



PROFESSIONAL GUIDE: WORK ETHICS



PROMASTERS

CONTENTS

ETHICS IN THE WORKPLACE	3
ETHICS IN THE WORKPLACE ETHICAL BEHAVIOR.....	4
UNETHICAL BEHAVIOR	4
ETHICS ISSUES IN WORKPLACE.....	4
WORK ETHICS.....	4
WORK ETHICS PERFORMANCE STANDARDS.....	5
1. ATTENDANCE.....	6
2. CHARACTER	6
3. LOYALTY	6
4. HONESTY.....	7
5. TRUSTWORTHINESS	7
6. SELF-DISCIPLINE & SELF-RESPONSIBILITY	8
7. TEAMWORK.....	8
8. APPEARANCE	8
9. ATTITUDE.....	9
10. PRODUCTIVITY	9
11. ORGANIZATIONAL SKILLS.....	10
12. COMMUNICATION.....	10
13. COOPERATION.....	10
14. RESPECT	11

Ethics in the workplace



- Ethics
- beliefs about what is right and wrong or good and bad in actions that affect others
- Business ethics
- Refers to ethical or unethical behaviors by employees in the context of their jobs

Ethics in the workplace Ethical behavior

- Behavior that conforms to individual beliefs and social norms about what's right and good

Unethical behavior

- Behavior that conforms to individual beliefs and social norms about what is defined as wrong and bad

Ethics issues in workplace

- Adulteration in edible items
- Product Safety/ Unequal Standards
- Product storage and logistics irresponsibility
- Customers as quantity of consumption
- Surrogate Advertising/ Treacherous Campaigns
- Finished accountability after selling the product.
- Less expenditure on social causes/wellbeing
- Environmental issues

Work Ethics

- Ethics is a collection of values and behaviors which people feel are moral.
- In other words, “ethics” is the name we give to our values or good behaviors
- Positive work ethic is the collection of all the values and actions that people feel are appropriate in the work place,

Work Ethics Performance Standards



- Standards to be successful in a career you must possess both strong occupational skills and good work ethics.
- The following are 10 areas of work ethics traits and performance standards you will be presented and expected to exhibit in the workplace.

1. Attendance

- Be prepared for work by reading assignments and completing job
- Participate in activities by contributing to work discussion, completing assignments, and being involved in any activities
- Begin and end work as expected
- Use work time appropriately

2. Character

- Display a high level of effort and commitment to performing and completing work
- Be honest in all situations
- Demonstrate trustworthiness and responsible behavior
- Displays loyalty, dependability, reliability, initiative, and self-discipline

3. Loyalty

- In return for salary and benefits, the firm expects loyalty.
- With loyalty comes a sense of pride.
- All employees are goodwill ambassadors and salespeople for their company.
- Employees must keep company —”secrets”.
- The more the company succeeds the more you will succeed.
- If you can not feel faithfulness and allegiance to your company, you should seek a job elsewhere.

4. Honesty

- Honesty is valuable
- Employees account for 30% of all "shortages"
- Being honest is more than just not taking —"things"
- In an 8 hour day, how much time should be spent on task?
- Using the company telephone for personal calls, checking email, or texting is actually stealing from the company.

5. Trustworthiness

- Higher trust = higher pay
- Closing or opening the office
- Supervising others
- Handling cash
- Dependability & reliability = trustworthiness.
- Employers quickly see who can handle responsibility.
- When employees have initiative, they are willing to see that work gets done.
- People with initiative are:
 - Motivated
 - Enthusiastic
 - Industrious
 - Hard working
- People with initiative see a job that needs to be done and do it

6. Self-discipline & self-responsibility

- Self-discipline is a part of accepting responsibility
- Self-discipline requires the handling of emotions
- The hard part is making the best choice among the alternatives

7. Teamwork

- Encourage and facilitate cooperation, pride, trust, and group identity
- Foster commitment and team spirit
- Facilitate cooperation
- Respects the rights of others
- Respects confidentiality
- Is a team worker
- Is cooperative
- Is assertive
- Displays a customer service attitude
- Seeks opportunities for continuous

8. Appearance

- Present a neat, clean appearance
- Practice personal hygiene
- Wear clothing suitable to the job, task and environment
- Uses appropriate verbal and written etiquette
- Appearance deals with every aspect of how we perceive an individual.
- Regardless of the job, there is no excuse for not being groomed correctly.

9. Attitude

- Demonstrates a positive attitude
- Appears self-confident
- Display a willingness to cooperate and accept constructive criticism
- Set realistic expectations
- Demonstrate a positive attitude
- Appear self-confident
- Have realistic expectation of self

10. Productivity

- Follows directions and procedures
- Observe established policies on safety
- Notify proper authorities of circumstances or situations presenting potential safety hazards
- Maintain equipment and supplies
- Keeps work area neat and clean
- Conserves materials
- Do not use or knowingly permit others to use tools and equipment improperly
- Make up missed assignments in a timely manner
- Stay on task and utilize time constructively

11. Organizational skills

- Prioritize and manage time and stress effectively
- Demonstrate flexibility in adapting to changes
- Time Management Techniques
- Ask for help
- Many are scared to ask for help
- Fear being seen as intrusive or dumb
- Help comes in many forms
- People all around you are paid to help

12. Communication

- Communicate accurate information to others in a professional and courteous manner
- Displays appropriate nonverbal (eye contact, body language) and oral (listening, telephone etiquette, grammar) skills
- Listen attentively to others
- Good technology etiquette

13. Cooperation

- Convey a willingness to assist others
- Work to resolve conflicts and to identify solutions in which all parties benefit
- Demonstrate concern for treating people fairly and equitably
- Follow the chain of command in resolving conflicts
- Displays leadership skills

- Appropriately handles criticism, conflicts, and complaints
- Demonstrates problem-solving capability
- Maintains appropriate relationships with supervisors and peers

14. Respect

- Treat instructors, staff and fellow students with respect, courtesy, and tact
- Do not engage in harassment of any kind
- Know the legal definitions of sexual harassment
- Deal appropriately with cultural/racial diversity