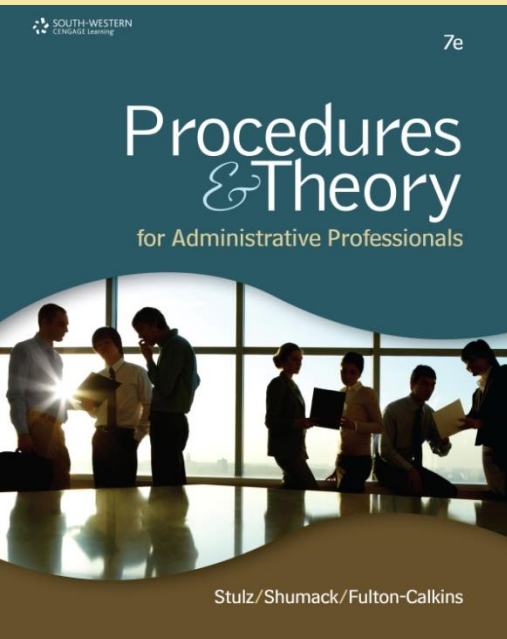


CHAPTER

# 5

## Ethical Theories and Behaviors



- 1 Ethics 101
- 2 Characteristics of Ethical Organizations
- 3 Making Ethical Decisions
- 4 Characteristics of Ethical Administrative Professionals

# Ethics 101

- Ethics
- Business ethics

*Honesty*

*Loyalty*

*Kindness to others*

Standards that help us determine right from wrong or what we ought to do

The application of ethical standards in the workplace

# Ethics are often confused with ...

- Laws
- Character
- Values

Your consistent personal standards of behavior

Personal beliefs about what is right and wrong

# Characteristics of Ethical Organizations

- Environmental responsibility
- Global awareness
  - Avoid countries and companies with poor ethical records
  - Use their influence as customers to effect change

# Characteristics of Ethical Organizations

- Organizational commitment to ethical behavior
- Honesty
- Commitment to diversity and nondiscrimination

# Federal law prohibits discrimination based on ...

- Race or color
- Gender
- Religious beliefs
- National origin
- Disability
- Age
- Genetic information

# Sexual Harassment

- Quid pro quo
- Hostile environment

Sexual demands are directly tied to keeping your job or a job benefit.

Use of embarrassment, humiliation, or fear to create a negative workplace climate

# Characteristics of Ethical Organizations

- Commitment to the community
- Commitment to employees
  - Realistic job expectations
  - Good pay and compensation
  - Fair and useful evaluations
  - Training in new skills
  - Employee input
  - Cooperation and collaboration



# An Ethical Road Map

- Integrity
- Responsibility
- Compassion
- Forgiveness



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# Making Ethical Decisions

- What are the facts?
- What are the ethical issues?
- Who are the stakeholders?
- Whom will the decision affect?
- What are the different perspectives?

# Making Ethical Decisions

- What are the practical constraints?
- What actions should I take?
- Are they practical?

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# If you're still not sure ...

- How would it look in the newspaper?
- Is it legal?
- Could I proudly tell my family?
- Will I be proud of it in the future?
- Does it fit with who I am?

# Characteristics of Ethical Administrative Professionals

- Committed to ethical behavior
- Refuse to engage in negative workplace politics
- Trustworthy with confidential information
- Honest
- Loyal