**Deontological: Defend the travel agents' right to privacy**

* ​EM eroded loyalty and trust (employees may strike, high turnover)
* EM increased stress, increased health insurance bills to company
* Hard to be courteous and attentive to clients
* EM referred to as "electric whip" and "electronic straitjacket" by employees

**Teleological: Defend the company's property right, right to monitor employees, right to profit, obligation to stockholders**

* ​TTA negatively affected by recession in 2001
* Agent productivity rose 15%
* Last to implement EM
* Max efficiency (the end) justifies employee disapproval (the means)

We will agree on the normative recommendation as a group on Monday, this could change completely

**Normative Recommendation: Urge Donaldson to Implement Revised EM Method**  
        Topper Travel Agency has a right to maximize efficiency and their monitor employees. Implementing electronic monitoring in the workplace may have been considered radical by the travel agents, but EM is nothing new. Regarding the legality of EM, the 1986 ECPA states that employers are allowed to listen to business-related calls of employees, and that the employer's property right outweighs the employee's privacy right. This case caused an ethical dilemma because the company was unnecessarily invasive in many ways (TTA recorded personal calls and made judgments on lengths of bathroom breaks). Katherine Davis should defend the company's right to use EM while representing the employees and voicing their concerns. Donaldson must to explain the benefit and purpose of EM and seek involvement and communication from employees to contribute to the EM policies.