**LEARNING OUTCOME #2.**

**APPLY WORK VALUES/ETHICS**

**ASSESSMENT CRITERIA**:

1. Work values/ethics/concepts are identified and classified in accordance with companies’ ethical standard guidelines.
2. Work policies are undertaken in accordance with company’s policies, guidelines on work ethical standard.
3. Resources are used in accordance with company’s policies and guidelines.

**CONTENTS:**

* Concept of work values/ethics
* Company policies and guidelines
* Work ethical standard
* Company/industry resources
* Work practices

**CONDITION:**

The students/trainees must be provided with the following:

* Writing materials (pens & paper)
* References (books)
* Modules

**METHODOLOGIES:**

* Lecture
* Group discussion
* Written examination
* Role play
* Self-paced (modular) Instruction

**ASSESSMENT METHODS**:

* Written exam/test
* Demonstration
* Observation
* Interviews/questioning

**LEARNING EXPERIENCES**

**LEARNING OUTCOMES NO. 1 APPLY WORK VALUES/ETHICS**

| **Learning Activities** | **Special Instructions** |
| --- | --- |
| Read Information Sheet 3.2-1 Apply work values/ethics | If you have some problem on the content of the information sheet don’t hesitate to approach your Trainer.  If you feel that you are now knowledgeable on the content of the information sheet, you can now answer self-check provided in the module. |
| Answer Self-Check 3.2-1 Apply work values/ethics | Try to answer the Self-check without looking at the Answer Key  Compare your answer to Answer Key 3.2-1 |
| Read Information Sheet 3.2-2 Company policies and guidelines | If you have some problem on the content of the information sheet don’t hesitate to approach your Trainer.  If you feel that you are now knowledgeable on the content of the information sheet, you can now answer self-check provided in the module. |
| Answer Self-check 3.2-2 Company policies and guidelines | Try to answer the Self-check without looking at the Answer Key  Compare your answer to Answer Key 3.2-2 |
| Read Information Sheet 3.2-3 Work ethical standard | If you have some problem on the content of the information sheet don’t hesitate to approach your Trainer.  If you feel that you are now knowledgeable on the content of the information sheet, you can now answer self-check provided in the module. |
| Answer Self-check 3.2-3 Work ethical standard | Try to answer the Self-check without looking at the Answer Key  Compare your answer to Answer Key 3.2-3 |
| Read Information Sheet 3.2-4 Company/industry resources | If you have some problem on the content of the information sheet don’t hesitate to approach your Trainer.  If you feel that you are now knowledgeable on the content of the information sheet, you can now answer self-check provided in the module. |
| Answer Self-check 3.2-4 Company/industry resources | Try to answer the Self-check without looking at the Answer Key  Compare your answer to Answer Key 3.2-4 |
| Read Information Sheet 3.2-5 Work practices | If you have some problem on the content of the information sheet don’t hesitate to approach your Trainer.  If you feel that you are now knowledgeable on the content of the information sheet, you can now answer self-check provided in the module. |
| Answer Self-check 3.2-5Work practices | Try to answer the Self-check without looking at the Answer Key  Compare your answer to Answer Key 3.2-5 |

**INFORMATION SHEET 3.2-1**

**CONCEPT OF WORK VALUES/ETHICS**

**Learning Objectives:**

After reading this Information Sheet, you must be able to:

1. Classify and reaffirm work values/ethics/Concepts
2. Undertake practices
3. Conduct personal behavior and relationships with coworkers and clients
4. Use company resources properly

**INTRODUCTION**

**CLASSIFYING AND REAFFIRMING WORK VALUES/ETHICS/CONCEPTS**

**WORK VALUES**

Throughout your life you acquired a set of values — beliefs and ideas that are important to you.

For example, you may believe that one should always be honest or that one must always be a loyal friend. You live your life according to this set of values. In order to have a happy, successful and fulfilling life, you must act upon your values, both in your personal life and at work.

Taking your values into account when you choose a career could be the most important factor that

determines whether you will or won't be satisfied with that aspect of your life.

In this context, the word "value" refers to what you feel about the work itself and the contribution it makes to society.

Most people who pursue work that is congruent with their values feel satisfied and successful in their careers. Work values can be divided into two functional categories:

* Intrinsic, relating to the actual tasks involved in practicing a particular occupation or those that relate to a specific interest in the activities of the work itself, or to the benefits that the work contributes to society
* Extrinsic, relating to the by-products of an occupation. values relate to the favorable conditions that accompany an occupational choice, such as physical setting, earning potential and other external features

An intrinsic value might be helping others, while an example of an extrinsic value is earning a lot of money.

* **Work values/ethics/ concepts May includes**:

| * Commitment/ Dedication | * Goal-oriented |
| --- | --- |
| * Sense of urgency | * Sense of responsibility |
| * Sense of purpose | * Being knowledgeable |
| * Love for work | * Loyalty to work/company |
| * High motivation | * Sensitivity to others |
| * Orderliness | * Compassion/Caring attitude |
| * Reliability and Dependability | * Balancing between family and work |
| * Competence | * Sense of nationalism |

**ELEMENTS OF WORK VALUE**

1. **Strong Work Ethic**

Employers value employees who understand and possess a willingness to work hard. In addition to working hard it is also important to work smart. This means learning the most efficient way to complete tasks and finding ways to save time while completing daily assignments. It’s also important to care about your job and complete all projects while maintaining a positive attitude. Doing more than expected on the job is a good way to show management that you utilize good time management skills and don’t waste valuable company time attending to personal issues not related to the job. Downsizing in today’s job market is quite common so it’s important to recognize the personal values and attributes employers want to improve your chances of job security should a layoff occur.

1. **Dependability and Responsibility**

Employers value employees who come to work on time, are there when they are supposed to be, and are responsible for their actions and behavior. It’s important to keep supervisors abreast of changes in your schedule or if you are going to be late for any reason. This also means keeping your supervisor informed on where you are on all projects you have been assigned. Being dependable and responsible as an employee shows your employer that you value your job and that you are responsible in keeping up with projects and keeping them informed of the things that they should know about.

1. **Possessing a Positive Attitude**.

Employers seek employees who take the initiative and have the motivation to get the job done in a reasonable period of time.

A positive attitude gets the work done and motivates others to do the same without dwelling on the challenges that inevitably come up in any job. It is the enthusiastic employee who creates an environment of good will and who provides a positive role model for others.

A positive attitude is something that is most valued by supervisors and co-workers and that also makes the job more pleasant and fun to go to each day.

1. **Adaptability**

Employers seek employees who are adaptable and maintain flexibility in completing tasks in an ever-changing workplace.

Being open to change and improvements provides an opportunity to complete work assignments in a more efficient manner while offering additional benefits to the corporation, the customer, and even the employee.

While oftentimes employees complain that changes in the workplace don’t make sense or makes their work harder, oftentimes these complaints are due to a lack of flexibility.

Adaptability also means adapting to the personality and work habits of co-workers and supervisors.

Each person possesses their own set or strengths and adapting personal behaviors to accommodate others is part of what it takes to work effectively as a team. By viewing change as an opportunity to complete work assignments in a more efficient manner, adapting to change can be a positive experience.

New strategies, ideas, priorities, and work habits can foster a belief among workers that management and staff are both committed to making the workplace a better place to work.

1. **Honesty and Integrity**

Employers value employees who maintain a sense of honesty and integrity above all else. Good relationships are built on trust.

When working for an employer they want to know that they can trust what you say and what you do. Successful businesses work to gain the trust of customers and maintain the attitude that “the customer is always right”. It is the responsibility of each person to use their own individual sense of moral and ethical behavior when working with and serving others within the scope of their job.

1. **Self – Motivated**

Employers look for employees who require little supervision and direction to get the work done in a timely and professional manner.

Supervisors who hire self-motivated employees do themselves an immense favor. For self-motivated employees require very little direction from their supervisors.

Once a self-motivated employee understands his/her responsibility on the job, they will do it without any prodding from others. Employers can do their part by offering a safe, supportive, work environment that offers employees an opportunity to learn and grow.

Working in a supportive work environment and taking the initiative to be self-directive will provide employees with a better sense of accomplishment and increased self-esteem.

1. **Motivated to Grow & Learn**

In an ever-changing workplace, employers seek employees who are interested in keeping up with new developments and knowledge in the field. It has been noted that one of the top reasons employees leave their employers is the lack of opportunity for career development within the organization.

Learning new skills, techniques, methods, and/or theories through professional development helps keep the organization at the top of its field and makes the employee's job more interesting and exciting. Keeping up with current changes in the field is vital for success and increased job security.

1. **Strong Self – Confidence**

Self-confidence has been recognized as the key ingredient between someone who is successful and someone who is not.

A self – confident person is someone who inspires others. A self-confident person is not afraid to ask questions on topics where they feel they need more knowledge. They feel little need to have to impress others with what they know since they feel comfortable with themselves and don’t feel they need to know everything.

The self-confident person does what he/she feels is right and is willing to take risks. Self-confident people can also admit their mistakes. They recognize their strengths as well as their weaknesses and are willing to work on the latter. Self-confident people have faith in themselves and their abilities which is manifested in their positive attitude and outlook on life.

1. **Professionalism**

Employers value employees who exhibit professional behavior at all times. Professional behavior includes learning every aspect of a job and doing it to the best of one’s ability. Professionals look, speak, and dress accordingly to maintain an image of someone who takes pride in their behavior and appearance.

Professionals complete projects as soon as possible and avoid letting uncompleted projects pile up.

Professionals complete high-quality work and are detail oriented.

Professional behavior includes all of the behavior above in addition to providing a positive role model for others.

Professionals are enthusiastic about their work and optimistic about the organization and its future. To become a professional you must feel like a professional and following these tips is a great start to getting to where you want to go.

1. **Loyalty**

Employers value employees they can trust and who exhibit their loyalty to the company. Loyalty in the workforce has taken on a new meaning.

More companies today encourage employee feedback and offer employees an opportunity to lead in their area of expertise. This gives employees a greater sense of satisfaction and a sense of control over their job. Empowerment encourages employees to do their best work since companies are displaying a trust and expectation that they believe in their employees to do a good job.

**WORK ETHICS**

**Definition**

The term **ETHICS** is used to describe codes or standards of behavior that are based on a shared understanding of what is right and wrong. Deals with moral issues and with right and wrong behavior. They are derived from values and belief systems and can vary from one culture to another or from one group to another

**WORK ETHICS** are a set of standards and rules that are required by an individual for satisfactory work performance.

Work ethics may be of two types:

1. **PERSONAL**

Some work ethics are personal, i.e., a person adopts them on her/his own will. These may be:

* Sincerity
* Respect for the job
* Regularity
* Punctuality
* Seriousness

1. **SPECIFIC TO A WORK SITUATION**

Work ethics specific for the work are:

* Keeping certain information confidential
* Maintain cordial relationship with clients and agencies that the organization has
* Being prepared to take up new tasks

**CODE OF WORK ETHICS**

Most of the problems discussed in the previous section can be overcome in order to improve work performance. A list that clearly states certain rules, standards and principles to guide work behavior is called a code of work ethics.

**Following is a code of work ethics for all of us to understand and follow diligently:**

* Be regular and punctual at work.
* Be available at your seat and do the work assigned to you.
* Be polite, patient, courteous and respectful to all.
* Acquire the knowledge and skill necessary to do job assigned to you.
* Be prepared to learn more and update yourself.
* Find more and more efficient ways of getting your work done.
* Manage and apply your resources efficiently.
* Follow the rules, policies and procedures of your work strictly and uniformly.
* Do not indulge in favoritism and discrimination while doing your duty. Treat everyone equally.
* Have respect for all kinds of work.
* Do not accept favors that may negatively influence the performance of your work.
* Be loyal to your work and to the organization to which you belong.
* Expose corruption wherever discovered.

**UNDERTAKING WORK PRACTICES**

**Undertaking Ethical Work Practice**

* Act with honesty and integrity, avoiding actual or apparent conflicts of interest in personal and professional relationships.
* Provide constituents with information that is accurate, complete, objective, relevant, timely, and understandable.
* Comply with rules and regulations of federal, state, provincial, and local governments, and other appropriate private and public regulatory agencies.
* Act in good faith, responsibly, with due care, competence, and diligence, without misrepresenting material facts or allowing one’s independent judgment to be subordinated.
* Respect the confidentiality of information acquired in the course of one’s work except when authorized or otherwise legally obligated to disclose. Confidential information acquired in the course of one’s work will not be used for personal advantage.
* Share knowledge and maintain skills important and relevant to constituents’ needs. Proactively promote ethical behavior as a responsible partner among peers, in the work environment, and the community.
* Achieve responsible use of and control over all assets and resources employed or entrusted.
* Work practice May include but are not limited to:
* Quality of work
* Punctuality
* Efficiency
* Effectiveness
* Productivity
* Resourcefulness
* Innovativeness/Creativity
* Cost consciousness
* 5S
* Attention to details

**Conducting Personal Behavior and Relationships with Coworkers and Clients**

**Principles of Conducting Ethical Relationship with Clients**

1. **Answer your phone.**

Get call forwarding or an answering service. Hire staff if you need to. But make sure that someone is picking up the phone when someone calls your business. (Notice I say "someone". People who call want to talk to a live person, not a fake "recorded robot".)

1. **Don't make promises unless you will keep them**.

Not plan to keep them. Will keep them. Reliability is one of the keys to any good relationship, and good customer service is no exception. If you say, “Your new bedroom furniture will be delivered on Tuesday”, make sure it is delivered on Tuesday. Otherwise, don't say it. The same rule applies to client appointments, deadlines, etc. Think before you give any promise - because nothing annoys customers more than a broken one.

1. **Listen to your customers**.

Is there anything more exasperating than telling someone what you want or what your problem is and then discovering that that person hasn't been paying attention and needs to have it explained again? From a customer's point of view, I doubt it. Can the sales pitches and the product babble? Let your customer talk and show him that you are listening by making the appropriate responses, such as suggesting how to solve the problem.

1. **Deal with complaints.**

No one likes hearing complaints, and many of us have developed a reflex shrug, saying, "You can't please all the people all the time". Maybe not, but if you give the complaint your attention, you may be able to please this one person this one time - and position your business to reap the benefits of good customer service.

1. **Be helpful** - even if there's no immediate profit in it.

The other day I popped into a local watch shop because I had lost the small piece that clips the pieces of my watch band together. When I explained the problem, the proprietor said that he thought he might have one lying around. He found it, attached it to my watch band – and charged me nothing! Where do you think I'll go when I need a new watch band or even a new watch? And how many people do you think I've told this story to?

1. **Train your staff** (if you have any) to be always helpful, courteous, and knowledgeable.

Do it yourself or hire someone to train them. Talk to them about good customer service and what it is (and isn't) regularly. Most importantly, give every member of your staff enough information and power to make those small customer-pleasing decisions, so he never has to say, "I don't know, but so-and-so will be back at..."

1. **Take the extra step.**

For instance, if someone walks into your store and asks you to help them find something, don't just say, "It's in Aisle 3". Lead the customer to the item. Better yet, wait and see if he has questions about it, or further needs. Whatever the extra step may be, if you want to provide good customer service, take it. They may not say so to you, but people notice when people make an extra effort and will tell other people.

1. **Throw in something extra.**

Whether it's a coupon for a future discount, additional information on how to use the product, or a genuine smile, people love to get more than they thought they were getting. And don’t think that a gesture has to be large to be effective.

If you apply these eight simple rules consistently, your business will become known for its good customer service. And the best part, the irony of good customer service is that over time it will bring in more new customers than promotions and price slashing ever did

**USING COMPANY RESOURCES**

The Important Ethical Standards

The Committee has reflected before that high ethical standards are important for society as a whole and that they are particularly important where public money is being spent on public services or public functions. This is because:

* Outcomes for society are better when the decisions of public office holders are made fairly and on merit and not influenced by personal and private interests;
* Low levels of corruption and confidence in the integrity of the trading and operating environment are crucial factors in the functioning of advanced democracies;
* High standards benefit the economy through their effect on international confidence;
* Impartiality and objectivity increases predictability, which improves economic efficiency;
* Governments which are not perceived to uphold high standards have less legitimacy and basic public institutions such as tax and benefit systems rely on public trust to function effectively.
* High ethical standards are important to users of public services. Commissioning and procurement decisions can have a major impact on user’s daily lives and their quality of life. The services provided can be:
* Essential;
* Services for which the individual has little or no choice in the provider;
* Services where they need to be tailored to individual needs;
* Services for users who can be vulnerable and need support and advice to access services.

**ETHICS**

The term "ethics" refers to the standards of conduct, which indicate how a person should behave, based on moral duties and virtues arising from the principles of right and wrong.

Ethics therefore involves two aspects:

1. The ability to distinguish right from wrong; and
2. The commitment to do what is right.

**Company resources May include:**

* Consumable materials
* Equipment/Machineries
* Human
* Time
* Financial resources

**CONSUMABLE MATERIALS**

**General**

The consumable or expendable supplies in the listing in this chapter are to be used only as indicated in the applicable maintenance manual. Many of these supplies are not compatible with one another. If used wrong or mixed improperly, they could cause a volatile or undesirable reaction.

Consumable Items Consumable items are those Items which generally fall into one or more of the following categories:

* One-time use
* Lose identity
* Inexpensive
* Disposable

**INFORMATION SHEET 3.2-2**

**COMPANY POLICIES AND GUIDELINES**

Learning Objectives:

After reading this Information Sheet, you must be able to:

* 1. Explain company policy

1. Know the importance of company policy

**INTRODUCTION**

When an organization has clear company policies, both employees and employers benefit. Outlining employees’ rights and expectations within your company helps set behavioral and performance standards for the workplace, and gives employees an overall framework of how to be successful at your company. Company policies also help to protect your business and contribute to a safe and more enjoyable work environment for everyone.

There are business policies that you may need to comply with according to law, but you may also choose to develop your own policies as well.

**WHAT ARE COMPANY POLICIES?**

Company policies are guidelines that help employers deal with the health, safety and accountability of employees, as well as their interactions with customers or clients. Business policies can also be used as a guideline for federal or state regulatory requirements, legal issues and other situations that can lead to severe consequences for employees.

Here’s a list of company policies you may need:

* Equal opportunity policy
* Workplace health and safety
* Employee code of conduct policy
* Attendance, vacation and time-off policies
* Employee disciplinary action policy
* Employee complaint policies
* Ethics policy
* Work schedule and rest period policies
* Substance abuse policies
* Workplace security policies
* Bring Your Own Device (BYOD) policies
* Compensation and benefits policy
* Travel policies
* Employee fraternization policy
* Inclement weather policies
* Employee face mask policy (during COVID-19)

**WHY ARE COMPANY POLICIES IMPORTANT?**

Company policies put in writing what you expect from your employees. These may be related to performance, values or behavior. Additionally, company policies can serve as pre-warnings for employees, since they outline the consequences of failing to abide by the rules.

Company policies are important for a variety of other reasons, including:

* Setting expectations
* Keeping management accountable
* Ensuring compliance with the law
* Helping defend against legal claims
* Assisting with fair treatment of employees

List of company policies to consider creating

Here are some of the policies that your company should consider putting in place:

1. **Equal Opportunity Policy**

Many countries mandate that you must be an equal opportunity employer by law. For example, in the United States, the U.S. Equal Employment Opportunity Commission enforces a wide range of federal laws that prohibit workplace discrimination.

An equal opportunity policy (EOP) prevents companies from discriminating against job applicants or employees if they are a member of a protected class (e.g, race, gender, age, religion, familial status, color). The EOP is essential for any anti-harassment, workplace violence, non-discrimination or diversity policies your company may consider developing.

1. **Workplace Health and Safety**

It’s important to provide your employees with a safe and healthy work environment, especially since workplace health and safety violations can cause harm to your employees, cost your business money and damage your reputation.

Your business should be proactive and write a health and safety policy that is designed for each workplace. For example, you might specify what employees should do in case of office emergencies or how to handle unsafe materials. The Occupational Safety and Health Administration (OSHA) has guidelines on how to create a safe workplace and protect workers from occupational hazards that you can base your policy on.

1. **Employee Code of Conduct Policy**

A clear and concise code of conduct can help employees understand your r expectations in terms of performance and behavior. This policy might include specific rules related to substance abuse, sexual harassment, giving gifts, dress code, confidentiality, and even the use of cell phones or social media during work hours.

Misunderstandings may still occur, but at least employees have something to refer to if they’re unsure about what your expectations are.

Here’s an example of a policy you could include in your code of conduct regarding employee discrimination and harassment:

* A Company is committed to eradicating discrimination and unlawful harassment in our workplaces. Any actions, jokes or comments based on an employee or client’s race, religion ethnicity, sex, age or any other legally protected class are not tolerated and will be met with significant disciplinary action.

1. **Attendance, Vacation and Time-Off Policies**

Having a standard way to request a day off or take vacation leave will help things run more smoothly in the office. A PTO policy should outline how much time off employees receive, when and how they can accrue more time off, who they should contact to request their time off and anything else they may need to know about taking PTO (e.g., is vacation use-it-or-lose-it?). Other time off policies to consider creating include parental leave policies and bereavement leave policies.

You can also choose to create a separate attendance policy that outlines what is considered tardy, how far in advance they should request time off and what happens if they don’t show up for work.

Here’s an example of a company attendance policy you can use to help write your own:

* Employees are expected to be on time and regular in attendance. This means being at your workspace and ready to work at your scheduled time each day. You will be given a 10-minute grace period after the start of your shift before you will be considered tardy. Employees who are tardy on more than five occasions will be subject to disciplinary action. Absenteeism and tardiness are burdensome to your co-workers and leaders, and will not be tolerated without just cause.

1. **Employee Disciplinary Action Policy**

Some of the most important company policies involve discipline and employee conduct. Before you can hold your employees accountable for their actions, it’s important to record your expectations in terms of performance and behavior in your employee handbook or individual employee contracts. With complete access to the rules and regulations of the workplace, you can then enforce disciplinary action when appropriate while using the employee handbook as a point of reference.

A simple step-by-step list of what happens regarding disciplinary action can make it easy for employees to know what to expect if they violate a company policy. Describe a specific process you will follow to ensure every employee is treated fairly when it comes to discipline. Have a lawyer review this information before you include it in your employee handbook to make sure all disciplinary action is legal.

Check out how to create a disciplinary action policy for your company here.

1. **Employee Complaint Policies**

Grievances are formal complaints your employees can file to document their concerns with an aspect of their workplace. These grievances might be filed as a result of an incident or conflict with a fellow employee. A grievance can be filed for nearly any reason, including physical workplace complaints, financial issues like payroll and social circumstances like harassment or bullying. It’s important to outline a formal process for resolving complaints within your company so that employees know how to handle their concerns in a professional way.

It may also be a good idea to develop a non-retaliation policy to protect employees who make good faith complaints against their manager or co-workers.

**How to Develop Company Policies as an Employer**

If you want to develop business policies to address important workplace issues, consider following the steps below:

1. **Identify the need for the policy**

Observe the way your management and employees deal with workplace issues, and identify which areas could use improvement. For instance, if employees consistently violate unwritten rules, you may consider adding a new policy that addresses this and other related issues.

1. **Determine the content needed for the policy**

Write down key areas that need to be addressed within the policy. For instance, you can include different sections or clauses that prevent you or your employees from finding loopholes. Consider all aspects of the policy, what you would like your employees to do and what you would like them to avoid doing. It’s also a good idea to include what form of disciplinary action will be taken if a policy is violated.

Consider checking with an attorney before distributing any policies to employees.

1. **Communicate the new policy to employees**

Current employees need to be notified of new policies when they’re released or added to the employee handbook. You may even consider adding a signature line to the new policy to make sure employees know that they must follow the rule from the date they sign it. This prevents conflict later on if an employee states they were never aware of the policy after receiving disciplinary action for violating it.

It’s also important to review and discuss company policies with new employees during onboarding so they know what to expect. Consider having them sign a form stating that they were given an employee handbook or a list of your policies, rules and regulations.

1. **Update and revise the policy as necessary**

You may consider amending or revising your policies as necessary in accordance with laws and regulations or according to your company’s objectives and any employee feedback.

**INFORMATION SHEET 3.2-3**

**WORK ETHICAL STANDARD**

Learning Objectives:

After reading this Information Sheet, you must be able to:

1. Identify ethical standards in the workplace

**What Are Ethical Standards in the Workplace**

Ethical standards are a set of principles established by the founders of the organization to communicate its underlying moral values. This code provides a framework that can be used as a reference for decision making processes.

**What Does Ethical Standards Mean?**

These standards are an important part of an organization’s culture. They establish the parameters of behavior that owners and top executives expect from employees and also from suppliers, at least to the extent of their relationship with the organization. A corporate governance system will put a lot of effort into communicating and enforcing these principles. This is mostly done through behavior modeling, which means that top executives should set the example of how lower-level employees should act.

A few examples of these standards would be responsibility, honesty, transparency or fairness and even though they might be interpreted differently by each person, companies usually describe the founder’s perspective of each value to avoid confusions.

These principles should serve also as guidelines for decision-making processes to help employees align their personal criteria with the company’s perspectives as different ethical issues arise within normal business activities. This moral “compass” is crucial to maintain unethical behaviors down to a minimum, mostly in managerial positions.

**What Are Ethical Standards in the Workplace**

1. **Obey the Law**

A great deal of society's collective sense of right and wrong is embodied in the laws that guide business activities. Keeping your professional activities within the law represents the minimum ethical requirements for operating your business.

Existing law makes some ethical and moral decision-making rather simple. Discrimination against certain classes of people is illegal, so don't discriminate. Bribery and embezzlement are against the law as well, so don't offer bribes and don't embezzle company funds.

1. **Know Your Company's and Profession's Ethical Requirements**

Numerous professional associations publish detailed ethical guidelines for their members. For example, doctors swear to obey the Hippocratic Oath and follow guidelines prepared by state and national medical groups. The American Medical Association provides a detailed, nine-point Code of Ethics to which it holds its members responsible. Lawyers, financial advisors, accountants and many other professions have similar guiding documents for ethical behavior.

Individual firms often prepare their own set of guidelines to steer employee behavior in the preferred direction. Google's famous "Don't Be Evil" slogan is augmented by the company's code of ethics offering guidance on topics as varied as conflicts of interest, protecting confidentiality, financial integrity and substance abuse.

Almost all major companies have similar statements of ethical principles or codes of conduct. Although smaller firms are less likely to formalize such codes, the ethical guidance provided by company leaders and expressed in the company's culture can prove just as effective in steering employee behaviors.

If you are formulating a code of ethics for your company, you may benefit from running an internet search on a company name along with the term "corporate ethics." This often turns up a statement of the company's ethical principles, along with examples of the ethical issues the firm is confronting.

Of course, in addition to ethical standards guiding your profession or your company, there is at least one more critical set of guidelines to take into account. Your own personal code of ethics – the notion of right and wrong that you have developed over your lifetime – is the bedrock set of principles guiding your behavior at work and throughout your life.

1. **Be Alert to Changing Norms**

Society's ethical norms are not static. Behaviors and activities once considered acceptable might become unacceptable in time. In the course of just a decade or two, American society has witnessed broad social movements that have altered our collective sense of right and wrong, both in personal arenas and in the world of business.

A few examples of such changes are:

* Same-sex marriage
* Gender pay equity
* Black Lives Matter
* Livable wages
* Protection of religious expression
* Greening business activities
* Internet privacy
* Trolling on social media

Social issues that are highlighted on the news, debated in Congress, or actively discussed in your local community will influence policies and practices in your place of business as well. Staying well-informed as these issues unfold helps to keep you up-to-date on the ways in which they may influence a sense of ethical behavior in your company.

1. **Remember the Golden Rule**

When in doubt, the fundamental expression of human ethical behavior, known as the Golden Rule, is an excellent guide to deciding right from wrong behaviors: Do unto others as you would have them do unto you. Or a bit less formally, treat people the way you would like to be treated.

**INFORMATION SHEET 3.2-4**

**COMPANY/INDUSTRY RESOURCES**

Learning Objectives:

After reading this Information Sheet, you must be able to:

1. Define and identify company/industry resources

**INTRODUCTION**

**DEFINITION: COMPANY RESOURCES**

**Company Resources** are all assets a company controls and can use to achieve its goals.

Company resources include the following:

1. Human Resources
2. Material Resources
3. Financial Resources
4. Intangible Assets

From this point of view, we can define a company as a unique collection of resources. This collection is not easy to replicate, and the differences between the quantity, share and quality of resources of different companies have an impact on the performance of them.



1. **HUMAN RESOURCES**

If you work at a medium or large company, probably you’ve already heard of the term “Human Resources”. Companies usually have a department that recruits employees and deals with issues related to people, like paying salaries, onboarding, training, etc.

Human resources play a key role in every company because they have a great impact on its performance and the achievement or not of its goals. Human resources define company culture and company culture cannot be replicated.

People not only acquire knowledge and skills by education but they also by experience and informal training.



Human resources of a company have several important features:

* Skills
* Experience
* Qualification
* Geographic Location
* Time Availability

*About the Term Human Resources*

A major concern about considering people as a resource is that people should not be treated like another commodity or asset, that can be easily interchanged. Economics should have people at the core of its goals.

People should not be treated like another company resource or as a simple factor of production, but with respect and dignity.

1. **MATERIAL RESOURCES OF A COMPANY**

Material resources are tangible goods different from human resources, that the company can use to achieve its goals.

Examples of material resources:

* Real estate
* Machinery
* Computers and office equipment
* Supplies and intermediate products
* Tools

Technological advancements can make some material assets obsolete. Usually, computers become obsolete after some years. The same can happen with some business machinery: when a new better technology is implemented, it may be better to replace old machines than to keep using them.

1. **FINANCIAL RESOURCES OF A COMPANY**

Financial resources of a company are the set of liquid assets available to the company.

Financial Resources:

* Cash.
* Short-term bank deposits.
* Liquid financial investments, like stocks and bonds.
* Checks

Good financial resources management is important to achieve the goals of the company. Situations where the shortage of funds can compromise the short-term operations must be avoided. For example, if the company doesn’t have enough funds to pay salaries or buy raw materials. On the other side, an excess of financial resources can lead to a high opportunity cost.

For most companies, the main source of financial resources is the main business of the company. Usually, selling goods or services.

When a company is expanding or at the investment phase, common sources of financial resources usually are:

* Capital contributions
* Loans
* External investments

1. **INTANGIBLE RESOURCES**

Intangible resources, also called intangible assets, cannot be touched or seen. Intangible resources are not financial resources and cannot be associated with human resources.

Examples of intangible assets: 

* Intellectual property:
* Patents
* Trademark
* Copyrights
* Other intellectual assets:
* Public image of the company brand
* Customer lists
* Private databases
* In-house developed processes and software

It is hard to measure the value of intangible resources.

A big difference between intangible and material resources, besides the fact that intangible resources cannot be touched or seen, is that the value of intangible resources usually do to change when they are being used. For example, the value of a brand can increase over time.

Another difference is that many intangible resources cannot be transferred to other companies. Some internal processes do have value only for the company that created them.

**IMPORTANCE OF ORGANIZATIONAL RESOURCES**

At some companies, material resources play a more important role than in others.

For example, at an agri-business operation, real estate and machinery play an important role. At a consultancy firm, human resources play a more important role.

Some companies rely heavily on intangible assets.

For example, Coca-Cola formula has been a key asset to the company.

**INFORMATION SHEET 3.2-5**

**WORK PRACTICES**

**Learning Objectives:**

After reading this Information Sheet, you must be able to:

1. Perform specific duties and tasks related to job desccription

**INTRODUCTION**

**WORKPLACE PRACTICES**

Work practices refer to the execution of specific duties and tasks related to a job description, leveling potential hazards or risk factors that can compromise health and safety standards.



A happy workplace is a huge asset. In such places, something happens that transcends policies and practices. It isn’t what the companies are doing; it is how their leaders are doing it. Best workplace practices include the day to day relationships that the employees experience, and not a checklist of policies, programs and benefits.

1. **Provide Clear Expectations**

People get frustrated and demotivated when they don’t know exactly what is expected of them. It starts with the CEO, and is important for every level of leadership in a business. Create a culture where you clearly state:

* Vision, Goals, Roles & Values
* Results, Quality Standards, Timelines, Priorities
* Written lists of agreed actions and outcomes

Encourage your team to ask questions. Ensure the communication is clear, specific and without any doubts.

1. **Give People The Opportunity To Use Their Skills**

Frustration and boredom are counterproductive so you need to align jobs with people with the right skills. Uncover the special skills people could be using, and experiment with projects and roles to get the alignment right. You need to recognise talent and use it. If a person is recruited for a role and then not given the opportunity to use their skills, they will not deliver their best work and may leave.

1. **Support Your Team**

There are many workplaces where managers don’t care about their people and make no effort to show interest. This is bad word of mouth. One should know about their staff: what is happening in their lives, what motivates them, and offering assistance when they are overloaded.

1. **Encourage People To Contribute Ideas And Get Involved In Decisions**

Involving people, asking their opinions and listening to their advice and feedback makes a huge difference to them and will provide an environment that is open to innovation and improvements.

1. **Encourage Feedback and Recognition**

Managers are leaders without the title, so being open to feedback, and giving positive and constructive feedback is a great way to establish an honest open feedback culture. Encourage day-to-day feedback discussions and the establishment of recognition systems.

1. **Do People Have Fun At Work**?

Everyone needs a downtime from work. This could be a casual day, afternoon break with a difference like culturally focused food, trivia competitions, team outing, etc. You need to find a way to build this in as a regular part of your workplace.

1. **Encourage Learning And Development**

You need to promote learning, and opportunities to develop new skills. People need to know there is the time to do it, and a positive emphasis on gaining new skills and learning from mistakes. Learning is about developing new skills and improving the ones you have. Give people the opportunity to continuously grow, learn, explore, innovate and you will have the best team ever!

1. **Create a great workplace from an employee’s view:**

From the Employee’s perspective, a great workplace is one where they:

* Trust the people they work for
* Have pride in what they do
* Enjoy the people they work with
* Trust is the defining principle of great workplaces — created through management’s credibility, the respect with which employees feel they are treated, and the extent to which employees expect to be treated fairly.

The degree of pride and levels of authentic connection and camaraderie employees feel with one are additional essential components.

**10 Easy Workplace Safety Tips**

1. **Train employees well.**

Comprehensive training is a must for preventing workplace injury. Make sure that all of your employees have access to – and complete – all safety training for their positions.

1. **Reward employees for safe behavior.**

Rewards are an easy way to encourage workplace safety. Giving out small rewards to employees who follow safety policies keeps them engaged, which can make a big difference in reducing workplace injuries.

1. **Partner with occupational clinicians**.

As mentioned above, occupational medicine clinicians can provide valuable insight into workplace injury and prevention. These clinicians can help you prevent work injuries by visiting your worksite and identifying areas where there’s a high risk for employee injury. Physical and occupational therapists can also improve workplace ergonomics and develop human performance evaluations to help you screen candidates for physically demanding roles and aid in the return-to-work process.

1. **Use labels and signs.**

Labels and signs are a cheap and effective way to quickly communicate important information. They’re usually simple and rely on pictures to detail hazards and proper procedures. These tools are good reminders and warnings for even the most experienced worker.

1. **Keep things clean**.

A messy workplace can lead to unnecessary accidents. Make sure boxes are stacked safely and spills are cleaned up quickly. Conduct regular inspections to check for potential dangers such as tangled cords, messy floors, and disorganized tools. Programs like 5S often provide beneficial improvements in organization that can lead to reduced clutter.

1. **Make sure employees have the right tools and have regular equipment inspections**.

The right tools and equipment create a better product and a safer work environment. It’s also important that all equipment is cleaned, serviced, and inspected regularly. Machine malfunctions are one of the most dangerous workplace hazards.

1. **Encourage stretch breaks**.

Stretch breaks are an easy way to improve workplace ergonomics and employee health. Taking even five minutes to stretch can ease muscle tension and loosen joints, reducing the potential for repetitive motion injuries. Active movements have been shown to be more effective than passive stretching alone.

1. **Implement safety protocols from the start**.

Workplace safety starts from day one, which means hiring qualified people who pay attention to detail. A safe workplace starts with employees who follow safety requirements and perform their jobs per the established procedures. Some employers work with physical therapists to analyze the physical demands of each job role. The findings are used to create functional job analyses and post- offer pre-placement functional testing.

1. **Keep an open dialogue**.

Make it easy for your employees to come to you with health and safety concerns. They can report hazards right away and identify potential areas of concern you may not have noticed. Appoint or nominate a safety captain who is empowered to communicate concerns identified by employees to leadership on a consistent basis.

1. **Have regular meetings on workplace safety.**

It never hurts to be over-prepared. Regular meetings to review safety rules and discuss prevention keep workplace safety top of mind so that when something does happen, everyone knows what to do right away.

As an employer, it’s your responsibility to protect your employees and provide a safe workplace. Use these ten tips to get started, and partner with Concentra® to help make your workplace safe, healthy, and productive.