C. Differently at different stages

D. According to parents

Q.2 'You do this for me and I'll do that for you', is a characteristic of:

A. Individualism and Exchange
B. Punishment and obedience orientation
C. 'Good-boy, Good-girl orientation
D. Social contract orientation

Q.3 Children in primary school follow which of the following stage as proposed by Kohlberg?

A. Good Interpersonal Relationships

B. Universal Ethical Principle

C. Social contract and Individual Rights

D. Obedience and Punishment orientation

Q.4 According to Kohlberg, the thinking process involved in judgements about questions of right and wrong is called?

A. Moral Dilemma
B. Moral Cooperation
C. Moral Reasoning
D. Moral Realism