

ETHICS AND VALUES

(HUM1001)

ASSIGNMENT AND QUIZ

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WORKPLACE ETHICS AND VALUES

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INTRODUCTION

Ethics are a general set of rules that are important to be followed to be a part of society. Workplace ethics are a set of ethical principles that are to be carried out by an individual when they join an organization to ensure the smooth functioning of the organization. Values on the other hand are the actions which an individual make in their daily lives. Values tell about a person's behaviour and responsive qualities which he/she can possess during work.

While ethics is a societal concern, it is of critical importance to the professions that serve society. Because professionals such as physicians, attorneys, engineers, and property and facility managers provide services that affect our welfare, they develop professional codes of ethics that establish professional standards for behaviour. For this report, I have interviewed two professionals, one being trained for workplace ethics(A) and the other one not(B). Both experiences are stated below.

INTERVIEWS

I. Please state your occupation.

- A. Human Resource.
- B. Associate Lawyer at a Law Firm

II. Why do you think it is important to follow an ethical protocol at your workplace?

- A. It is important because an organization can sustain in the long run and doing right to its employees, customers, and other stakeholders.
- B. Ethics in a workplace is essential for the sustainable growth of any organization as an ethically compromised organization might reap benefits in the short-run but will eventually falter in the longer run.

III. Do you think confidentiality plays an important role here? If so, please explain through any personal incident.

- A. Confidentiality plays an important role because not every piece of information needs to be out to employees and other parties. For instance, information regarding the cost to the company should be made available to employees who do not require to know this information.
- B. Confidentiality is of utmost importance as it helps your customer/client to trust your organization. Personal Incidence: In a civil dispute, we were representing our

client against a company for which we have previously acted but we made sure information that information that was shared by Company earlier during a different case was neither used as evidence nor shared with the client at all.

IV. Have you ever had training in workplace ethics? If so, was it useful in making the workplace experience better?

- A. Yes. I've had training regarding workplace ethics and they do make the workplace experience better if followed.
- B. No. I have not received any formal training in workplace ethics in my current organization. During my job orientation, I was briefly informed about the ethical framework and values of the organization.

V. How was your experience while working for an organization with an ethical framework, was it good or bad? How did it affect your work efficiency?

- A. It was good. Though people tend to deviate from it because for many reasons say, they think it decreases the deliveries and will end up providing wrong information. So, it should increase efficiency ideally.
- B. Fortunately, I am working with an organization that has a strong ethical framework which is duly adhered to by every member of the organization. This certainly has a positive impact on my work efficiency as a strong ethical framework provides for a set of moral and ethical guidelines which is for the benefit of the Employee, the Employer, and our client.

VI. How does personal ethics and professional ethics differ from each other? Have you ever been in a place where you had to choose between the two? If so, could you please elaborate by stating a personal incident?

- A. I believe personal ethics is based on one's belief which might differ from professional ethics as it is common for all. I have been in situations where my ethics contradicted my professional ethics. For example, once I had to complete and submit a report on the very next day, but I got sick, so being a professional I had to complete the office work on time and then continue with my doctor's appointment to commit to my health. I had to prioritize work before health.
- B. Personal ethics of an Individual are formed on basis of education, background, and other contributing factors which may differ from professional ethics in certain ways. Personal Incidence: Once I was asked by my senior to represent an accused charged with child abuse charges. The accused also had a lot of incriminating evidence and testimonies against him. I would have not represented him but as a professional, I had to keep my ethics aside and represent the accused to the best of my ability.

VII. Ethical dilemma: It is a problem in the decision-making process between two possible options, neither of which is acceptable from an ethical perspective. Have you ever been in such a condition? If so, please specify the incident.

- A. Misrepresentation can occur when HR managers misinterpret their achieved education, certificates, expertise, training, skills so they cannot protect the best interest of the company. Collusion is a kind of conspiracy when the HR manager acts to protect himself in case of the danger he caused or exclude others for his personal gain.
- B. Ethical dilemmas often arise when communications with clients break down and misunderstandings result.
For example, many law firms have different hourly rates for different clients and different rates for the same client depending upon whether the client is being reimbursed by a third party for the bill. Although there is nothing inherently unethical about these different rates, it is unreasonable to ask for fees, and outside counsel should be sure that clients understand the basis for the rate.

VIII. Have you ever noticed any unethical practice under your supervision at your workplace? If so, please state some instances.

- A. For example, to see what talent might be available in a potential new location and to attract passive candidates to build up a talent pipeline or to use up remaining postings in an expiring contract with an online jobs board. If for any of these reasons, a job ad is posted when no open position exists, applicants, employees, clients, and customers may be led to distrust the company or recruiter due to unethical practices. Reputations can be ruined quickly with a simple social media post; allowing only actual openings to be advertised will alleviate this risk.
- B. Yes. I have encountered few instances of unethical practice by our ex-Clerk who was responsible for filing documents but he was engaging in his personal work during the official working hours. I gave him a warning once I got to know about his actions. But even after my warning, he continued misusing official work hours. I informed about his actions to my superior in the organization.

IX. How does a conflict of interests resolve in a workplace ethically? How you ever experienced it? If so, how did you tackle it?

- A. The best approach to resolve an ethical conflict in the workplace is to determine that if an employee has a conflict of interest, then you need to take steps to either resolve or mitigate the situation. For example, an employee starts a company that provides similar services to similar clients as those of her full-time employer. This is especially a conflict of interest if his/her employer has had him/her sign a non-compete agreement.

- B. The first and foremost step in resolving a conflict of interest is to acknowledge and determine the extent of conflict in the matter. Personal Experience: We were once approached by a client to act against XYZ company to which we had given our legal opinion on the same dispute. Firstly, we checked our records to verify that whether we had advised XYZ on the same dispute, after it was confirmed then we informed the new client who had approached us about the conflict of interest, without divulging any critical or confidential information, that we would be unable to represent them in this dispute due to conflict of interest.

CONCLUSION

After interviewing these two people, I realized that ethics are very important to be followed, both personally and professionally. Ethics are not something that can be taught, it is something to be observed and learned and it depends on the scenarios you see and face. A workplace is a wonderful place and an ethical framework makes it function smoothly. Experience teaches a lot of things and puts personal ethics on test.