**The CEO of Starbucks and the practice of Ethical Leadership**

**What Environment did you face?**

According to PESTLE analysis there are few factors involved in determining the Country’s environment.

**Social:**

That issue was purely of social nature that shows the discrimination of black people, so it involves racism, cultural barrier, moral growth sense of social responsibility etc.

**Technological:**

Technological factors become evident with the act of lady who recorded and viral the video on social media.

**Legal:**

Legal factors were their cause of police intervention which depict regulation, employment laws and consumer protection laws.

**Economic:**

As after ethical dilemma 8000 Starbucks stores were closed that affect the sales and financial condition of Starbucks.

**Choose a Situation?**

Two black  men being arrested in a Starbucks went viral on Twitter. The two men had gone to the store to meet someone. They asked to use the restroom while they were waiting but were refused because they did not buy anything. Johnson apologies and took immediate action and said that the manager will no longer worked at the store.Starbucks temporarily close 8,000 stores to conduct  training, and make a new “Use of Third Place Policy,” which states that anyone can use Starbucks and its facilities without making a purchase.

**How does the ethical dilemmas develop?**

Ethical dilemma develop that two men were waiting to meet a business associate, but they didn’t purchase anything while they were waiting. the manager ask them to go but they refused. Another person recorded the arrest on her cell phone, and it quickly went viral. Media has higher power and interest. The woman who took the video mentions that she had been sitting there for a while, and she wasn’t asked to leave even though she didn’t order.

**Determine the stage of ethical development of CEO?**

When that problem came up, he looked at the whole problem carefully and then proceeded to look at it carefully.

Kevin Johnson trained him the employees for a few day. And also, fired the Manager of Starbucks.

**Who were the primary stake holders and their stakes in the situation?**

**Primary Stakeholder are:**

CEO and store Manager.

CEO makes new polices and organized the training for all the Starbucks stores. And store manager  arrest the two black men who were waiting to meet a business associate but they didn't purchase anything while they are waiting.

**What ethical responsibilities must you dispense?what decide ion making guide line did you use in them?**

CEO should create a environment that is both safe and welcoming for everyone is paramount for every store. And anyone could sit without being required to spend money.And  create a culture of warmth and belonging where everyone is welcome.

**Describe stake holder management of CEO: did he handles the stake holders right?**

The CEO first priority was its primary stakeholders like;

Customers

Suppliers

Firm

Owners

The most special thing for CEO was his customers was abusing him focused more on them. He thought he had apologized. Because he had settled the matter well. The CEO formulated a new policy which he ensured to suppliers,stakeholders and other people. That we have a very good firm and we treat people very well.

**What ethics programs did they develop as a result of the situation you have described?**

Firstly, they have issued official apology, Fired the manager who called the police temporarily close 8000 stores to conduct unconscious bias training and use of “ Third Place Policy,” which states that anyone can use Starbucks and its facilities without making a purchase also explains what manager should do if a customer becomes disruptive.

**Is the mission and vision statement ethical?**

The mission and vision statement of Starbucks are ethical.

**Mission statement of Starbucks** is to inspire and nurture the human spirit – one person, one cup and one neighborhood at a time.

**Vision Statement of Starbucks** is to establish Starbucks as the premier purveyor of the finest coffee in the world while maintaining our uncompromising principles while we grow.”

**What is the age of the CEO? Are they able to relate their employees?**

The age of Starbucks CEO Kevin R.Johnson is 61 years (born on October 9, 1960). He is an American businessman and software engineer.

CEO is able to relate to their employees as he offers them full-time and part-time  job. He also gave them opportunities to receive full healthcare benefits, stock options/discounted stock purchase plans, and other meaningful benefits.

**Did the female employees feel themselves sale in the organization?why or why not?**

working in Starbucks instead of male 29.9 .Females were given all women rights their. Their work was appreciated well and they were given bonuses according to their work. Female working in Starbucks feel secure n safe that’s why there were 70.1 females.