Implications of My Free Will at Work

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**Introduction**

The definition of free will has been standardized by different sociologists as the ability of an agent to act by its volition on the world, free from any physical causes or the initial state of things. As such, the free will’s folk notion is laden with the aspect of the soul, which is unfettered, non-physical, internal influencer of decisions, that could be termed as the uncaused causer. Nevertheless, the question of whether the soul is still in fashion or has been taken over by the mind is highly debatable considering the undeniable impact of social norms on the choices that are made by persons. This paper is going to review a work situation in which I was forced to make a decision based on social norms as opposed to my free will in order to gain acceptance in the larger group at the workplace.

**Implications of My Free Will at Work**

Organizational rules and regulations are an example of physical data that may have an influence on an individual’s free will. This is because an already predetermined framework of choice making and decision making governs an individual’s course of actions as opposed to their inner non-physical cause (Mele, 2015). In this case, the marketing policy at my workplace directed every aspect of marketing, including the messages that we were expected to communicate to the potential buyers of the company’ products. The policy of the company is to win over customers in all possible ways, and thus whenever a customer visited the company’s store or contacted the sales team via phone or email, we were expected to be subjective to certain responses as retrained by the marketing authority. It is important to note that not all of the information that we had been communicated to us about the products was true, and that most of it was only expected to win over the clients. I had interacted with the products for some time and I understood that the quality of the hardware used on most of the products was poor and not durable.

However, I had been constrained in terms of the information I could offer to the customer, such that I was only expected to communicate positive information and to leave out the negative information that could compromise sales. To be an acceptable part of the organization and guarantee myself a promotion, I was expected to make high sales by convincing as many customers as I could. It is clear that the establishment of normative beliefs within a certain context and the general expectance of individuals to behave in accordance with given norms in most cases leads to norm-abiding behavior (Glannon, 2015). It was thus a norm within the organization to use all the possible means to win over customers, an aspect that had led to the behavior of using false information to convince the customers, among the sales team, even information that had not been passed across by the administration.

One of the customers that I attended to visited the shop and needed to purchase a blood sugar monitoring device. She was an old lady with diabetes and had been asked by the doctor to buy such a device as her blood sugar fluctuations were a risk factor in the management of her condition. She insisted that she needed a device that was highly effective as it was her life that was at stake. The devices we sold were less effective and could offer false readings at times due to the poor quality hardware used in their production. Nevertheless, considering the policy of always communicating positive aspects about the products to the customers, as much as I felt that it was wrong, I convinced the old woman to purchase the device we offered, knowing that it may pose challenges. I had a choice of communicating the right information to the customer and advising her to purchase such a product from a different shop that offered authentic products. To solve the difference between what I wanted to do and what the work based policy required me to do, I later contacted the patient away from home and purchased another authentic product with my own funds that I delivered to her, informing her that we were recalling some of the products for upgrading, which she took positively.

According to sociological research, individual belief in free will has remained selective with individuals establishing self-serving attributions concerning their behavioral cause (Mele, 2015). People tend to take credit for the various positive things that they engage in, which reflects their free will, yet they fail to take credit for their failures and misdeeds and instead blame it on an external factor. As such, it is clear that the question of free will is not entirely about freedom, but involves maintenance of self-esteem (Glannon, 2015). It is thus paramount for individuals to be able to internally determine the implications of the various choices that they make, as this would allow for engagement of critical thinking as a critical determinant of choice as opposed to social norms or rules and regulations.

**Conclusion**

It is evident that free will is no longer a major determinant of the decisions and choices that people make in life. Being social beings, human beings long more for a connection with their social context as opposed to their innate desires. As such, they are bound to forego their free will and instead to conform to social norms in order to fit within a given social context. Nevertheless, human beings hold the power to choose on whether to make certain choices in their lives or not based on critical thinking as opposed to gambling on which side to choose.

**References**

Glannon, W. (Ed.). (2015). *Free Will and the Brain.* Cambridge: Cambridge University Press.

Mele, A. R. (Ed.). (2015). *Surrounding Free Will: Philosophy, Psychology, Neuroscience.* Oxford: Oxford University Press.