

# NTI

## Non-Traditional Instruction

# Business

## Days 11-20

\*\*Work will be modified according to each student's IEP or 504 plan

D. Browning

Day 10

Class Code: na5mpKn



*Roman Tiraspolky/Shutterstock.com*

Trader Joe's is a business that sells products, manages employees, makes financial decisions, and decides what needs to be produced. *What do you think of when you hear "business"?*

## MARKETING: KY-EOP Practice Exam 1-A

Select the correct answer from the options below. You will have only one attempt to complete this test. You have 10 minutes to complete these 10 questions.

Your email address (**beverly.browning@mboro.kyschools.us**) will be recorded when you submit this form. Not you? [Switch account](#)

1) One of your co-workers has been sharing confidential information with others outside the company. If you are unsure of the company rules relating to this, you should 5 points

- contact the company personnel manager to report the employee who made the mistake.
- ask co-workers for an interpretation of how to handle the situation
- refer to the company policy manual
- write a letter to your supervisor so that you will be cleared of any responsibility

2) Any factor which causes changes in supply and demand will cause changes in 5 points

- price
- production
- profit
- product



3) If the supervisor on duty gives you a task you do not understand, you should 5 points

- get a co-worker who is more experienced to complete the task
- tell your supervisor you do not know how to do it and ask him to assign a co-worker the task
- try to figure it out on your own
- ask your supervisor for future clarification

4) What general communication skills are most employers looking for in their employees? 5 points

- Public speaking skills
- Ability to make presentations using Power Point
- Effective speaking, listening, reading, and writing skills
- Basic math and writing skills

5) Which of the following is not considered an intermediary in a channel of distribution? 5 points

- Wholesaler
- A retailer
- An agent
- A sales person

Class Code! na5mpKn

## MARKETING KY-EOP PRACTICE EXAM 1-B

Select the correct answer from the options below. You will have only one attempt to complete this test. You have 15 minutes to complete these 10 questions.

Your email address ([beverly.browning@mboro.kyschools.us](mailto:beverly.browning@mboro.kyschools.us)) will be recorded when you submit this form. Not you? [Switch account](#)

Option 1

1) if a job pays \$8.00 per hour for 40 hours per week, your gross pay for that week would be 5 points

- \$320
- \$320 minus FICA and taxes
- \$320 minus social security
- \$320 minus insurance benefits

2) Strategies used to collect & analyze data to facilitate decision making in a business is called 5 points

- market segmentation
- market research
- market system analysis
- market computation

3) A company purchased 85 tablet computers at \$399 each. Estimate the amount of the purchase. 5 points

- \$32,000
- \$33,915
- \$34,000
- \$36,000

4) Which element of the promotional mix involves two-way communication with customers? 5 points

- Advertising
- Sales promotion
- Public relations
- Personal selling

5) How much water would you add to 2 1/2 gallon of bleach to make a 10% bleach solution? 5 points

- 2 1/2 gallons
- 5 gallons
- 10 gallons
- 25 gallons

6) Which of the following is not considered an intermediary in a channel of distribution? 5 points

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B. Browning  
Class Code: na5mpKn

## Marketing KY-EOP Practice 1-C

Select the correct answer--you will have 10 minutes to complete this test. Do your best!

Your email address (**beverly.browning@mboro.kyschools.us**) will be recorded when you submit this form. Not you? [Switch account](#)

1) The combination of promotional activities that a company will do to inform & persuade consumers is known as the 5 points

- marketing mix
- advertising mix
- promotional mix
- communication mix

2) Names, Terms, Symbols, or designs that identify an organization or its products are called 5 points

- brands
- trade names
- product lines
- generic terms

3) You borrowed \$4500.00 at 9.5% for 6 years, what amount would you pay in interest? 5 points

- \$256.50
- \$2565.00
- \$4756.50
- \$7065.00

4) John went to the local department store to purchase a birthday gift for his friend. While checking out, he grabbed two candy bars by the checkout line to purchase. This is an example of: 5 points

- repetitive buying
- comparison shopping
- emergency shopping
- impulse buying

5) Offering a bicycle helmet for a parent who just purchased a bicycle for their child's birthday is an example of 5 points

- follow-up
- suggestive selling
- closing the sale
- demonstration



6) The group of customers that a business will direct its marketing activities towards is known as the company's 5 points

- consumers
- geographics
- target market
- demographics

7) Which of the following is not considered an important skill for the workplace? 5 points

- Ability to work in teams
- Working well with people from diverse backgrounds
- Ability to work independently and never work with anyone
- Providing excellent customer service

8) Segmenting the market based on people that 25 and older would be an example of 5 points

- demographics
- psychographics
- geographics
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9) After you read an office memo that is confidential, you should


5 points

- discuss it with your family to determine how it impacts you
- discuss it only with your friends and co-workers
- pretend you never saw it
- not discuss it with anyone

10) Which of the following subjects is illegal for a potential employer to ask during the firing process?

5 points

- Availability to work nights or weekends
- if you have a disability
- work experience
- education level

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## Marketing/Employability Skills CTE-EOP Practice 1-A

Select the correct answer from the options below. You will have only one attempt to complete this test. You have 15 minutes to complete these 10 questions.

Your email address (**beverly.browning@mboro.kyschools.us**) will be recorded when you submit this form. Not you? [Switch account](#)

1) Because of automobile trouble, you are going to be five minutes late for work. To notify your employer of your tardiness, you should: 5 points

- Call your coworker and ask them to tell your boss
- Apologize to your boss when arriving at work
- Hurry to work and hope no one notices
- Follow your company's tardiness notification policy

2) At your workplace, you have been assigned to lead a presentation on a new company policy. You are unfamiliar with the computer software program your boss asked you to use for the presentation. How should you best handle the situation? 5 points

- Locate resources about the program and research how to use it
- Ask your boss for someone else to do the presentation
- Use a different computer software program that you are familiar with
- Quickly look over the software on your own

3) A workplace's policies and procedures are used to: 5 points

- Prevent salary and bonuses from increasing
- Establish a clear set of guidelines for employees to follow
- Keep most customer's satisfied
- Prevent companies from bankruptcy

4) A healthy team environment will include all of the following EXCEPT: 5 points

- A common sense of purpose and goals
- Identify opinions on all issues
- Balanced and shared roles among members
- Continuous professional and personal growth



5) Which of the following is an example of SMART goal setting?

5 points

- Obtain a better job after graduation
- Go to college and get a job
- Have a minimum 3.0 GPA this school year
- Get good grades in all my classes

6) Hannah has an interview at the local bank for a teller position. What would be the most appropriate attire for her to wear for this interview?

5 points

- Jeans and a polo
- Three piece business suit
- Mini skirt and casual blouse
- Shorts and a t-shirt

7) A customer is very confrontational to you as you are attempting to check them out at the cash register. The best way to handle the situation is to:

5 points

- Immediately call the police to remove the customer from the store
- Escort the customer out of the store yourself
- Yell at the customer
- Attempt to calm the customer down and contact your manager

8) Your coworker makes a comment about a blouse you are wearing. The comment makes you very uncomfortable. This is an example of: 5 points

- Flattery
- Harassment
- Discrimination
- Inequality

9) Hannah's coworker is extremely rude and disruptive as she attempts to complete paperwork needed by the end of the day. Hannah has mentioned the situation to her boss numerous times, but nothing seems to have been done. Her next step should be. . . 5 points

- quit her job
- file a lawsuit against the company
- refuse to work with the rude coworker
- speak to her coworker and continue doing her job

10) Diversity in the workplace is important for all of the following reasons EXCEPT: 5 points

- Ensuring stereotypes
- Different perspectives
- Various experiences
- Unique backgrounds

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B. Browning  
Class Code: na5mpKn

## KY-EOP EMPLOYABILITY SKILLS PRACTICE 1-B

Select the best answer for the questions. You have 10 minutes to answer 10 questions.

Your email address (**beverly.browning@mboro.kyschools.us**) will be recorded when you submit this form. Not you? [Switch account](#)

1) Jon has been an employee at his workplace for 25 years. He is accustomed to the way that they always done things. Jon's boss has required all workers use social media for advertising. Jon is strongly against the idea and refuses to use social media. How should he best handle the situation? (EE6) 5 points

- Quit his job
- Complain to his coworkers
- Get a social media page and never use it
- Attend professional development on social media

2) All of the following are examples of gender bias in the workplace EXCEPT: (EE7) 5 points

- Asking a female about her future plans regarding children during an interview
- Hiring a male because he is qualified for the position
- Firing a female due to a recent pregnancy
- Paying unequal amounts to a male and female for the same amount of work

3) Javier requires accommodations due to wheelchair confinement. What should his place of employment provide to ensure equal opportunities for Javier? (EE8) 5 points

- Wheelchair
- Transportation to and from work
- Ramp to enter building
- Braille

4) Many of Sean's teammates are upset when he stops pulling his weight at work. What is an appropriate conflict resolution skill his coworkers should use to confront him about the situation? (EF1) 5 points

- Immediately going to the boss and asking him/her to handle the situation
- Directly speaking to Sean about the issue
- Ignore the situation
- Give Sean's duties to others

5) Lonnie has recently been promoted to work. One of her new duties is to evaluate several employees' performance weekly, giving constructive criticism. Which of the following statements is an example of constructive criticism? (EF2) 5 points

- I appreciated the way you handled that, but have you thought about trying a different approach?
- It was obvious you were not prepared for me to evaluate you today.
- That was a really good job.
- I didn't really like your presentation



6) Pauline is a new employee at work and must complete an internship during her first year. 5 points  
She is required to document several pieces of evidence of her work during the internship process. Pauline did not receive training on how to complete the documentation. What should she do? (EG2)

- Collect and document her best pieces of work throughout the year
- Wait for a training to occur covering the internship process
- Ask her coworker to copy his/her documentation
- Research local training and resources on the specific internship process

7) You are seeking new employment. The job application you are completing states to "use 5 points  
black or blue ink only." You only brought a pencil with you to complete the application. When you asked to borrow a pen, the secretary handed you a pen with red ink. How should you best handle the situation? (EH1)

- Type the application to look more professional
- Print your application very neatly in pencil in case you make mistakes
- Take the application home to complete in black or blue ink
- Write a note on the application explaining that you did not have a pen with you at the time of completing it



8) Larry is an employee with the customer service department at his workplace. An irate customer wishes to return an item without a receipt and is causing a disruption in front of other customers. According to company policy, the customer cannot return the item without a receipt. How should Larry deal with the situation? (EH2) 5 points

- Calmly explain the return policy verbally and give a written version to the customer
- Tell the customer sorry and ask for the next customer in line
- Ignore the customer sorry and ask a manager to come to the customer service desk
- Hand the customer a written version of the company return policy

9) Maurice's boss, Nelson, asks to meet with her at the beginning of the work day. Nelson informs Maurice that there are several areas of her work performance that he has noticed need improvement. He provides her with several specific ways that she can improve as an employee in a respectful and constructive manner. Maurice is still very upset by the meeting. What should she do? (EH3) 5 points

- File a formal complaint against Nelson for harassment
- Thank Nelson and mention some areas of concern she has notice in his performance as well
- Ask for the day off so she will not let her anger show at work
- Develop a plan to implement Nelson's constructive criticism in his work



10) At your store, you offer a 5% discount to customers enrolled in a college/university. 5 points  
What would be the total discount for a student that spends \$12.80 at your store? (EP1)

- \$0.64
- \$6.40
- \$12.16
- \$5.00

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B. Browning  
Class Code 1na5mpkn

Day 16

## Marketing/Employability Skills Practice 1-C

Select the correct answer from below--you have 10 minutes to complete the test.

Your email address (**beverly.browning@mboro.kyschools.us**) will be recorded when you submit this form. Not you? [Switch account](#)

1) In regards to professional emails, it is most important to: (E11)

5 points

- immediately respond
- avoid deleting all emails
- read the email thoroughly
- scan for important details

2) You computer screen monitor has recently become fuzzy and difficult to read. Where would be the best place to find the steps to solve this issue? (E14)

5 points

- The troubleshoot section of the computer's owner manual
- Google, Bing, or another internet search engine
- Your computer savvy friend
- Apple's website



3) Nancy has been asked to lead a group of coworkers in planning a luncheon for Staff Appreciation Day. Nancy organizes a list of tasks that need to be completed in order for volunteers to complete the necessary tasks. The same two coworkers volunteer for most of the tasks, leaving several coworkers with nothing to do. How should Nancy fix this problem? (EJ1) 5 points

- Ask the rest of the coworkers to help out those that volunteered
- Remind the team repeatedly that this is a group effort
- Designate specific tasks to coworkers instead of asking for volunteers
- Cancel the luncheon because it is too much for the two volunteers to do

4) According to OSHA requirements, wearing safety glasses is required at all times at your workplace. You have been an employee with the company for several years and are confident in your ability to use the machines at work. You feel as if wearing safety glasses is distracting and unnecessary in certain aspects of your job. You should: (EK1) 5 points

- Wear the safety glasses at all times at your workplace
- Wear the safety glasses when handling dangerous equipment
- Wear the safety glasses when others are at your workplace
- Ask your boss to change the policy

5) Which of the following is not an effective decision-making skill? (EJ4) 5 points

- Brainstorming all possible solutions to an issue
- Weighing the pros and cons of possible solutions
- Ignoring the situation to avoid making others upset
- Researching facts and possible results of your decision



6) 16 of 35 customers gave one of your products a bad review. About what percentage of these customers were unsatisfied with your product? (EP2) 5 points

- 5.6%
- 56%
- 46%
- 21%

7) Which of the following is an example of a stressor in your personal life that could affect your job performance? (EK3) 5 points

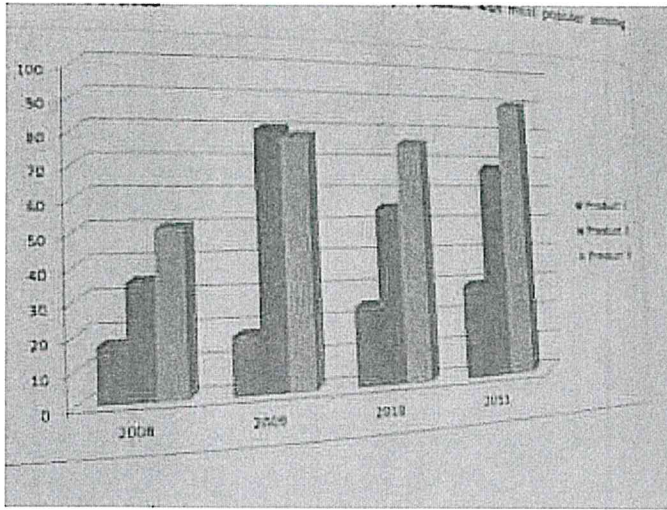
- Divorce
- Diagnosis of a chronic illness
- New Boss
- Pregnancy





8) Using the graph, identify which of your company's products was most popular among consumers in 2009. (EP4)

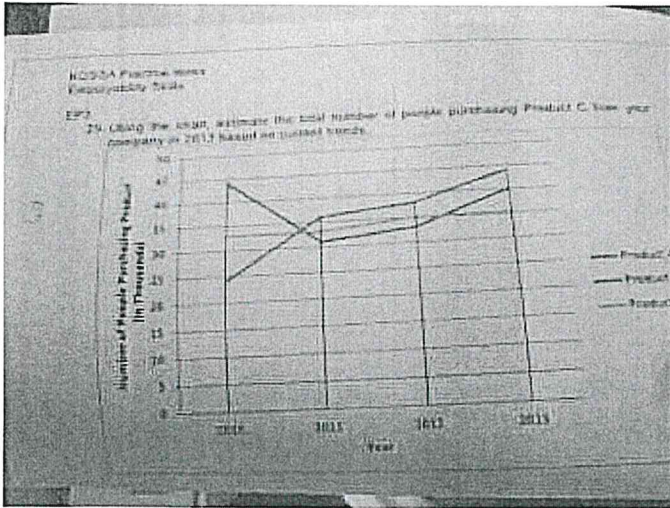
5 points



- Product 1
- Product 2
- Product 3
- Product 2 and Product 3 were equally popular



- 9) Using the chart, estimate the total number of people purchasing Product C from your company in 2013 based on current trends. 5 points
- company in 2013 based on current trends.



- 44,000
- 50,000
- 36,000
- 40,000

- 10) Tiffany should include all of the following on her resume, EXCEPT: 5 points

- Professional Email
- Past Work Experience
- Professional Leadership Experiences
- Past Home Addresses

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B. Browning  
Class Code: na5mpKn

Day 17

## Marketing/Employability KY-EOP Practice 1-D

Select the correct answer below—give it your best answer.

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1) The purpose of a letter of application is to: (EN2)

5 points

- Identify possible areas of concern with possible employment
- Express interest in a specific job
- High light individual strengths pertaining to a specific job
- Request the opportunity for an interview

2) Common mistakes that people make when completing a job application include all of the following EXCEPT: (EN3)

5 points

- Not following directions
- Not completing or incorrectly completing sections
- Misspelled words or grammatical errors
- Listing appropriate salary expectations



3) Demonstrating common courtesy, professionalism, and appropriate behavior when utilizing technology in the workplace (i.e. cell phone, email, online meetings, conference calls) is known as: (EU2) 5 points

- Employee Standards
- Digital Etiquette
- Technological Knowledge
- Workplace Behavior

4) Hannah has a part time job after school. What is an example of accurate records Hannah should keep? (E12) 5 points

- Hours worked
- Time spent traveling to and from work
- Money spent during lunch
- Numbers of emails sent

5) Jose works as a web page designer for the high school. Being accurate and specific are essential for success at his workplace. Which if the following would not be a relevant detail in his profession? (E13) 5 points

- Schedule of sporting events
- Extracurricular activity news
- International news
- Class final schedule

6) Vanessa is researching information for a presentation at work. Which of the following would be an example of a reliable source for scientific information for her presentation? (EJ2) 5 points

- Facebook
- Twitter
- Peer Reviewed Article
- Wikipedia

7) Sara receives her work schedule for the week and realizes that she is scheduled to work for an evening that she had made previous arrangements with her family. What would be the best option for Sara to solve this scheduling conflict? (EJ3) 5 points

- Not show up for work
- Call and let boss know that she is ill and will not be at work
- Attempt to switch shifts with another employee
- Quit her job

8) Kevin often comes to work with un-manicured hair and sloppy clothing. His boss is concerned about having a conversation about his hygiene. What would be the best way to approach it? (EK2) 5 points

- Drop subtle hints
- Talk about it with other coworkers
- Be direct, honest, and professional about the issue
- Put an anonymous note in his mailbox



9) What would be the best way to create a "vision" for your company? (EL1)

5 points

- Have the president create the vision
- Work with key stakeholders in planning and implementing the vision
- Google company vision ideas
- To cooperate with closed coworker friends to create vision

10) The stakeholder team is full of "big idea" people. What role is most needed to help fulfill the company mission? (EL2) 5 points

- Another person with big ideas
- Someone who consistently agrees with all big ideas
- A person who is a worker, organizer, and implementer
- A negative attitude towards all ideas

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Class Code: na5mpKn

## Marketing/Employability Skills Practice 1-E

Select the correct answer below

1. Email address \*

---

2. 1) What would be the best way to stay abreast of new innovations in the industry? (EM1) 5 points

*Mark only one oval.*

- Subscribe the industry related magazines
- Subscribe a general magazines about numerous topics
- Attend workshops non-related to your area
- Ask co-workers for professional advice

3. 2) Which of the following would be an appropriate email address for a resume? (ES2) 5 points

*Mark only one oval.*

- Cowgirl2@yahoo.com
- Imma\_Baller@gmail.com
- Thomas\_Jefferson@windstream.com
- SchoolTeacherRulez@aol.com

4. 3) Melinda has worked in the same job for a number of years. What is the best way for her to move up the ladder of employment? (EM2) 5 points

*Mark only one oval.*

- Further her professional education
- Try hard everyday
- Be prompt when leaving for the day
- Be courteous to customers

5. 4) The best way to prevent obtaining a virus on your computer is by (ET4) 5 points

*Mark only one oval.*

- Not downloading anything from the internet
- Keeping all anti-virus from the internet
- Only downloading material from trusted sources
- Using password protected websites

6. 5) Which program would you use to enhance your entire professional presentations? (ES1) 5 points

*Mark only one oval.*

- Powerpoint
- Word
- Excel
- Google



7. 6) Elmer has recently retired from his job of 42 years. What might be a way for him to continue to grow intellectually? (EM3) 5 points

*Mark only one oval.*

- Attend music festival
- Fish every day possible
- Mow and landscape at the senior center
- Attend extension seminars pertinent to his interests

8. 7) Mary notices a perplexed customer meandering through the store. How should Mary help the customer? (EQ1) 5 points

*Mark only one oval.*

- By simply asking if she can help her
- By ignoring her perplexed look and continuing her stocking duties
- By getting a co-worker to ask her if she needs help
- By calling for a manager over the intercom

9. 8) Which of the following websites would be appropriate to view during work hours? (ER2) 5 points

*Mark only one oval.*

- Facebook
- Personal Email
- Twitter
- Work Email

10. 9) When looking over the work schedule, Tristan notices a scheduling conflict. What would be the best approach to remedy the situation? (EQ9) 5 points

*Mark only one oval.*

- Not show up during the scheduled work time
- Call in sick
- Ask a coworker to switch schedules
- Quit his job

11. 10) Jokim has a customer asking about a particular variety of plant. Unfortunately, Jokim doesn't work in the plant department. What should he do? (EQ2) 5 points

*Mark only one oval.*

- Attempt to answer the questions to the best of his ability
- Tell the customer "I don't know." and walk away briskly
- Ignore the customer
- Walk with customer to a plant department employee

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ID: B

10 Words of the Week TEST 1

Matching

Vocabulary List

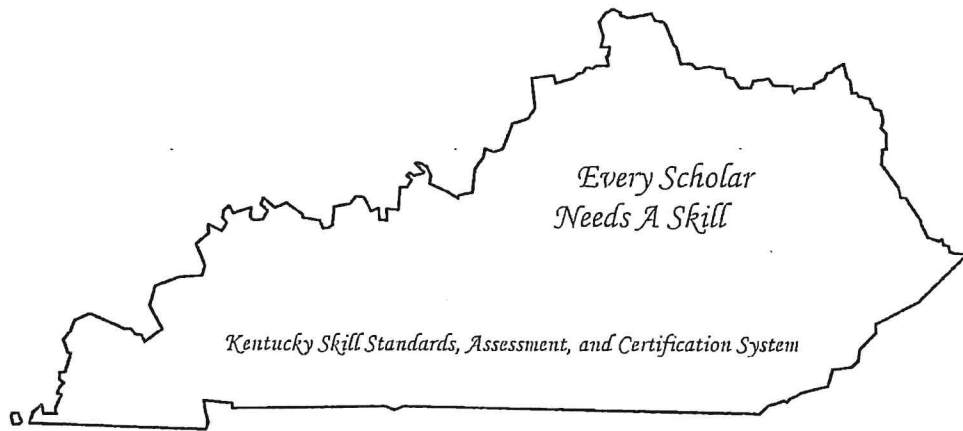
- |                    |                      |
|--------------------|----------------------|
| a. marketing       | f. industrial market |
| b. Goods           | g. market share      |
| c. Services        | h. target market     |
| d. market          | i. customer profile  |
| e. consumer market | j. marketing mix     |

- \_\_\_\_\_ 1. A company's percentage of total sales volume generated by all competition in a given market
- \_\_\_\_\_ 2. The process of planning, pricing, promoting, selling, and distributing products to satisfy customers' needs and wants
- \_\_\_\_\_ 3. Businesses that buy products to use in their operations; also called the business-to-business market
- \_\_\_\_\_ 4. A group of people identified as those most likely to become customers
- \_\_\_\_\_ 5. Tangible items of monetary value that satisfy needs and wants
- \_\_\_\_\_ 6. The four basic marketing strategies, called the four P's; product, place, price, promotion
- \_\_\_\_\_ 7. A list of information about a target market, such as age, income level, ethnicity, occupation, attitudes, lifestyles, and geographic residence
- \_\_\_\_\_ 8. People who share similar needs and wants and are capable of buying products
- \_\_\_\_\_ 9. Consumers who purchase foods and services for personal use
- \_\_\_\_\_ 10. Intangible items of monetary value that satisfy needs and wants

Marketing Sample Test

# Kentucky

# Skill Standards



## Marketing Sample Test

Student Name: \_\_\_\_\_

School: \_\_\_\_\_

TEST CODE: 9999

1. One of your co-workers has been sharing confidential information with others outside the company. If you are unsure of the company rules relating to this, you should
  - A. contact the company personnel manager to report the employee who made the mistake.
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  - C. 10 gallons
  - D. 25 gallons
16. The combination of promotional activities that a company will do to inform & persuade consumers is known as the
- A. marketing mix.
  - B. advertising mix.
  - C. promotional mix.
  - D. communication mix.

17. Names, Terms, Symbols, or designs that identify an organization or its products are called
- A. brands.
  - B. trade names.
  - C. product lines.
  - D. generic terms.
18. You borrowed \$4500.00 at 9.5% for 6 years, what amount would you pay in interest?
- A. \$256.50
  - B. \$2565.00
  - C. \$4756.50
  - D. \$7065.00
19. John went to the local department store to purchase a birthday gift for his friend. While checking out, he grabbed two candy bars by the checkout line to purchase. This is an example of:
- A. repetitive buying.
  - B. comparison shopping.
  - C. emergency shopping.
  - D. impulse buying.
20. Offering a bicycle helmet for a parent who just purchased a bicycle for their child's birthday is an example of
- A. follow-up.
  - B. suggestive selling.
  - C. closing the sale.
  - D. demonstration.

Beverly Smith  
LAP

NTI Days  
9 & 10 & 11

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Student Guide

# Sincerely Yours

## Demonstrating Honesty and Integrity

### Objectives

- A Explain the nature of honesty and integrity.
- B Demonstrate ways to show honesty and integrity.



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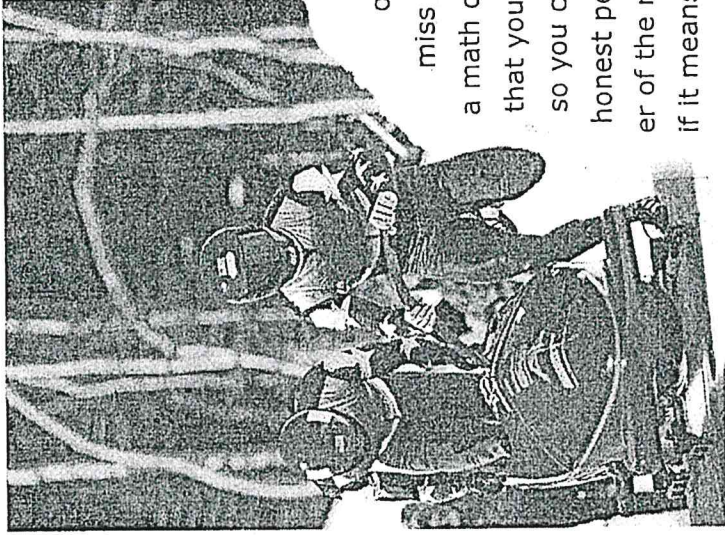
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## Integrity Rings True

In the 2014 Winter Olympics, Russia, the host of the event, won 33 medals, more than any other country. In the years following the competition, however, investigations revealed that dozens of Russian athletes had used banned performance-enhancing substances and cheated on drug tests.

Though these Russian athletes may have won their events and taken home medals, they lacked two important traits: honesty and integrity.



Ingram Publishing/Thinkstock

**Honesty** is truthfulness.

Honest people tell the truth at all times, even when it is difficult, and do not withhold information. Honesty means telling the whole truth, without leaving out any facts. For example, your family is going

on vacation and you will have to miss school on a day when you have a math quiz. You could tell your teacher that you are sick or have an appointment so you can make up the quiz, but a truly honest person would inform his/her teacher of the real reason for the absence, even if it means receiving a zero on the quiz.

# So What?

Liam was walking into his office building when he noticed that the woman in front of him had dropped a \$20 bill. For a moment, Liam contemplated keeping it himself, but he knew that would be dishonest. He quickly called after the woman and gave her the money. She was grateful, and Liam felt good knowing that he had done the right thing.

A few weeks later, Liam was interviewing for a promotion. When he walked into the interview room, he was shocked to see that his interviewer was the woman who had dropped the \$20! She instantly remembered him and praised him for doing the right thing. The interview started off on a positive note, and eventually, Liam got the job! His new supervisor told him that one of the reasons he was selected was because he demonstrated integrity when he returned the money. A split-second decision to act honestly helped Liam achieve success.

Every day, you probably encounter many situations in which you can demonstrate integrity and honesty. You may not realize it in the moment, but these everyday actions can have a profound impact on your life. Learn how to demonstrate honesty and integrity so that you, too, can achieve your goals and make the world around you a better place.

A

Loyalty

Honesty is an important characteristic that is highly regarded and crucial to personal success. Another important trait that is often associated with honesty is **integrity**. Many people use integrity and honesty interchangeably or may not truly understand what integrity is. While they are not the same, honesty and integrity are interrelated, so it is important to grasp the relationship between the two.

*Honesty*

# INTEGRITY

Integrity is adhering to an established set of personal ethics. **Ethics** are the basic principles that govern your behavior. They are standards of right and wrong that help guide your decisions and actions. If you have integrity, therefore, you consistently follow your ethical code in everything that you do. Let's say you value loyalty. In that case, supporting a friend by cheering her on at her volleyball game is an action that demonstrates integrity. A person who lacks integrity might say s/he is loyal but skip the volleyball game to watch television instead.

Ethics

Trust

How does honesty relate to integrity? Can you have one without the other? Honesty is just one part of integrity. Telling the truth is important, but integrity means acting in accordance with that truth. For instance, while at a friend's dinner party, James accidentally broke a plate. To demonstrate honesty, James apologized and told his friend what happened, rather than trying to cover it up or blaming someone else. To demonstrate integrity, James also bought a new plate to replace the broken one. See the difference? A person who is truthful, **trustworthy**, loyal, and does the right thing on a consistent basis has integrity.

A

## Integrity in Action

What do integrity and honesty look like? There are many ways that you can practice integrity, whether in school, at work, or in your personal life.

At school, you are encouraged to show integrity by following the rules, treating teachers and classmates with **respect**, valuing property, being honest in your academic work, and refraining from bullying or gossiping. If you see a group of students vandalizing the bathroom wall, you can demonstrate integrity by telling them to stop or reporting their behavior to a teacher.

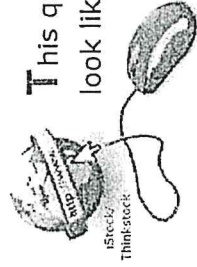
In the workplace, integrity means making good use of work time and office supplies, respecting and cooperating with coworkers, following through on responsibilities, practicing **confidentiality**, and being honest in your business dealings. For example, confidential information about your company's latest product developments should not be shared with anyone, even your family and friends.

In your personal life, integrity includes treating others with respect, telling the truth, keeping promises, and accepting responsibility. Every day, you will encounter situations with family, friends, acquaintances, and even strangers in which you can demonstrate integrity. For instance, if a cashier accidentally gives you too much change, you should give the appropriate amount back, rather than keep it for yourself.



omgimages/iStock/Thinkstock

▲ *Gossiping about classmates does not show respect to others and damages your integrity.*



This quick video from Values.com gives a fun example of what integrity and honesty look like in action: <http://www.values.com/inspirational-stories-tv-spots/78-reach>.

A

## Look Out for Dishonesty

Demonstrating integrity isn't always easy. In fact, many situations might tempt you to act dishonestly or go against your ethical standards. One example of dishonest behavior is **cheating**. Cheating means acting fraudulently or deceitfully, and it can occur in many places, including in the workplace, the classroom, or at home. If you're taking a test, you might be tempted to look at your classmate's paper because you really need a good grade. However, cheating does not reflect your own knowledge and abilities and therefore will not help you become more successful.

Another action that demonstrates a lack of integrity is **stealing**. Stealing is taking something that does not belong to you in a way that is wrong or illegal. Stealing isn't just walking into a store and taking merchandise without paying, though. Stealing can also include taking credit for someone else's work or using paid work time to watch music videos on your computer. These types of behaviors lack integrity because they can hurt others. You might think that downloading a couple of songs illegally is harmless, but if everyone did it, musicians would not be able to make enough money to do what they love—or create the music that *you* love!

Resisting the urge to act without integrity will be much more valuable to you in the long run than cheating or stealing. It can take years to build a reputation of integrity and only seconds of dishonesty to ruin it. Making the right choices might not be easy in the moment but will have long-term benefits for years to come.



▲ Recording a movie on your phone is a form of stealing and can lead to serious consequences.

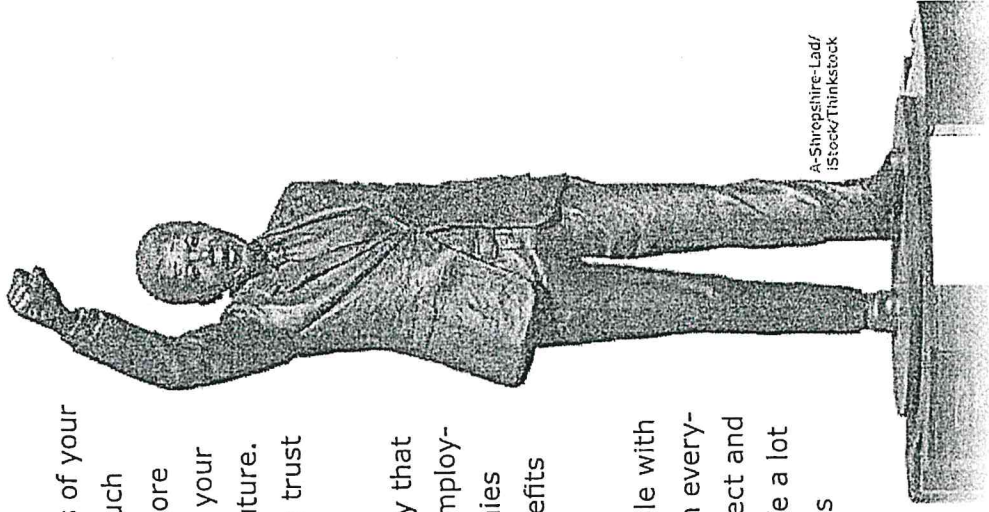
A

## Integrity Wins

Integrity and honesty are two of the most important traits that can lead to success in many aspects of your life, from the business world to everyday occurrences. In general, people with integrity receive much more respect than those without. They develop strong, trust-filled relationships and are given more responsibility. For example, if you have developed a reputation of honesty and integrity at school, your teachers will be more likely to write you a letter of recommendation for college or a job in the future. Your friends, too, will want to spend more time with you and open up to you if they know they can trust and depend on you.

Integrity and honesty are highly valued in the workplace. When looking for a job, you learn quickly that employers seek integrity above many other traits. Most employers want to make sure that their employees follow a code of ethics that will help their businesses run smoothly and ethically. Also, companies looking to develop employees into leaders will certainly look for those with integrity. Integrity benefits organizations in a number of ways.

**Foundation of trust.** Those who are honest are trusted. When a workplace is made up of people with integrity, the community will be full of trust and respect. It is much easier to work with people when everyone is honest, open, and willing to depend on each other. If you're working on a project and are overwhelmed, a group of dependable, truthful coworkers would make your life a lot less stressful. On the other hand, if your coworkers are not honest or sometimes act without integrity, you might not want to work with them. Your work will therefore be more stressful, time-consuming, and inefficient, not to mention a lot less fun! A workplace that emphasizes integrity is a pleasant, productive one.



A-Shropshire-Lad/  
iStock/Thinkstock

▲ Nelson Mandela is famous for his integrity, which made him one of the most respected world leaders of all time.

**Customer loyalty.** Honesty and integrity help build a base of loyal customers who count on your company. No one wants to work with someone they can't trust or rely upon. Having loyal customers will make your business successful and encourage repeat purchases. If your organization has a reputation for dishonesty, you may struggle to find customers.

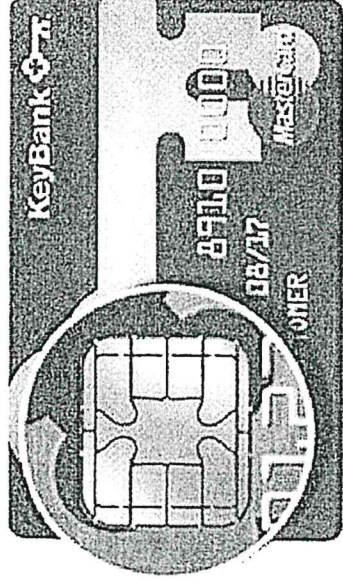
**Stability and safety.** A workplace that exhibits integrity and honesty is one that is stable and safe. Employees do not have to fear that they will be treated unfairly, harmed, or encouraged to make dishonest decisions. They feel comfortable and secure. Furthermore, integrity encourages equality and openness, creating an environment in which everyone feels free to share ideas and contribute to innovation.

### Consequences of Dishonesty and a Lack of Integrity

As much as integrity brings benefits, its absence can cause serious problems. In your personal life, you may find it difficult to maintain relationships with people if they cannot trust you. In school, you can face severe punishments for dishonesty that can affect you for the rest of your life.



The video "Academic Integrity" by Alison Denner shows one example of the possible consequences that can occur when you act without integrity in the classroom: <https://www.youtube.com/watch?v=rCCdmdMYaya>.



▲ Credit card companies have attempted to show integrity by becoming more secure and preventing fraud. Chip cards are one way they have done so.

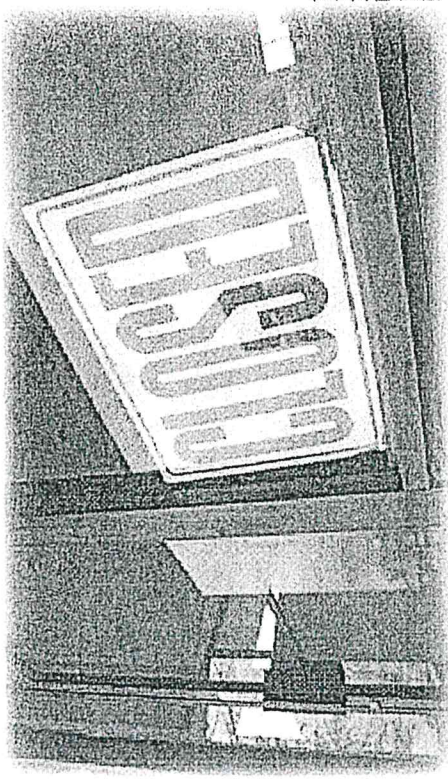
The failure to show integrity not only affects people on an individual level but also affects businesses, causing them to suffer in several ways.

**Financial loss.** Many companies have learned the hard way that dishonesty can bring financial consequences. If they develop a reputation for questionable business practices, they can lose sales because customers no longer trust them. Over time, this reputation might be so harmful that the business can no longer continue operating.

**Unpleasant work environment.** A workplace without trust and integrity is generally not an enjoyable place to be. It is difficult to form positive relationships when they are not built upon honesty and respect. If a company's culture does not encourage integrity, employees probably will not want to invest their effort and time in it. The company will lose qualified employees, and its performance will likely suffer.

**Legal issues.** Sometimes, dishonest behavior crosses over into illegal behavior. When this occurs, those involved may face legal action, including hefty fines and sometimes even prison sentences. Many high-profile business executives have faced legal consequences because their decisions lacked integrity. One example is Martin Shkreli, who was the CEO of a pharmaceutical company. Shkreli raised the price of a drug used to treat and prevent life-threatening diseases from \$13.50 to \$750 per tablet. This price increase made the drug unaffordable for many people and was widely criticized by medical associations and politicians. Not only did Shkreli lose important business relationships due to his lack of integrity, but the attention he received led to an investigation into his other business practices. He was subsequently arrested and charged with securities fraud.

Legal and ethical dilemmas are complicated, so when it comes to business decisions, honesty is definitely the best policy.



istock/Thinkstock

**A** *A lack of integrity can be devastating for businesses, sometimes causing them to close.*

A

A

### Summary

Integrity and honesty are important characteristics that go hand in hand. Honesty is truthfulness, and integrity is adhering to an established set of personal ethics. These two traits are connected but are not the same. Honesty is one aspect of several that form integrity. Integrity and honesty can be put into practice in many areas of your life, whether it be school, work, or personal life. Demonstrating integrity is not always easy. Sometimes, you may be tempted to cheat or steal. While these dishonest behaviors might help you get ahead temporarily, integrity always wins out in the end and brings many long-term benefits to individuals and organizations. When honesty and integrity are lacking, consequences usually follow, ranging from damaged relationships to financial and legal punishments. Maintaining a consistent policy of integrity and honesty is important for lifelong success.

### TOTAL RECALL

1. What is honesty?
2. What is integrity?
3. What are ethics?
4. Give an example of integrity at school.
5. Give an example of integrity in the workplace.
6. Give an example of integrity in your personal life.
7. Why is demonstrating integrity and honesty beneficial?
8. What are some consequences of dishonesty and a lack of integrity?



## THE GRAY ZONE

Hannah is writing a college essay that she hopes will help her to be accepted into her dream school. She knows that she needs to write about something that makes her stand out, and many of her classmates are writing about monumental moments in their lives. However, Hannah can't think of anything important that she could write about that would make her a memorable applicant.

After brainstorming for hours, Hannah finally decides to write an essay about traveling overseas and learning about other cultures. Truthfully, Hannah has never left the country, but she wants to make sure that she has an interesting essay that captures attention. She doesn't think that the college admissions board will find out that her story isn't true. Once she is accepted, she assures herself, she will be an excellent student, and it won't matter whether or not her essay was true.

What do you think? Was Hannah's decision to be dishonest justified? Or should she have found a true topic to write about for her essay, even if it kept her from being accepted to her dream school?

B

## Step Into Integrity

Once you grasp the concepts of integrity and honesty, it's time to put them into action. You can take many steps to enact these two traits in your everyday life.

### Know Your Values

To demonstrate integrity, it is important to first develop a comprehensive, thorough sense of ethical values that will be the basis of your decisions. Take some time to self-reflect and discover what is important to you. Examples of values might be truthfulness, respect, determination, gratitude, and many more. Everyone has different values, but in general, these principles are the foundation for determining what is right and wrong.

One way to begin determining your values is to think about someone you admire, and then figure out the reasons why you admire him/her. Maybe you look up to your grandmother because she works hard, treats everyone with kindness, and selflessly gives to others. Those traits could become some of the values that help you form your own understanding of ethical behavior.



▲ Many people adopt the values of their parents and look to them as role models.

## Practice What You Preach

Perhaps the most important way to show integrity is to act in accordance with your values in everything you do. A person with integrity can be trusted to do what is right all of the time. For example, if you value honesty, you would never tell a lie, even a small white lie that seems unimportant. The essence of integrity is consistency between your values and your actions.

## Be Courageous

Staying true to your principles isn't always easy. In fact, sometimes it's downright scary! To show integrity, however, you must stand up for what you believe in, even when it isn't the popular choice or when it might lead to consequences. For example, imagine that your class has a substitute teacher and your classmates are not treating her with respect. They are disrupting her as she speaks, using their phones even when she asks them not to, and not doing their assigned work. You might not want to upset your classmates, but if you value respect, you can demonstrate integrity by telling your classmates to be respectful, put their phones away, and do their work. You might even tell another teacher or the principal.

You should also always be honest, even when the truth might cause problems or put you in an uncomfortable situation. If you forgot to complete a report and your boss asks you why it's late, you should tell the truth, even though you might be reprimanded. Lying may help you out in the short term, but you will lose your boss's trust and respect in the long run.

**Take note:** When circumstances are risky, challenging, or important, it can be even more tempting to abandon your principles. Pause and think carefully when you're in a sticky situation to make sure you are being honest and that your integrity stays intact.

One of the truest tests of integrity is its blunt refusal to be compromised.

—Chinua Achebe



ChinuaAchebe-Buffalo/25Sep2008.jpg/Wikimedia.org

B

## Remain Loyal

Loyalty is faithfulness and devotion to a person or an ideal. Being loyal means sticking by your coworkers, family, and friends, even when it is challenging to do so. Supporting others includes listening, giving time, and helping them whenever they are in need. You can be a loyal friend by driving your friend to the airport when his car breaks down, even though it's inconvenient for you. Or, if your coworker is scrambling to finish a project before the deadline, offer to help by taking on some of the work. Being loyal builds integrity in your relationships, both personal and professional.

## Take Responsibility

Integrity includes being **accountable** for your actions—even when you make a mistake. Admitting when you are wrong is a part of being honest. Let's say you're the treasurer of the Spanish Club at school, and you are in charge of planning an end-of-the-year celebration at the local Mexican restaurant. You checked the club's finances and informed your fellow club members that there was enough left in the budget to cover everyone's meal. However, after you all have eaten, you realize that the bill is \$50 more than the amount of money left in the budget! After double checking, you realize that you made a calculation mistake. You could keep this information to yourself or blame others for spending too much money at the restaurant. But to demonstrate integrity, you should admit your mistake, apologize to everyone, and offer to cover the rest of the bill yourself. Admitting when you make an error shows strength and honesty, which will earn the respect of others.

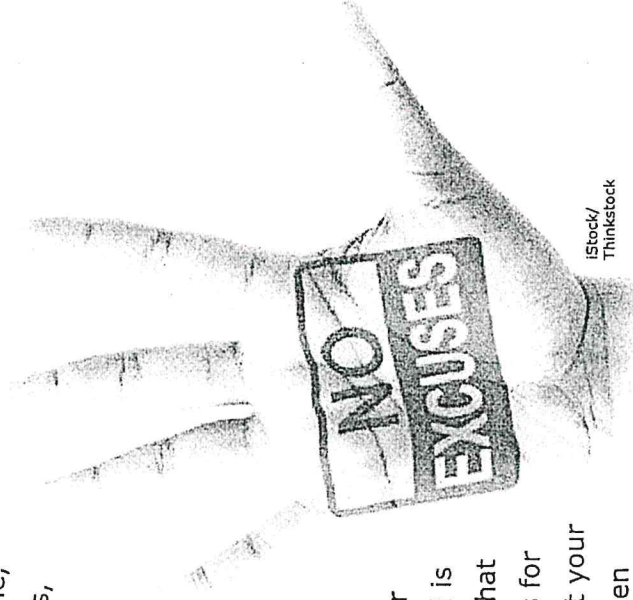


Taking responsibility also includes being reliable and dependable. Those with integrity follow through on their promises and always do their best to keep their word. Try to refrain from making promises that you cannot keep. Breaking promises will destroy trust and damage your relationships.



istock/Thinkstock

In his video "Building Integrity—Keeping Promises," Erick Rainey explains the ways that honoring your commitments can positively impact your life: <https://www.youtube.com/watch?v=K8kQ2beNztw>.



istock/Thinkstock

B

## Follow the Golden Rule

"Treat others the way you would like to be treated" is a phrase you've probably heard many times in your life. A person with integrity always follows this principle *and* goes one step further by treating others the way *they* would like to be treated. This mentality is known as the Platinum Rule and stresses the importance of respecting others' feelings and wishes above your own. Both of these ideas are important to keep in mind. If you notice that one of your classmates is being picked on, for instance, put yourself in his/her shoes. You'd probably want someone to stand up for you and tell the bullies to stop. More importantly, your classmate probably wants someone to tell them to stop, too! If you are ever unsure of how to act with integrity in any situation, the Golden Rule and the Platinum Rule can help you maintain your integrity.

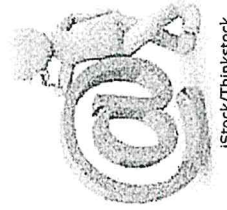
## THE GOLDEN RULE:

"TREAT OTHERS THE WAY YOU WOULD LIKE TO BE TREATED."

## THE PLATINUM RULE:

"TREAT OTHERS THE WAY THEY WOULD LIKE TO BE TREATED."

Jacky/istock/Thinkstock



istock/Thinkstock

Looking for more information that will help you develop integrity and honesty? Check out "Preserving Integrity," a step-by-step guide from MindTools: <https://www.mindtools.com/pages/article/integrity.htm>.

B

### Summary

You can demonstrate integrity and honesty in many ways. First and foremost, develop your own set of ethical values that will help you determine right from wrong. Then, you should follow those values in everything you do. Integrity means never compromising your ethics or wavering from what is right and true. To demonstrate integrity and honesty, you must have courage and be unafraid to do what is right, even when it might bring consequences. Integrity also encompasses loyalty and accountability. If you are ever unsure of how to act with integrity and honesty in any situation, consider treating others the way you (or they) would want to be treated. Demonstrating honesty and integrity will make you an ethical, respected leader.

### TOTAL RECALL

What are six ways that you can demonstrate integrity and honesty?

**NAME THAT TRAIT**

**Directions:** Read the following scenarios and determine whether they are describing honesty, integrity, or neither.

1. When your teacher asks how long you studied for your biology test, you admit that you did not study at all. \_\_\_\_\_
2. A salesperson tells her customers that they are getting a discount, when really they are paying more than the average price. \_\_\_\_\_
3. Alicia overhears her friends making fun of another classmate. She tells them to stop and encourages them to treat the classmate with respect. \_\_\_\_\_
4. Kirsten misplaces an important receipt. She tells her boss even though she knows she will be reprimanded. \_\_\_\_\_
5. During a job interview, Owen did not exaggerate his past work experiences. \_\_\_\_\_
6. Mindy found out that her classmates were planning to copy each other's homework. She did not join in, but she also didn't tell anyone. \_\_\_\_\_
7. Javier missed his favorite television show, so he found a copy of it online and downloaded it for free. \_\_\_\_\_
8. You accidentally take a couple of pens home from work, but you make sure to bring them back the next day. \_\_\_\_\_
9. You keep an accurate record of your work hours. \_\_\_\_\_
10. Aiden wants to go to the football game on Friday, but he goes to his grandfather's house instead because he promised that he would. \_\_\_\_\_
11. You haven't used any of your sick days at work, so you take one so that you can go to a concert. \_\_\_\_\_
12. When the teacher leaves the room during an exam, the students remain quiet and do not share answers. \_\_\_\_\_

11/11/17

B. Smith

Beverly Smith

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Student Guide

# Work Right

## Demonstrating Ethical Work Habits

### Objectives:

- A Identify the characteristics of ethical work habits.
- B Demonstrate ethical work habits in the workplace.

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# So What?

From the moment you wake up each day, you face many decisions. Some decisions are very simple—

involving a clear choice between right and wrong actions. However, other decisions involve gray areas, in which the right choice may not be obvious, and the correct decisions may be difficult to make. For example, should you use your company computer and printer to download and print personal documents? What if you purchase your own paper and print the documents during your lunch hour or breaks, instead of during regular work hours?

Over the years, you probably have developed personal habits or beliefs that guide your behavior at home and with friends. However, the workplace presents a new set of challenges. In many cases, no one is there to tell you what to do or to help you make the right decision. The choice is yours.

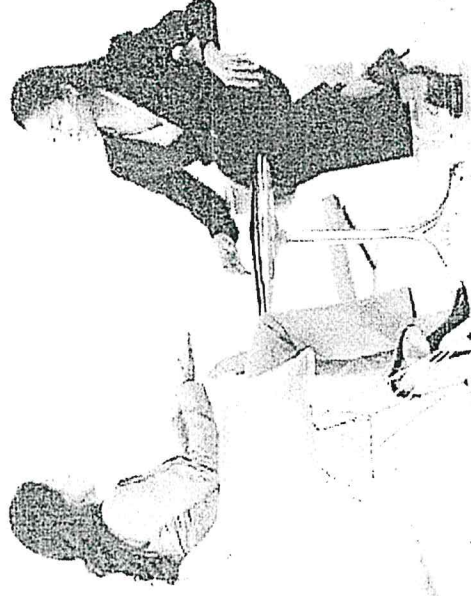
Developing ethical work behavior is your responsibility, but the rewards are great. You will gain the respect of your employer as well as that of your coworkers. You will be thought of as honest and reliable. And your ethical behavior will lead to success on the job.

A

## It's Up To You

After graduation, Marilee landed an entry-level position with a well-known advertising agency. For her first project, she was assigned to work with a team of experienced employees to develop a new advertising campaign for one of the agency's top clients. Marilee wanted to do a good job, so she spent a lot of time doing research and studying the client's previous ads so that she could contribute some fresh ideas. And all of her hard work paid off. Marilee's team members loved her ideas and used many of them in the new advertising campaign.

Then, one day Marilee overheard Josh, one of her team members, talking to company executives and taking credit for her ideas. Being a new employee, she wasn't sure what, if anything, she should do. Later at lunch, she confided in another employee, Heather, and told her what Josh had done. Heather was eager to share office gossip with Marilee, including rumors that Josh routinely took credit for other people's ideas. "But you didn't hear it from me," Heather warned. "If you want to keep your job, don't repeat this to anyone."



© Thomas Nelson/Sterling/Aspen

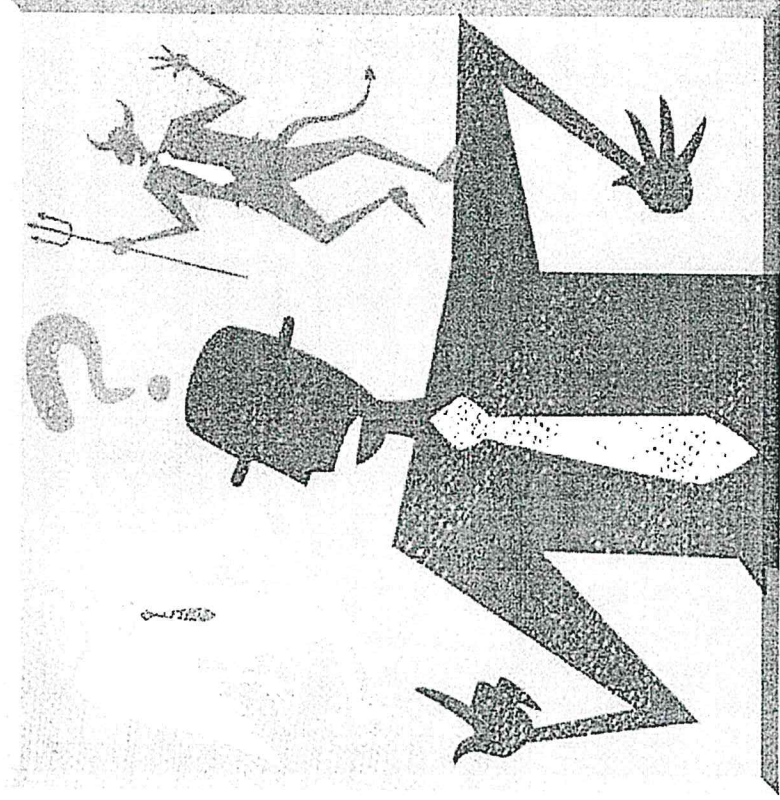
*Someone taking credit for your work.*

Now, Marilee was more confused than ever. Should she take Heather's advice and remain silent about Josh's behavior, or should she talk to her supervisor? And should she have participated in office gossip with Heather? After thinking about it, Marilee wished she had handled the situation differently. What would you have done?

### **What are ethical work habits?**

**Ethics** are the basic principles that govern your behavior in all areas of your life, including the workplace. As you encounter difficult situations each day at work, you must decide how you will respond and how you will treat other people. Sometimes, there are clearly stated rules for you to follow. At other times, situations may arise that are not covered by a rule or an office policy, and there may be more than one correct choice. At those times, you must rely on your own principles, your personal code of ethics, to help you make the best decision. By developing ethical work habits, you will be better able to make good choices when dealing with those difficult situations.

Developing ethical work habits will help you become more successful in everything you do. However, you will meet people in the workplace who do not behave ethically. Their bad behavior might influence your decisions, such as Heather telling Marilee not to report Josh to management. Being your own person is always best. And there are traits you can develop and strengthen to be an ethical employee.



▲ *It can be tough to make ethical decisions, especially when you're dealing with negative influences. But it's important to demonstrate ethical behavior no matter what!*

A

### Characteristics of ethical work habits

Ethical employees are responsible workers who adhere to a standard of appropriate employee behavior. They complete the tasks they start, they are honest and trustworthy, and they can be relied upon to follow the rules in the workplace. They don't abuse or misuse their employer's resources—supplies, equipment, or time. This means they don't spend company time watching funny YouTube videos, checking Twitter, shopping for clothes online, or texting their friends to make plans for the weekend.

Also, ethical employees get along well with coworkers and are contributing members of their work teams. They *don't* do what Josh did and take credit for another person's ideas. They show respect for the job and their coworkers by arriving at work on time, dressing appropriately for the workplace, and doing their fair share of the work. Because they demonstrate respect for their job, their employer, and themselves, they are the type of people who are well-respected by others at work.



Dragoningsz/Sistock/Thinkstock

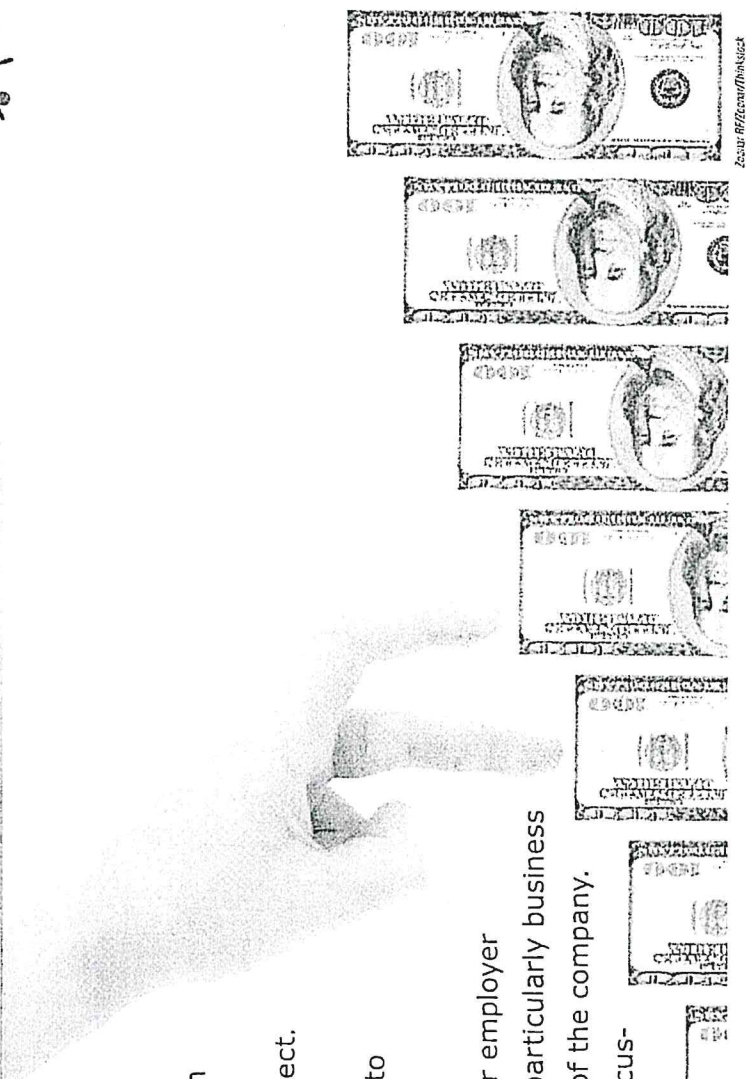
▲ Ethical employees understand the value of teamwork. They work together, respect their coworkers, and do their fair share of the work.

A

### What's the big deal?

How you behave and how you treat other people at work can affect how successful you may become in your chosen career. It can determine whether you receive a raise, a promotion, or the opportunity to work on a particular project. For example, if you have the reputation of being a gossip, you may not get promoted to a job that gives you access to confidential information.

Furthermore, when you are on the job, you represent your employer to everyone outside the company. How you treat others, particularly business clients or customers, can influence the success or failure of the company. Your behavior also reflects on you. If you are ethical with customers, the word will spread, and more and more customers will want to do business with you. If you are not, what do you think might happen?

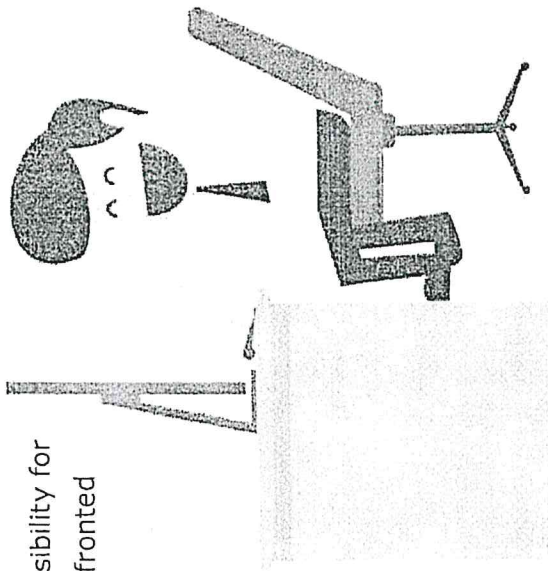


Check out the article "Examples of Unethical Behavior in the Workplace" by Victoria Duff to read more examples of unethical work habits: <http://smallbusiness.chron.com/examples-unethical-behavior-workplace-10092.html>. What do you think the consequences of these behaviors would be?

**No excuses!**

Developing ethical work habits is not always easy. Taking responsibility for your actions often forces you to make a tough choice. When confronted with a difficult decision about how to act, ask yourself if you are making excuses for your behavior. Are you trying to explain away your behavior or justify your actions? If you are, you might not be making the ethical choice.

Making excuses often means you are trying to convince yourself that what you are doing is okay. You may be tempted to think that it's all right to take long breaks because "everyone is doing it." Or you might tell yourself that using office supplies for personal business is acceptable because no one else will know. These statements might make you feel better about your behavior for a while. However, deep inside, you know these are just excuses to justify making the wrong choice. For example, Josh certainly knew that it was wrong to take credit for Marilee's ideas. However, he may have justified his behavior by telling himself that this is the way everyone gets ahead in the advertising business. That still doesn't make it right.



artwork © iStockphoto.com

**A** *Stealing someone else's idea is unethical, no matter how many excuses you make!*

A

Don't make excuses!  
Own it!

Also, you might act unethically because you are afraid of the **consequences**. You might think you'll get fired for admitting to making a mistake. Or you might even think that you're helping the business. For example, maybe you give an expensive gift to a customer to make a big sale. You know you shouldn't, but you earn a big commission, and the business makes a nice profit. If no one finds out, is it okay? Definitely not! Can you think of any other reasons why employees might behave unethically?

### **Everyone suffers**

It might seem like acting unethically can help you get ahead, but unethical behavior can actually hurt you. Your coworkers might avoid you because they see you as someone they can't count on. Your customers might take their business elsewhere because they don't think they can trust you. Your employer might pass you over for promotions—or not pay you a big bonus. You might even be fired because of your behavior. Some unethical behavior, such as stealing or taking bribes, is even illegal. The result of that might be jail!

*Be willing to accept the consequences of your actions.*

## **THE GRAY ZONE**

Sarah had known for many weeks that she had an important brochure to write for the sales department. However, she had been busy with other, more interesting assignments and put off working on the brochure. With the due date fast approaching, Sarah started to panic since the brochure needed to be ready when a new product was released next month. What a relief it was for her to find several articles online about similar products being sold by competitors.

Sarah chose three articles from the Internet. She cut major portions of each article and pasted them together to create her “original” brochure. Then she carefully changed a few words in each sentence and rearranged the order of some of the sentences. Sarah completed the brochure on time and sent it off to be printed. When her boss received a copy hot off the press, he was impressed with Sarah's effort. Then, a few weeks later, a couple of salespeople mentioned that the information in the brochure was very similar to information they had found online. When confronted by her boss, Sarah admitted what she had done but thought that it was all right because the information was on the Internet and available to everyone. What do you think? Is it okay to present someone else's work as your own? Does changing a few words in each sentence make a difference?

**A**

A

Also, businesses often suffer as the result of unethical behavior. They may be less profitable because employees are not doing their fair share of the work or are using too many company supplies. A business might develop a negative **public image** because employees do not treat customers fairly. Or a company could even be sued if employees engage in unethical behavior such as **discrimination** or **sexual harassment**. Finally, the government might become involved and make the business pay fines. In some cases, the business might be forced to close.

### Summary

Ethical employees adhere to a standard of appropriate behavior in the workplace. They share many of the same characteristics, such as honesty, dependability, and respect for the job. They understand the importance of being ethical and do not make excuses for their behavior. They know that making the right decisions at work is important because their actions can affect everyone—themselves, their coworkers, and the business.

Honesty  
 Dependability  
 Respect  
 Responsibility  
 Punctual  
 Dress Code

### TELETYPE

1. What are ethics?
2. Describe the basic characteristics of employees who demonstrate ethical work habits.
3. Why is it important to behave ethically at work?
4. Why do employees sometimes make excuses for behaving unethically?
5. Explain how each of the following might be hurt by unethical behavior:
  - a. Employee
  - b. Coworkers
  - c. Business

B



## Mirror, Mirror, on the Wall

Ethical work habits can take time and a lot of hard work to develop. The good news is that you can decide what kind of person you want to be. All you have to do is ask yourself two simple questions: "Am I the best person I can be?" and "Am I satisfied with the way I am behaving at work?" By answering these questions honestly each day, you can begin to develop more ethical work habits.

Developing and demonstrating ethical work habits is an ongoing process. Like any other habit, it may seem unnatural at first, and you may be tempted to revert to your former behavior. But don't give up. There are ways that you can begin to develop ethical work habits. Let's look at some practical steps you can follow.

**Pick the right people** *Your Squad*

Sometimes you may find yourself facing a situation at work that doesn't seem to have a clear right or wrong answer. In these situations, it is helpful to have a **mentor** to whom you can turn for guidance and advice. However, you should choose your mentors or **role models** carefully to make sure that you are associating with people who are well-respected in the workplace and who have a reputation for behaving ethically.



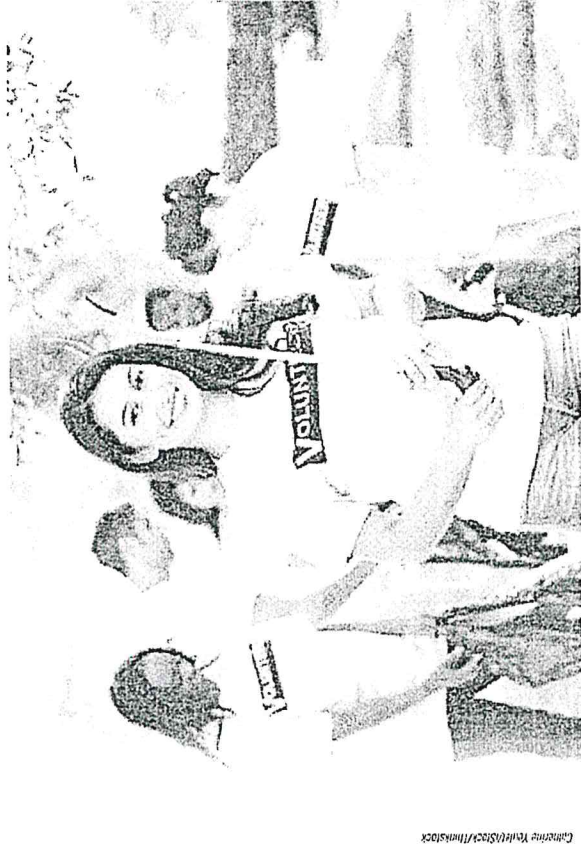
Furthermore, many people develop friendships with coworkers and spend time with them away from work. Because you are known by the company you keep, you should choose your friends at work just as carefully as you would anywhere else. You want to make sure that your coworkers/friends are not involved in activities that could jeopardize your career. Ask yourself, "Do I admire the way this coworker conducts himself or herself both inside and outside the workplace?" You might not want to be known as the best friend of the office gossip because others will assume you gossip also, even if that's not true. It's usually easier to exhibit ethical work habits when you associate yourself with people who share your ethical principles.

Businessman Jim Rohn once famously said, "You're the average of the five people you spend most of your time with." Read more about that belief in the article "Why the Five People Around You Are Crucial to Your Success" by Kai Sato: <http://www.entrepreneur.com/article/233444>. How do you think this applies to ethical work habits?



Kai Sato/istockphoto

Who influences your ethical behavior? Is it family, friends, and coworkers? Or do you follow the lead of Hollywood celebrities, star athletes, popular musicians, and politicians? Ask yourself if all of these influences are positive.



Camille Thivierge/istock

The people you spend time with can have a big influence on your behavior! Joining a volunteer group at work could be a great way to find ethical coworkers who share your values.

B

## Be honest

Honesty in the workplace means telling the truth even if it may cause problems for you. That means admitting your mistakes rather than trying to cover them up or blame others. It also means being **accountable** for your actions by admitting that you have not completed a project on time or that you forgot to do an important assignment. Your supervisor might reprimand you for your mistakes but will respect you for being honest. Ethical people act with **integrity**, which means they are honest in all situations, even when it's difficult.

Being honest at work also means following the rules. Maybe you have used all of your vacation time, but you really want to go skiing with friends. You know you are not allowed to use sick leave for vacation. Would you call in sick anyway? After all, it's time you're entitled to use. However, you will be lying, and your absence may mean that necessary work is not completed because the business could not plan ahead.



▲ *Owning up to your mistakes is difficult, but being honest can strengthen your integrity and lead to more respect from your supervisors and coworkers.*



## Treat others fairly

Treat other people the way you want them to treat you. It's a simple enough statement, but it's an important rule to remember. It applies not only to your boss and coworkers but also to the customers and to vendors that you may come into contact with during the course of your work day. For example, would you want to work with someone who was always too busy to come in on weekends to finish a special project, but took the credit when the project was done? Would you want to do business with someone who promised next-day delivery to get the order, knowing that delivery was not possible that quickly? Of course not. Ethical employees do not behave that way either. Ethical employees are also respectful of other people's opinions. They listen when others talk and speak to others the way they'd like to be spoken to.



MonkeysImages/Shutterstock

## No sticky fingers

Ethical employees respect other people's belongings and do not take things that don't belong to them, such as office supplies. But there are other ways to steal from your employer. When you use company time to text your friends, make personal phone calls, or conduct personal business, you are stealing time from your employer. And when you use company equipment, such as the copy machine or computers, for personal projects, you may be stealing then, too. Because policies differ from one employer to another, you should always talk to your supervisor before using any company resources for personal projects.



▲ Everyone likes an ethical person!  
Practicing ethical behavior means you'll gain respect and admiration from your coworkers and friends.

## Keep quiet!

Ethical employees also act responsibly with confidential information. If you worked in a business's human resources department and had access to employee personnel files, would you take a peek at a coworker's personal information for your own curiosity or to share with others? Would you share personal information you overheard others discussing? Would you gossip about pay rates or the business's secret formulas? Ethical employees can be trusted not to divulge confidential information about the company, coworkers, or customers.



## Reliability counts

People who exhibit ethical work habits can be depended upon to follow through with their promises. They do what they say they will do and are accountable for their actions. Suppose you agreed to trade a shift with a coworker or to work extra hours to help your employer. As an ethical employee, you would show up as promised. Imagine what would happen if you didn't. There might not be enough staff on hand to help customers. Or the coworker you traded shifts with might be in trouble because of your actions, and that coworker would no longer be able to trust you. Just imagine if you owned the company. Would you want to employ an entire staff of people who behave like you do? Part of behaving ethically means thinking about the **viability**, or long-term impact, of your actions. Are you responsible for the repercussions your behavior will have weeks, months, or years from now?



Sometimes, you can behave legally and still behave unethically! However, part of being ethical means respecting the laws of your city and country and the rules of your company.

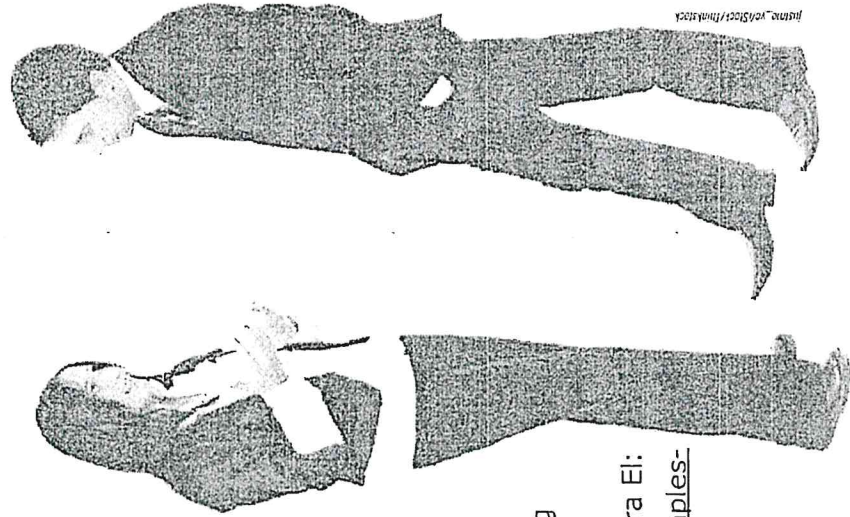


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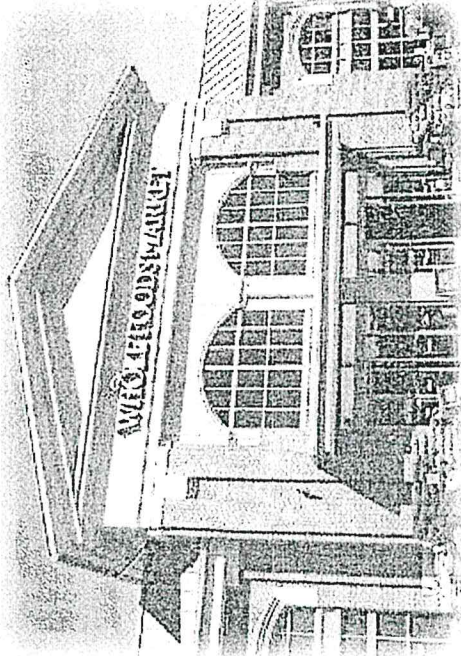
## Speak up

No one wants to be a tattletale, but there are times when you might need to be one to behave ethically. You've heard about corporate whistleblowers—people who saw something unethical happening and didn't sit by silently. It takes a great deal of courage to do that, but the results can be enormous. In some cases, whistleblowers have saved lives by reporting unsafe working conditions or the use of dangerous chemicals. They have warned consumers about harmful products and dishonest business practices. You might think that it's none of your business and you shouldn't get involved. However, wouldn't you want someone to step forward to stop you from buying something that might cause an accident or make you sick?

Learn more about how whistleblowing works in the article "Examples of Whistleblowing in Business," by Barbara El: <http://smallbusiness.chron.com/examples-whistleblowing-business-2651.html>.



istene\_yovStoc/ThinkStock



Some companies are making transparency a policy. Whole Foods, for example, allows its employees to look up anyone's salary or bonus—including the CEO's! The company believes that this policy creates trust and keeps employees informed. You can read more in the article "Here's Why Whole Foods Lets Employees Look Up Each Other's Salaries" by Alison Griswold: <http://jobs.aol.com/articles/2014/03/05/whole-foods-lets-employees-look-up-salaries/>. Do you think an emphasis on transparency encourages employees to speak up and be honest?

B

Other times the situations might not be so serious. Let's say that you work for a restaurant, and all tips are supposed to be shared by the wait staff. You routinely observe a coworker putting tips into his pocket instead of the tip jar. Would you remain silent? What about the people who rely on that money for income? Suppose you work in a large office, and one of your coworkers is responsible for handling the office petty cash. On more than one occasion, you notice that s/he "borrows" lunch money from the petty cash box. What would you do? It may not be easy, but speaking up and reporting the situation to the appropriate authority figure is the ethical way to go.

It's also important to speak up for others who might not be able to speak up for themselves. What should you do if you see a coworker being treated unfairly by your boss? What if one coworker is taking advantage of another coworker? Speaking up for that person is the ethical thing to do.

*Bullying at work*



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B

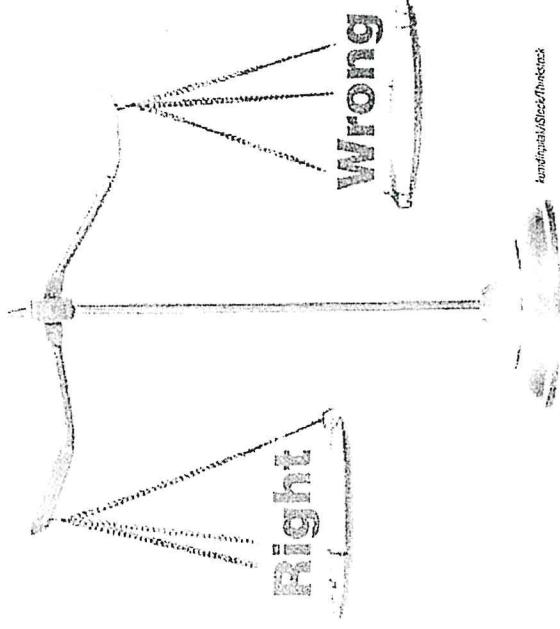
### Evaluate your behavior

Each day you may be faced with many different situations that force you to make a clear choice about how you will behave. At the end of the day, it may be helpful to evaluate those decisions. You might ask yourself the following questions:

- Did I behave appropriately today at work—even when I thought no one was looking?
- Do I feel proud of the way I treated my employer, coworkers, and customers?
- What could I have done differently when faced with an ethical decision?



If you are not satisfied with the answers, maybe you fell short of achieving the ethical work habits you are trying to develop. But that doesn't mean you should give up! Learn from your mistakes, and try again. Remember, being ethical is not always easy. But if you admit your mistakes and focus on doing better next time, you can be proud of the person you see in the mirror.

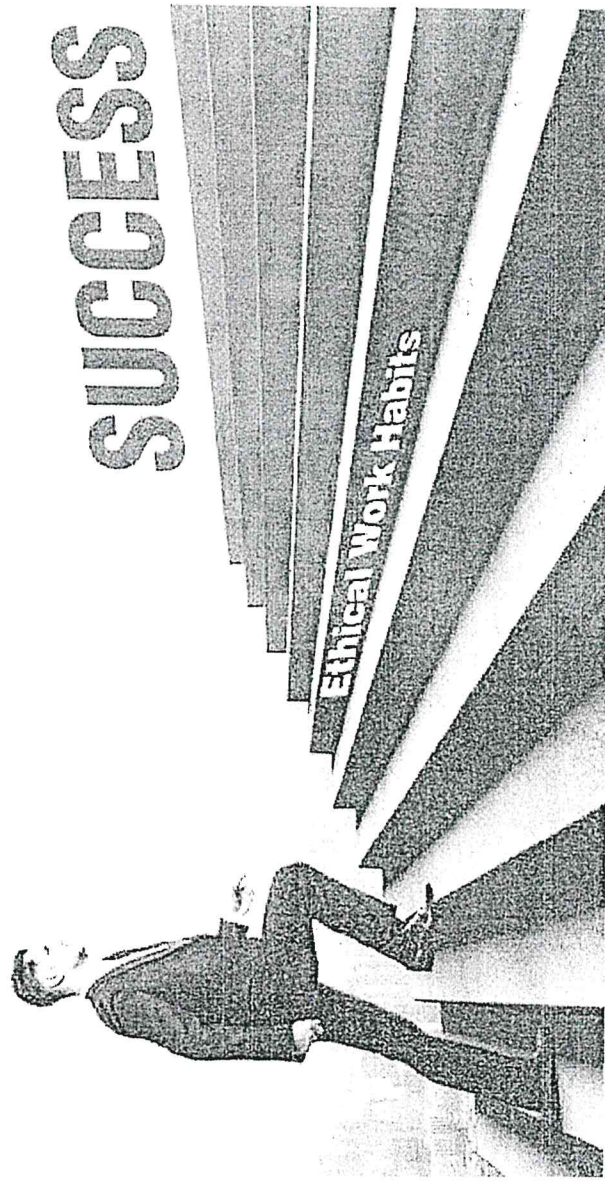


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▲ How are you behaving? Evaluating your own decisions can help you decide whether or not your behavior is ethical.

B

Pathways/Sec 504/Inclusion



## TOTAL RESEARCH

1. Why is it important to associate with ethical people?
2. What consequences might result from being honest?
3. Which groups of people should you treat fairly?
4. Why should you avoid texting your friends or making personal phone calls on company time?
5. Why is it important to speak up when you see unethical behavior occurring in the workplace?
6. Why is it important to evaluate your progress?

### Summary

Ethical work habits take time to develop. Following some practical steps will make the process easier: associate with ethical people, be honest, treat others fairly, do not steal, do not divulge private information, be reliable, speak up when necessary, and evaluate your progress.

*Reflect on your day*



## TEST YOUR E.Q. (ETHICS QUOTIENT)

Directions: Use your ethics to determine the correct responses.

1. A client offers you two tickets to a sold-out rock concert in exchange for the names and addresses of your best customers. What would you do?
  - a. Agree to the terms of the exchange
  - b. Politely explain that it is against company policy to accept gifts from clients.
  - c. Ask the client for four tickets so you can take friends.
2. You complete all of your assignments 30 minutes before it is time to leave for the day. What would you do?
  - a. Leave work early without telling anyone.
  - b. Spend the remaining 30 minutes surfing the Internet.
  - c. Ask your boss or coworker what you could do to be of help.

3. Which of the following is a good excuse for behaving unethically at work:

a. Everyone else does it.

b. There is no good excuse.

c. It will help my career.

4. It's a beautiful day and you want to go to the pool, but you've used all of your vacation time. What would you do?

a. Ask for the day off without pay.

b. Call in sick.

c. Tell your boss there's a family emergency.

5. Your supervisor asks you about the progress of an important project. What would you do if you have not started the project yet?

a. Tell the supervisor that the project is under control.

b. Remind the supervisor that you are a loyal employee.

c. Admit that you have not started but will get it done on time.

6. You accidentally forgot to set the alarm when you closed the business one night. What would you do if the business was burglarized as a result?

a. Blame the alarm company for installing faulty equipment.

b. Tell your supervisor what happened.

c. Keep quiet and hope no one finds out what you did.

7. A family member asks you to bring home a package of copy paper and a box of paper clips. What would you do?

a. Tell the family member you are not allowed to take supplies.

b. Take home the supplies and ask the family member for \$5.

c. Take the supplies because they will not be missed.

1/11/17

**TEST YOUR E.Q. (ETHICS QUOTIENT) (cont'd)**

8. Which of the following best describes the feelings of an ethical employee:
- a. Everyone else takes long lunch breaks.
  - b. It's okay if no one knows.
  - c. Honesty is the best policy.

9. Which of the following is an acceptable way for employees to use company resources:
- a. Using a company calculator to balance a personal checkbook
  - b. Sending a report to a coworker through the company email
  - c. Updating personal social media profiles on a company computer

10. You work at a fast-food restaurant. What would you do if a friend asked you to give her a free meal?

- a. Politely explain that you are not allowed to give free food away.
- b. Let your friend buy the meal for half price.
- c. Give your friend a free meal because the restaurant won't notice.



Beverly Smith

MTWTFSDAYS 13 & 16

# LAP

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Professional Development LAP 261 Performance Indicator PD 251

Student Guide

# Know the Code

## Following Rules of Conduct

### Objectives:

- A Explain rules of conduct.
- B Demonstrate how to follow rules of conduct.



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THE GRAY ZONE What would you do? 7

Katelyn is a photographer for the school paper. She wants to use the school's camera to take family

photos, but before she does, she checks with her advisor and purchases a separate memory card for her personal use.

Isaiah is the victim of a flagrant foul from a player on the opposing basketball team. It makes him angry, but he doesn't retaliate or shout profanities at the other player.

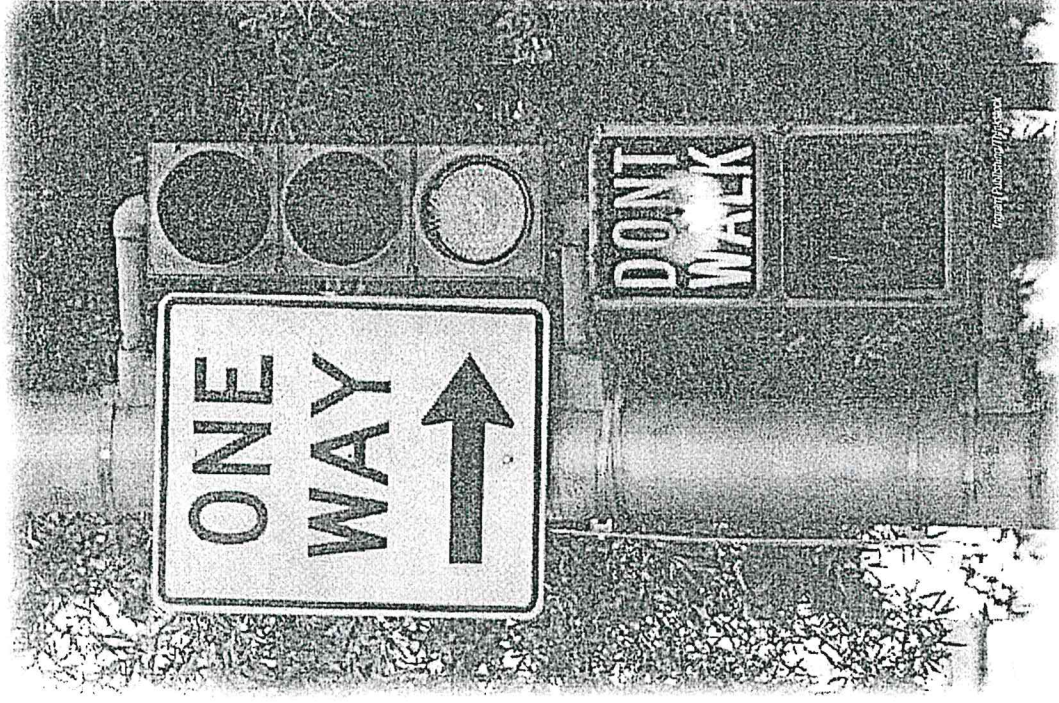
Jessica isn't feeling well enough to go to work today. She makes sure she calls her supervisor before 9:00 a.m. to let her know that she won't be in.

Katelyn, Isaiah, and Jessica are all acting in accordance with rules of conduct. Most organizations—schools, sports teams, clubs, businesses—create these rules to protect themselves and their stakeholders and to ensure that things run smoothly. Learn more about rules of conduct, their benefits, and the best ways you can follow them.

So What?

## Rules to Live By

You may not always like following them, but **rules** are an important part of life. Without rules, our world wouldn't run very smoothly. Imagine, for example, that traffic rules did not exist. What would happen if we did not have laws requiring cars to drive on the right side of the road, to stop at red lights, and to follow the speed limit? Driving would be so dangerous that no one would ever want to get behind the wheel! Rules keep our world orderly and safe.



A

A

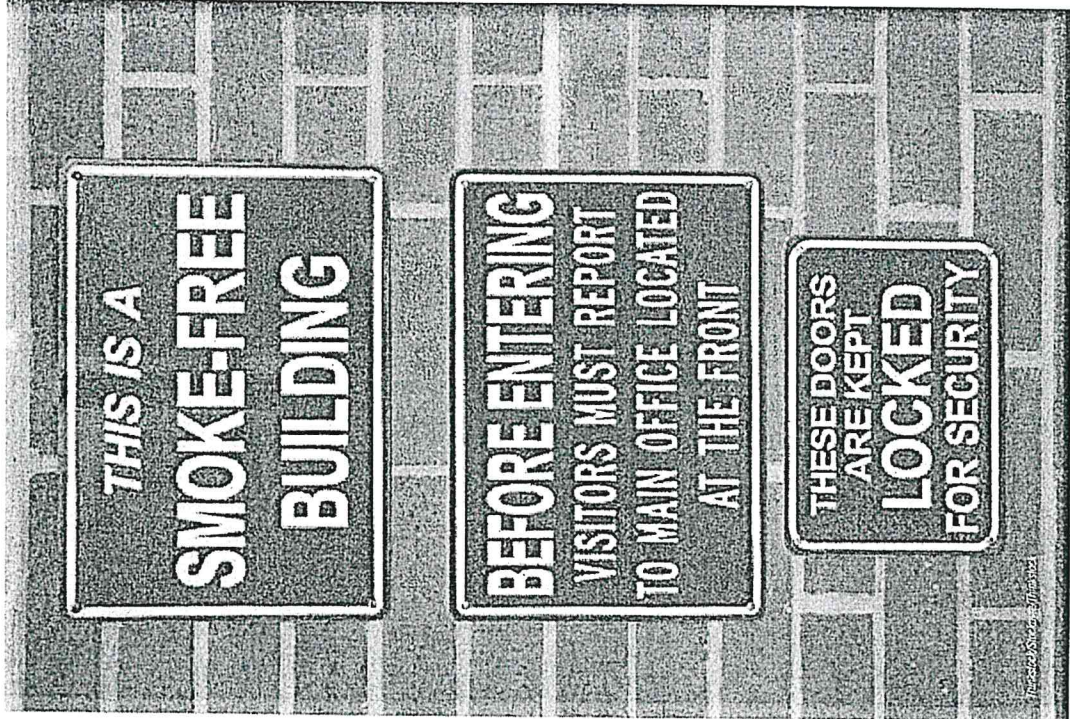
Most organizations have a set of rules that help them to run smoothly, too. These rules are often expressed formally as a **code of conduct**. A code of conduct is a set of rules and standards that govern the expected practices, decisions, procedures, and systems within an organization such as a school, business, team, club, or online community. Codes of conduct are important for all kinds of organizations. For example, if you've ever played a sport, you know that the rules require you to wear a uniform during games and to have a certain number of teammates participating at the same time. Your school probably has a set of rules that prohibit behaviors like chewing gum or missing too many days of school. These are examples of rules of conduct that must be followed.

*Do's can't do's, prohibitions, operate on family structure*

Generally, codes of conduct are based on the organization's principles and values, as well as any laws or government regulations that apply to the organization. The purpose of rules of conduct is to maintain a standard that allows an organization to obtain success. Think about it: If your school did not have a rule that limited the number of absences a student is allowed to have, students might not attend school frequently enough to learn effectively and obtain a quality education. Codes of conduct encourage people and organizations to achieve their goals.

*Doc teacher*  
*Police*  
*Law*

Codes of conduct can vary significantly among institutions but are generally aligned with ethical behavior. Organizations might also have a code of ethics and/or a code of practice that combines with the code of conduct to create a comprehensive guide to principles and expectations.



▲ How do you think these rules could help an organization achieve its goals?

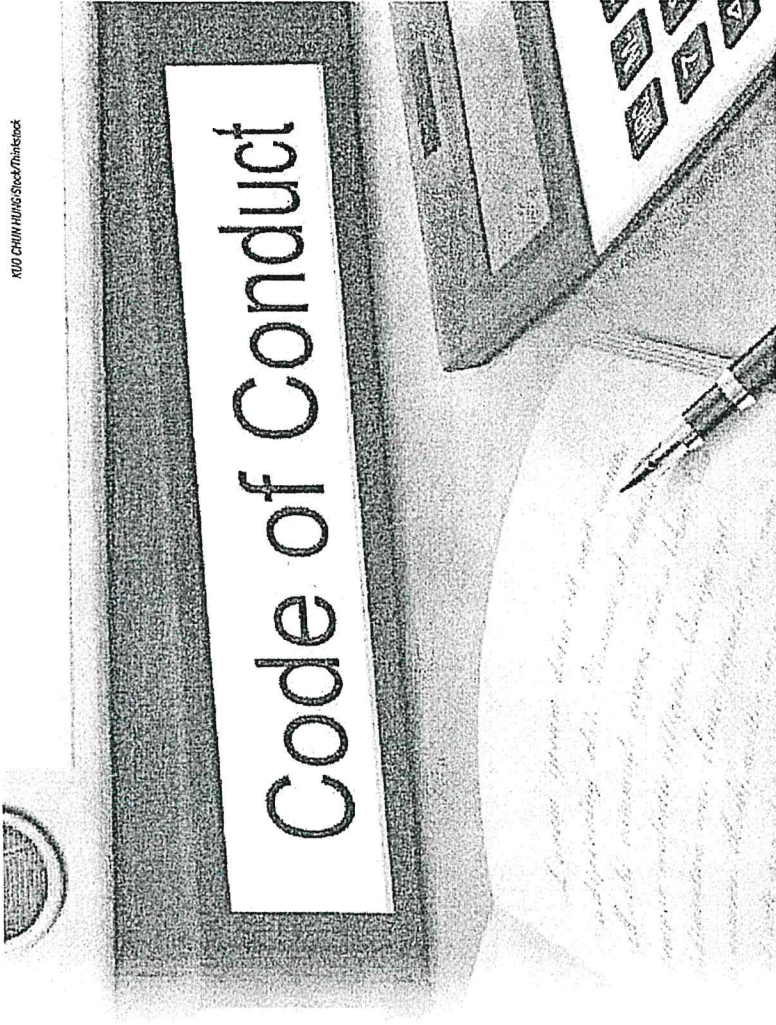
A

### What's in a Code?

What type of information is included in an organization's rules of conduct? A code of conduct usually begins with a brief explanation of the organization's **mission statement** and values. This can help to give context for the specific guidelines that follow, demonstrating how each rule contributes to the achievement of these values.

The bulk of the code of conduct is usually composed of the expected and prohibited behaviors that should be honored by members of the organization. Some of these may relate to topics such as:

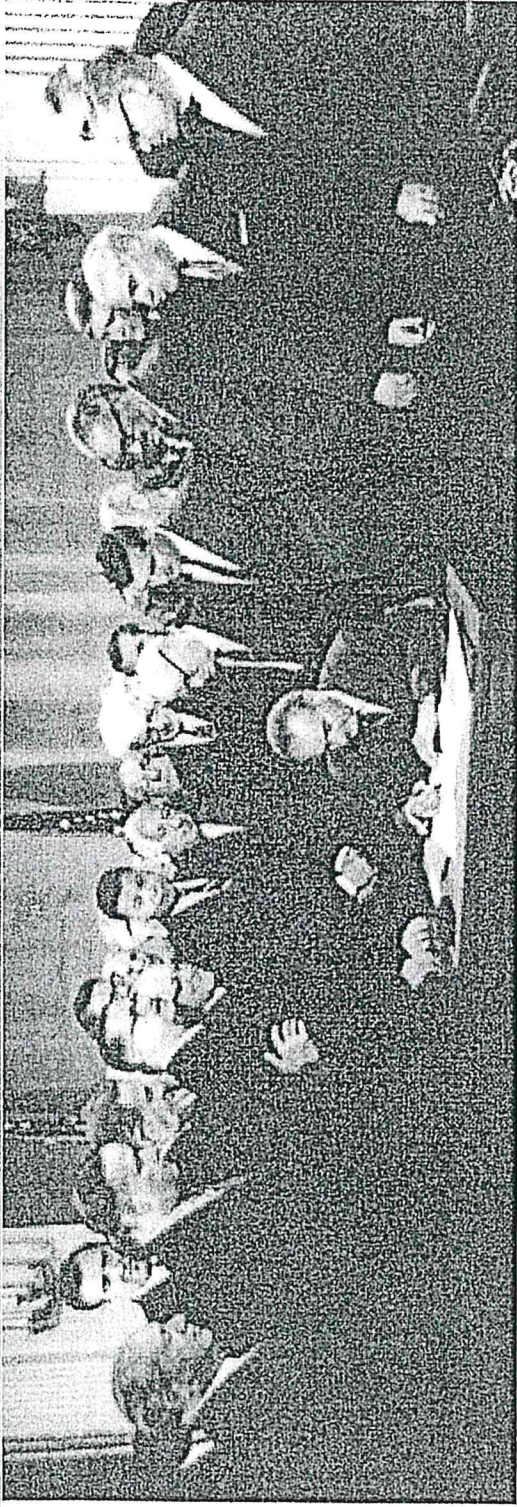
**Conflicts of interest.** A conflict of interest is a situation in which it's impossible to be truly impartial. For example, Jeremy is a manager for a company that is looking to purchase new office equipment. Jeremy's wife works for an office equipment company. Jeremy cannot make an impartial decision when looking for an equipment supplier because even if he tries to be unbiased, his relationship with his wife could affect his decision. An organization's code of conduct might provide guidelines for how to handle these conflicts of interest in the most ethical and effective way.



KUD CHINH HUNG/SHUTTERSTOCK

A

Teachers get harassed constantly, I'm



▲ The Civil Rights Act of 1964 is one of the most famous and important examples of legislation against discrimination.

**Harassment and discrimination.** Discriminatory behavior and harassment are unfortunate realities that organizations must face. **Discrimination** is unfair treatment of a person or a group based on the person's or group's characteristics, e.g., race, religion, or gender identity. Organizations generally prohibit all forms of discrimination. In the business world, for example, many laws have been established to prevent discrimination in the workplace, such as the Civil Rights Act, the Equal Pay Act, and the Americans With Disabilities Act. **Harassment** is any kind of unwelcome behavior that is carried out for the purpose of annoying or intimidating another person. **Bullying** is one form of harassment that you may have seen among your peers. Most workplaces, schools, teams, groups, and websites also have strict policies against harassment. Both harassment and discrimination can lead to legal consequences when they occur in the workplace, so it is important that businesses take a strong position and strictly enforce policies against them.

**Use of property.** Organizations spend a large amount of money and time acquiring the supplies, equipment, and services that they need to operate effectively. They usually require that their members respect their property in various ways. This can mean using equipment for its intended purpose, not causing damage to property, and not taking advantage of available supplies. For instance, a workplace code of conduct might prohibit employees from visiting video streaming sites on their work computers or ask that they only print a certain number of pages per month using the company printer.

Teachers get harassed constantly, I'm

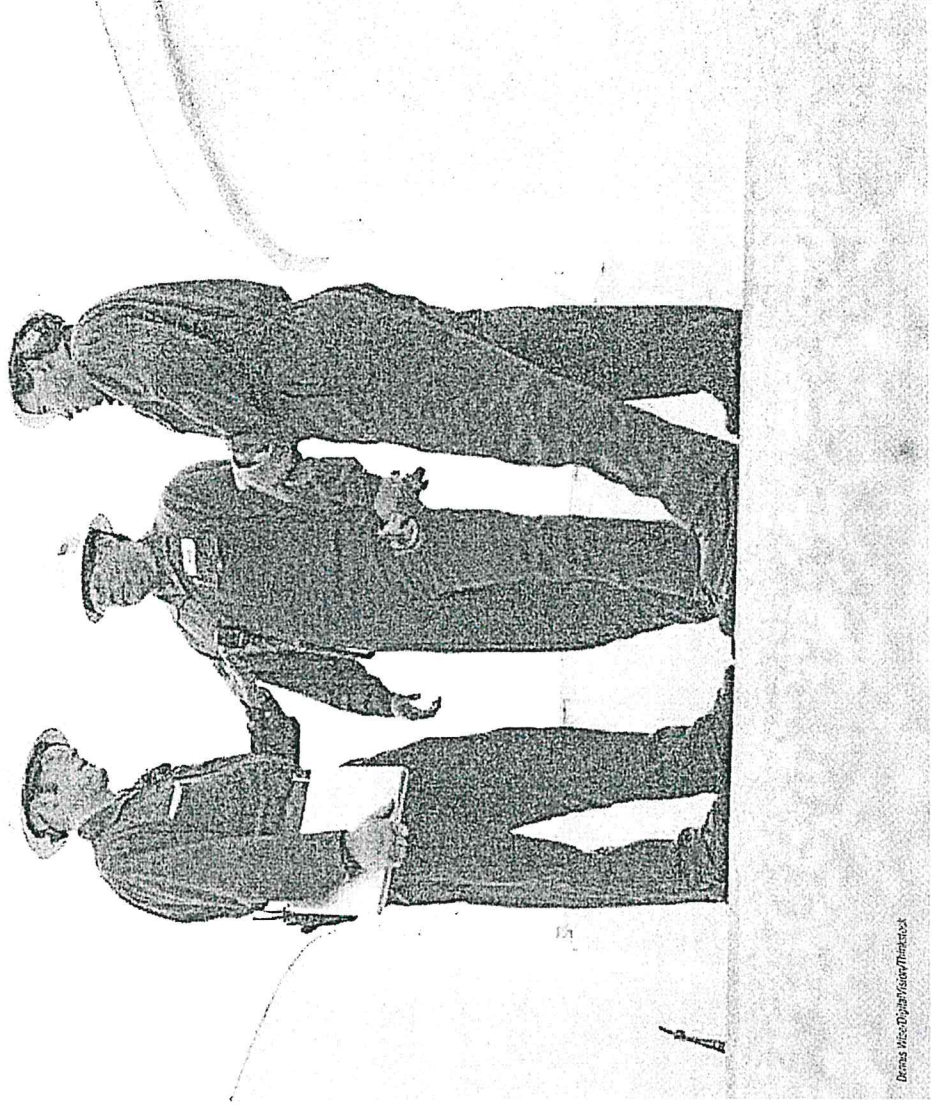


A

**Confidentiality, security, and privacy.** Confidentiality is the practice of keeping information secret or private. Certain information must be kept confidential so the organization can remain competitive, respect stakeholders, and protect individuals' personal privacy. In the workplace, confidentiality is usually applied to business decisions that involve customer data or marketing information, or that are not public knowledge. Organizations also have security policies, which could address physical security (of employees and property) or digital security.

**Health and safety.** Keeping employees healthy and safe is one of the most important tasks that an organization must do. In the business world, work-related illnesses or injuries are not only harmful to employees, but can also cause legal trouble for the company. Codes of conduct generally include rules that aim to protect people from anything that could endanger them or cause health issues. For example, your school probably has a designated procedure that everyone must follow in the event of a fire or weather incident. This policy is in place to protect the students and staff.

- ▶ *Construction workers are required to wear safety gear to protect themselves from injury.*



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A

**Financial reporting and accounting.** Keeping track of financial information isn't just important for big corporations. Many organizations have incoming and outgoing money that must be diligently tracked and monitored. Even small clubs or groups need to have set policies in place to manage money responsibly. A student government, for instance, might require all members to submit receipts if they spend their own money on supplies for the school dance. These policies should be specified ahead of time so that financial reporting is consistent and accurate.

## THE GRAY ZONE

Nico's employer has a rule against discrimination in the hiring process. However, when his boss is interviewing candidates for a new position, Nico overhears him say "She seemed talented and qualified, but she's young and recently married. She's probably going to leave to have children soon, and then we'll have to do this all over again. We should hire a man who would be less likely to leave." Nico thinks that his boss is violating the company's code of conduct by being discriminatory against women, but he doesn't want to get his boss in trouble and risk his own future at the company. What should Nico do?

A

Other topics that might be covered by a code of conduct include hours and attendance, dress code, use of profane language, and **insubordination**.

A code of conduct will usually explain the organization's specific expectations regarding these and any other important subjects, along with procedures for reporting violations and the consequences of violations.



One of the most common places where codes of conduct are used is in schools. They are especially important when the school is having discipline issues. However, not everyone agrees on the specifics of what the code of conduct can or should do. When the Oklahoma City Public School District rolled out its new code of conduct, controversy ensued. Check out the article and video about the rule changes here: <http://kfor.com/2015/11/23/oklahoma-city-schools-adopt-new-code-of-conduct/>. What do you think? Can new rules of conduct help solve some of the district's issues? Does your school's code of conduct help encourage appropriate behavior?

A

### Know the Consequences

Around 41 million people in the United States are given a citation for speeding each year. That's over 20% of all drivers! The speed limit is just one example of a commonly broken rule, and that hefty ticket is the punishment for breaking it. Most rules come with some sort of consequence that is meant to deter people from breaking them. What can happen if you fail to follow the code of conduct in your school, workplace, or other organization?

**Verbal warning.** A verbal warning is a common consequence for a first-time or minor offense. If you accidentally violated the school dress code, for example, your teacher might tell you what you did wrong and warn you not to wear the same outfit again.

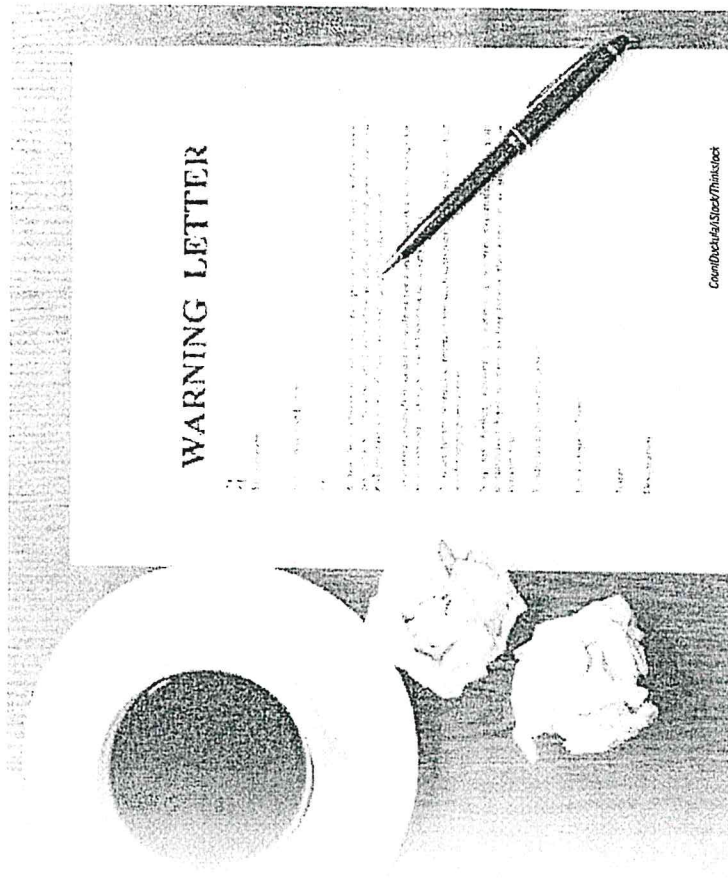
**Written warning.** A written warning is often used when an infraction is slightly more severe, or if a verbal warning has already been given. It could include details about your infraction and information about any future consequences that you could receive if the offense is repeated.

*Goes in personal or school reports*



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Interested in learning what a written warning looks like? Check out this sample from Leadership Skills for Life that deals with employee tardiness: <http://www.leadership-skills-for-life.com/sample-written-warning-letter-for-tardiness.html>.



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▲ A written warning should be taken seriously. If actions are not corrected, more serious consequences may follow.

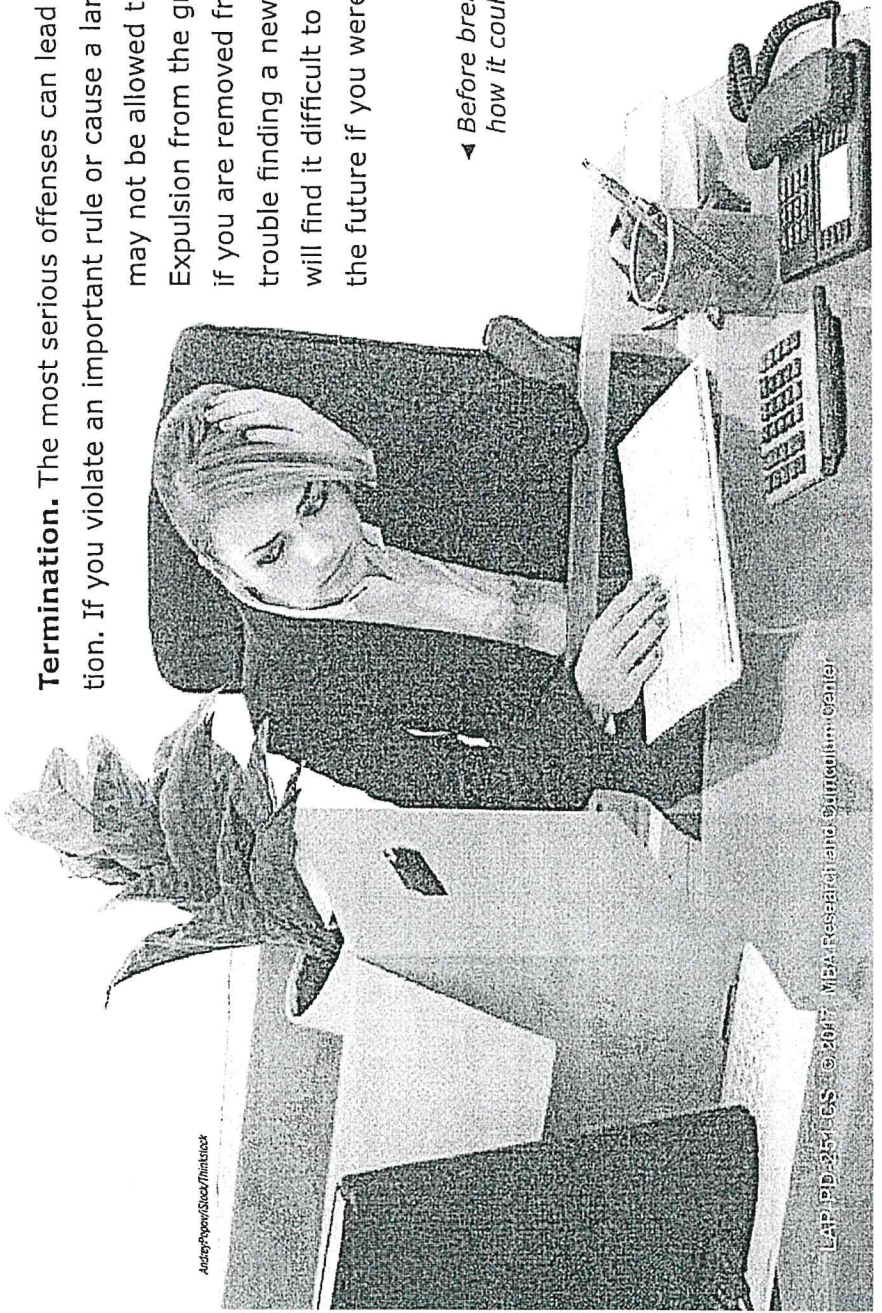
A

**Reduced responsibilities and/or privileges.** When you were little, your parents might have punished you for breaking the rules by taking away your dessert or television-watching privileges for the night. A similar consequence can happen if you violate a rule of conduct in your workplace, school, or other organization. For example, if Olivia, the captain of her dance team, misses several required practices, she might be removed from the position of captain or asked to sit out during an upcoming competition. In the workplace, these reduced privileges can be expanded to include pay reductions or demotions.

**Suspension.** If an infraction is serious, or if you have breached conduct multiple times without attempting to fix your behavior, you might be suspended from school, work, or other organizations for a certain period of time. Being suspended not only reduces the organization's productivity but can also hurt your own personal development. For example, if you are suspended from school, you will miss learning crucial information and might have trouble catching up. *Without pay*

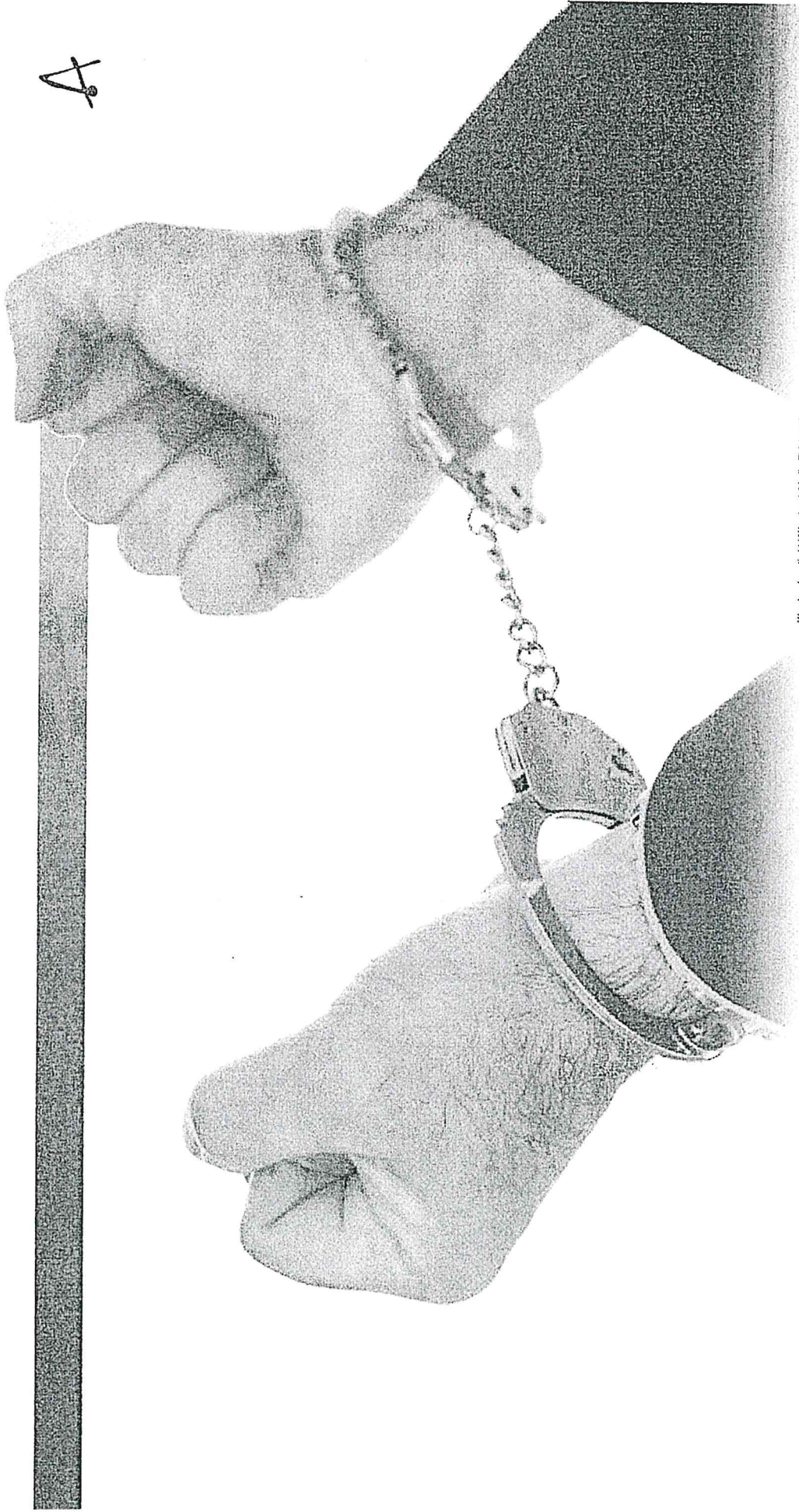
**Termination.** The most serious offenses can lead to expulsion or termination of your position. If you violate an important rule or cause a large problem for your organization, you may not be allowed to be a member or employee anymore. Expulsion from the group is usually irreversible. Furthermore, if you are removed from a job or organization, you may have trouble finding a new position elsewhere. A new organization will find it difficult to trust that you will abide by their rules in the future if you were terminated for failing to do so before.

◀ Before breaking a rule, try to think about how it could affect you in the long run.



Art by: P. Wong/Stock/Thinkstock

A



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**Criminal charges.** In extreme, rare cases, employees or group members, or even entire organizations, may face criminal charges for their infractions. Examples of such offenses might include committing financial fraud or putting employees in danger. Criminal charges could result in steep fines or even prison time. *medical fraud*

These consequences may seem daunting, but as long as you do your best to follow the rules and think about possible consequences before acting, you will prevent yourself from facing them.

A



This fun video “Following the Rules” by EpicnessToGo illustrates possible consequences of breaking the rules in your everyday life: [https://www.youtube.com/watch?v=iUGRifX\\_ayI](https://www.youtube.com/watch?v=iUGRifX_ayI).

*code of conduct  
life expectancy*

### **What’s the Point?**

People sometimes struggle or do not have the motivation to follow rules. Often, this is because they do not understand why the rules are necessary. However, following rules of conduct brings many benefits to both individuals and organizations that go beyond simply avoiding negative consequences.

Studies have shown that organizations with strong codes of conduct experience less misconduct, which has a positive impact on the organization’s performance as a whole. If the code of conduct is linked to its overall objectives, then following the rules will help the organization obtain success.

Also, a code of conduct clearly designates what is acceptable and unacceptable so everyone knows exactly how and how not to behave. It is a strong foundation for all actions and decisions carried out by the organization and its employees. The code of conduct is also a point of reference that makes it easy to identify breaches in conduct and resolve conflicts consistently. The clarity brought about by the code of conduct improves organizational communication and culture. Organizations in which everyone follows a clear set of rules are more likely to attract and retain the best members than those with unstructured or unclear standards of behavior.

A

Following rules also has a positive impact on an individual level. If you follow the rules laid out by your organization, you will meet expectations and be protected from consequences. You can also use the rules as a guide for handling difficult ethical situations, ensuring that you are always acting with **integrity**. Having a set of established rules helps the organization to be more organized and fair, which makes it a more pleasant experience and allows you to be treated fairly.



- ▶ *Playing games with family and friends is much more enjoyable when everyone follows the rules! The same is true in a school, workplace, or other organization.*



### The Ethical Connection

Rules of conduct are not just pulled out of thin air; they are usually based on the organization's ethical values. **Ethics** are the basic principles of right and wrong that govern behavior. However, what is allowed by the rules is not always ethical, and what is ethical is not always included in the rules. Consider an employee who regularly spreads gossip about his coworkers. Gossip isn't illegal, and it might not be against an organization's rules, but it creates a negative work environment and should be discouraged.

*DRAMA!*

While rules of conduct prevent illegal activity and rule-breaking, organizations might also have a code of ethics that encourages people to embrace the organization's morals and values. Codes of ethics tend to be more general and focused on an organization's principles rather than specific behaviors that are required or banned. A code of ethics might encourage **cooperation** among coworkers, whereas a code of conduct might specifically prohibit using disrespectful language toward coworkers. Overall, both the code of ethics and code of conduct should work together to promote respectful, value-based behavior.





A

## Summary

Organizations establish rules so that they can run smoothly and operate effectively. These rules often take the form of a code of conduct. The code of conduct usually includes the organization's mission statement, values, and specific behaviors that are expected or prohibited. When these rules are not followed, many possible consequences can arise, so it is important to follow them to the best of your ability. When members of an organization follow the rules, the organization as well as individuals receive many benefits. Rules of conduct are usually based on ethics and respect, but both a code of conduct and a code of ethics are necessary to have a complete set of expectations and guidelines.

## TOTAL RECALL

1. What is a code of conduct?
2. What is the purpose of having rules of conduct?
3. Give three examples of topics that might be included in a code of conduct.
4. Verbal warnings, written warnings, reduced responsibilities, and suspension are examples of \_\_\_\_\_.
5. How do codes of conduct benefit organizations?
6. How do codes of conduct benefit individuals?
7. How do rules of conduct relate to ethics and respect?

B

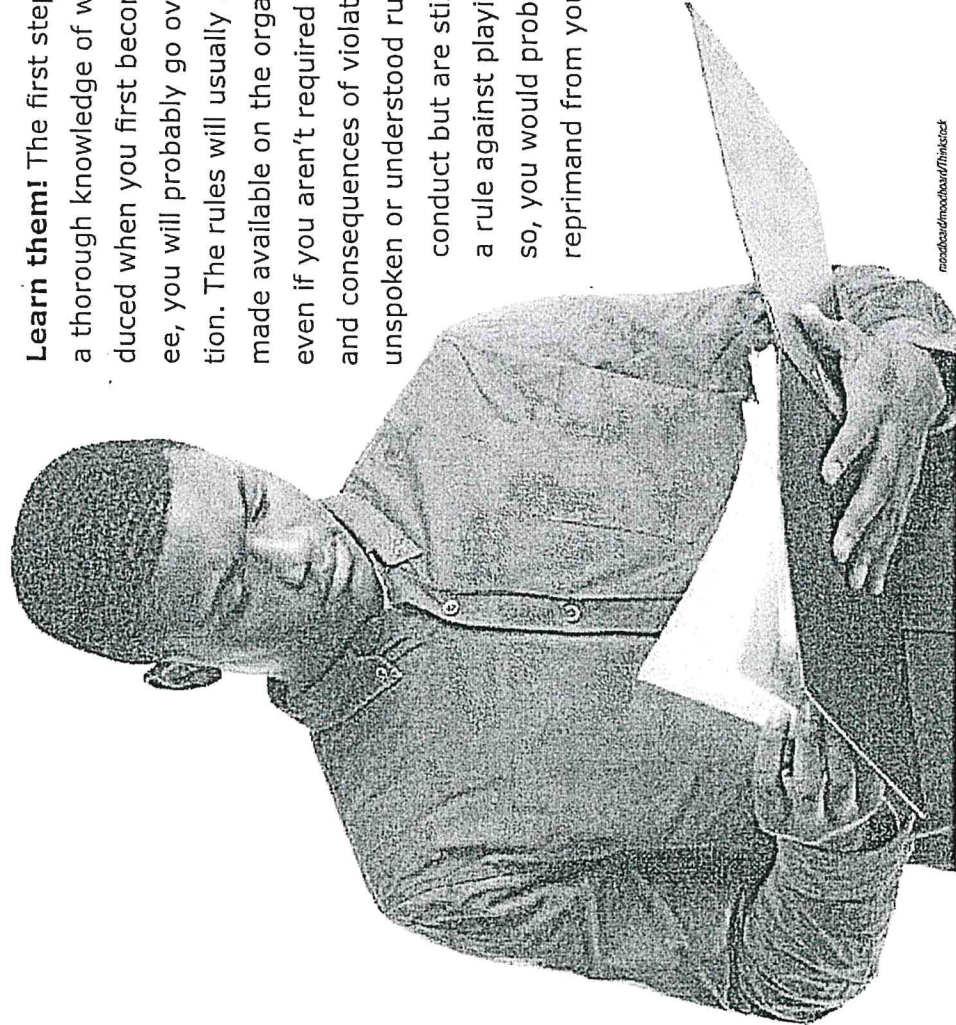
## Be a Rule Follower

Abiding by rules of conduct will help you to be successful and become a valuable member of your school, workplace, or organization. You can use many techniques to ensure that you are following rules of conduct.

**Learn them!** The first step of following rules of conduct is to make sure you have a thorough knowledge of what the rules are. Generally, rules of conduct are introduced when you first become a part of an organization. For example, as an employee, you will probably go over the code of conduct during your job training or orientation. The rules will usually be written and given to you in an employee handbook or made available on the organization's intranet. Take the initiative and learn the rules, even if you aren't required to do so. Familiarize yourself with the rules, processes, and consequences of violations. Finally, you should make sure to learn about any unspoken or understood rules that are not a formal part of an organization's code of conduct but are still expected. For example, your workplace may not have a rule against playing loud, inappropriate music at your desk, but if you did so, you would probably be a nuisance to your coworkers and might receive a reprimand from your supervisor.

*Manners!*

◀ Carefully reading the rules takes time, but it will help you to be successful in the long run.

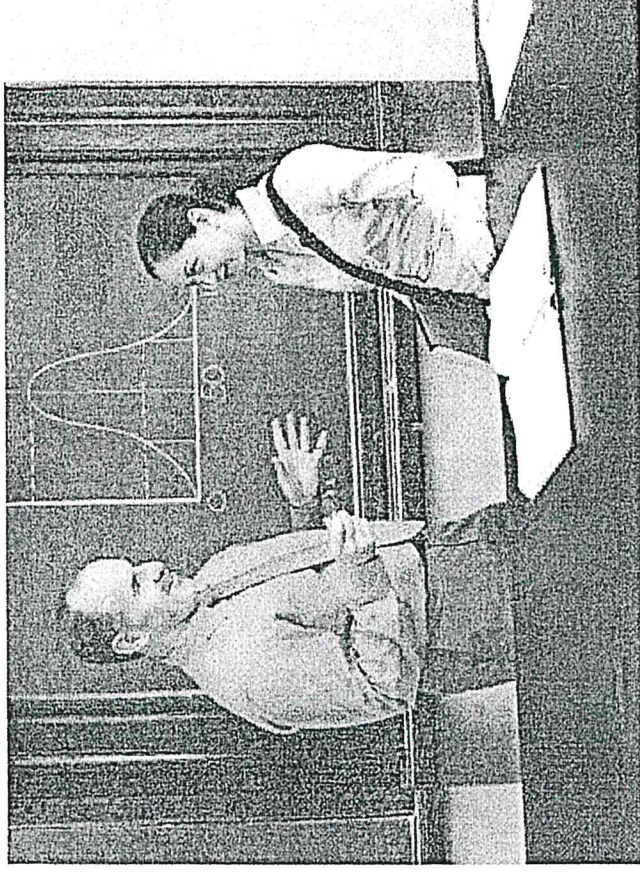


readhard/moodboard/thinkstock

**Understand them!** It's not enough to just know what the rules are—you should also understand the *why* behind them. Knowing the purpose of rules will make you more likely to remember and follow them. To understand the code of conduct, think about the organization's values, stakeholders, and objectives. Most of the rules of conduct probably relate to them! For example, if you are a member of the marching band, you may be required to pass memorization tests before you can participate in competitions. You may not understand the purpose of this rule at first. However, when you realize that one of the band's objectives is to perform well at competitions, and you know that memorizing the music helps bands score better, you may begin to see the need to follow the rule so the band can be successful.

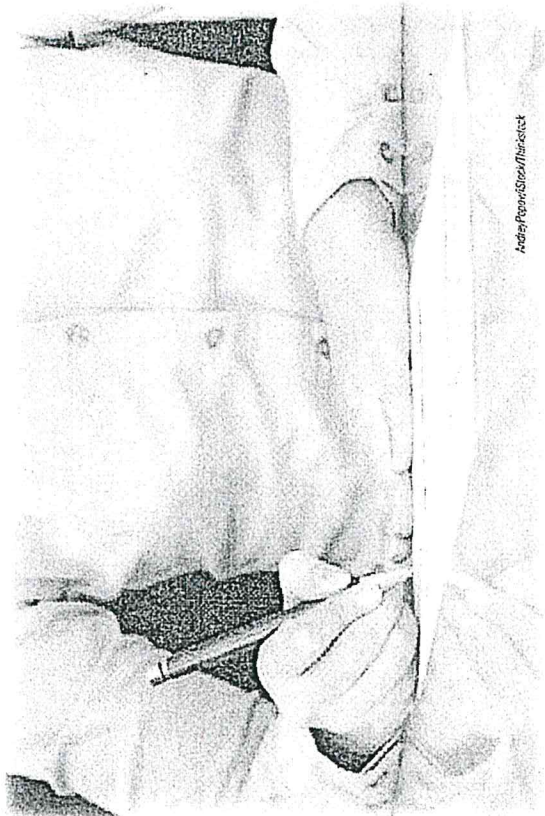
If you don't understand all of the rules, be sure to ask questions and gain clarity—especially if anything seems unusual or unethical. Don't be afraid to respectfully question the established procedures. Sometimes new input can help an organization clarify or redefine its rules and make them better!

**Commit to them!** The easy part is learning the rules. The hard part is following them and sticking to it! At times, you might be tempted to break rules, even if you have good intentions. For example, Charlotte works at a coffee shop that prohibits employees from eating the shop's pastries and sandwiches without paying for them. Charlotte has always followed this rule, but one morning, she is very hungry and doesn't have any money with her. She may be tempted to snack on a muffin, just one time. But if Charlotte is truly committed to following the rules, she must obey them at all times, even when it is difficult.



▲ *It might be difficult to talk about rules with a parent, teacher, or other authority figure, but it will help you both understand each other better.*

B



Depending on the organization, your commitment to the rules may be formalized in a written agreement that you are required to sign. Sometimes these agreements are legally binding. Even if there is not a written agreement, following the rules is still crucial to maintaining your employment, enrollment, or membership. Think about how hard you worked to get where you are and the consequences that you might face if you break the rules. Reminding yourself of the significance of the rules is a good way to ensure that you stay committed to following them.

**Refer back to them!** You should review your organization's rules of conduct on a regular basis. These rules could change over time, so it is important to stay up to date. Even if the rules don't change, everyone could use a refresher now and then. If the code

of conduct is lengthy and detailed, or if it has been a while since you reviewed it, you may forget some of the specifics. Also, if you are ever in a situation that makes you uncertain, you should consult the rules of conduct to make sure that your actions and decisions align with them.



To truly understand how to follow rules of conduct, you may want to see an example for yourself! Check out "Code of Conduct: The Canada Diabetes Association" from the HR Council and see if you can apply these techniques: [http://hrcouncil.ca/docs/POL\\_Code\\_of\\_Conduct.pdf](http://hrcouncil.ca/docs/POL_Code_of_Conduct.pdf).

B

## Summary

While following the rules might seem simple at first, you may experience some challenges along the way. The first step of successfully following rules of conduct is to learn them. Take some time to familiarize yourself with the rules, even if it is not a requirement. You should also become aware of any informal or unspoken rules that are still important for you to follow. After learning the rules, take the next step and thoroughly understand them. Understanding the purpose behind the rules will make following them easier. Committing to the rules means following them at all times, even when it is difficult. Your organization may require you to sign an agreement, but even without making a written commitment to them, you can consistently follow the rules by reminding yourself of their importance. Finally, refer back to the rules on a regular basis so that you are aware of any changes and always have the rules fresh in your mind.

## TOTAL RECALL

1. What are four techniques you can use to successfully follow rules of conduct?



Beverly Smith

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17, 18 & 19

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Student Guide

# It's Up to You

## Taking Responsibility for Decisions and Actions



### Objectives:

- A** Explain the need for taking responsibility for decisions and actions.
- B** Take responsibility for decisions and actions.



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# So What?

Consider the following situation: Your parents have promised you a trip to the beach at the end of the school year, but when the time comes, your brother is sick, and you aren't able to go. How will you handle the situation? You could get angry and upset, yelling at your parents about the change in plans. Or you could be understanding and sympathetic, letting your family know that you'll be excited for the trip whenever it can be rescheduled.

Here's another scenario: You're working with a group on a science project. Your part is due tomorrow, and if it's not completed, the group can't move forward. You want to go to the movies, but you know that if you do, you probably won't finish your part of the project on time. You could go to the movies and allow the group project to fall behind schedule. Or you could stay home and complete your work.

In both of these cases, you have a choice to make. You can act responsibly or irresponsibly. The ability to demonstrate responsibility in your decisions and actions is a skill that you simply can't get through life without. Read on to learn more about what responsibility is, how it benefits you, and how you can learn to take responsibility.

# A

## Responsibility Matters

You've probably heard phrases such as "Be responsible!" or "Take responsibility!" hundreds of times in your life. But have you ever stopped to think about what responsibility really means? Taking responsibility is:

- Understanding that you—*and only you*—are in control of the decisions you make and the actions you take
- Refusing to blame others for the consequences of your decisions and actions
- Keeping the commitments that you have made to yourself and others
- Developing the strength and determination necessary to make the right decisions and take the appropriate actions

► *Responsibility sometimes means sacrifice. There are times when being responsible means working late or giving up your personal time for the good of your organization.*



A

Let's take a look at a few examples of people acting responsibly:

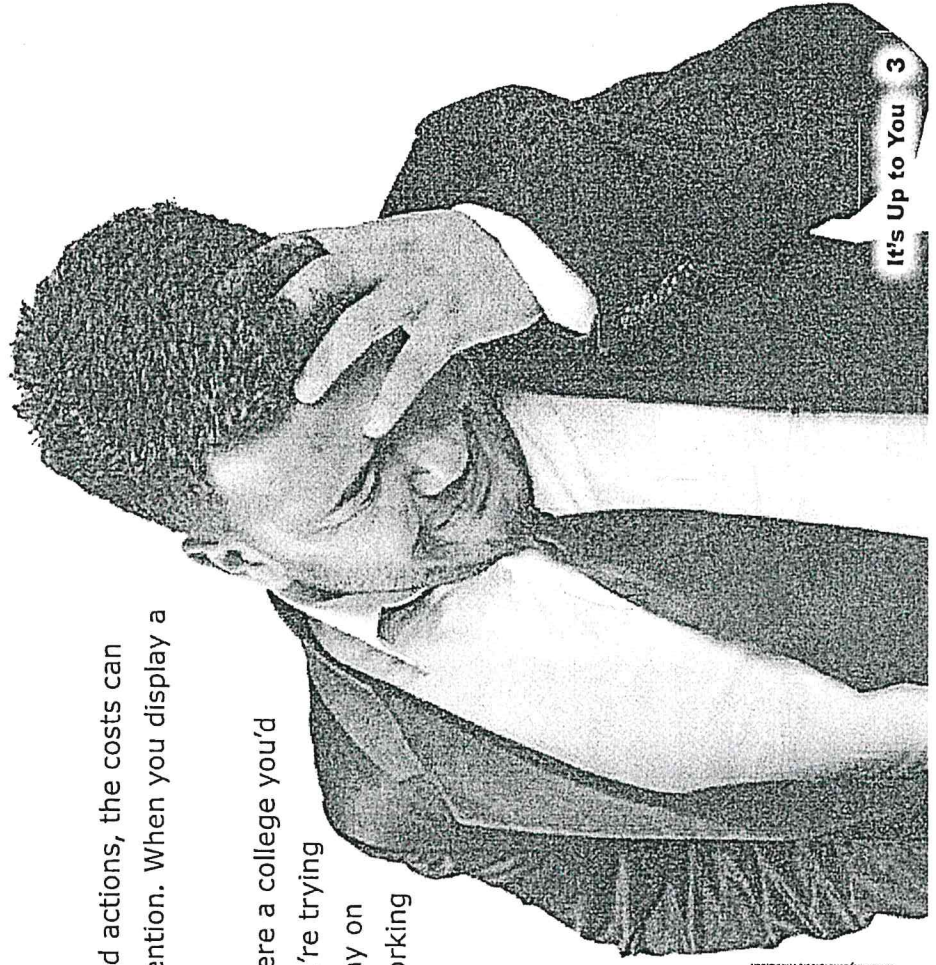
- Frankie wants to go to a party Saturday night, but she knows she's only allowed to do so if her homework is done. She chooses to get her homework finished on time so she can enjoy the party with her friends.
- Markus and his group of friends have been caught skipping class. Instead of telling his parents that his friends talked him into it, Markus admits that he made a poor decision and accepts the consequences of his actions.
- Marian promises her boss that she can work overtime on Wednesday to help with inventory. When Wednesday evening arrives, Marian is tired and really wants to head home, but she keeps the promise she made and stays to help.

### Consider the consequences

When a person fails to take responsibility for her/his decisions and actions, the costs can often be much greater than just missing a party or getting a detention. When you display a consistent pattern of irresponsibility, you may:

**Fail to achieve your goals.** What do you want to achieve? Is there a college you'd really like to get into? A career path you want to take? Maybe you're trying to save enough money to buy a car next summer. If you don't stay on track by studying, getting your college applications in on time, working hard at your internships, sticking to your budget, or whatever it takes to achieve your goals, it's very likely that you will fall short of the mark.

- ▶ *Taking responsibility for your actions is crucial. Failing to do so can create problems in your social life and in your career.*



Small Gyms/Stock/Thinkstock



A

**Experience difficulty getting along with others.** Think about it. If you break promises, fail to complete your school assignments, or show up late for work, you may find yourself experiencing strained relationships with family, friends, teachers, classmates, bosses, coworkers, etc. It's not that you have to be perfect—*no one* is perfect, and you will make mistakes now and then. But a pattern of irresponsible behavior will certainly make it more difficult to get along with the people in your life.

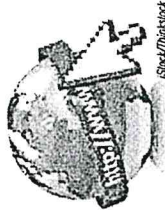


**Lose your sense of control.** When you don't accept full responsibility for your own decisions and actions, you have a tendency to blame outside factors for the things that go wrong in your life. While it might be easy at times to blame something or someone other than yourself, what you're really doing is giving up control over your own life and circumstances. If you can't take the blame for your mistakes, then you can't take the credit for your successes either. And, over time, that's a very unsatisfying way to live.

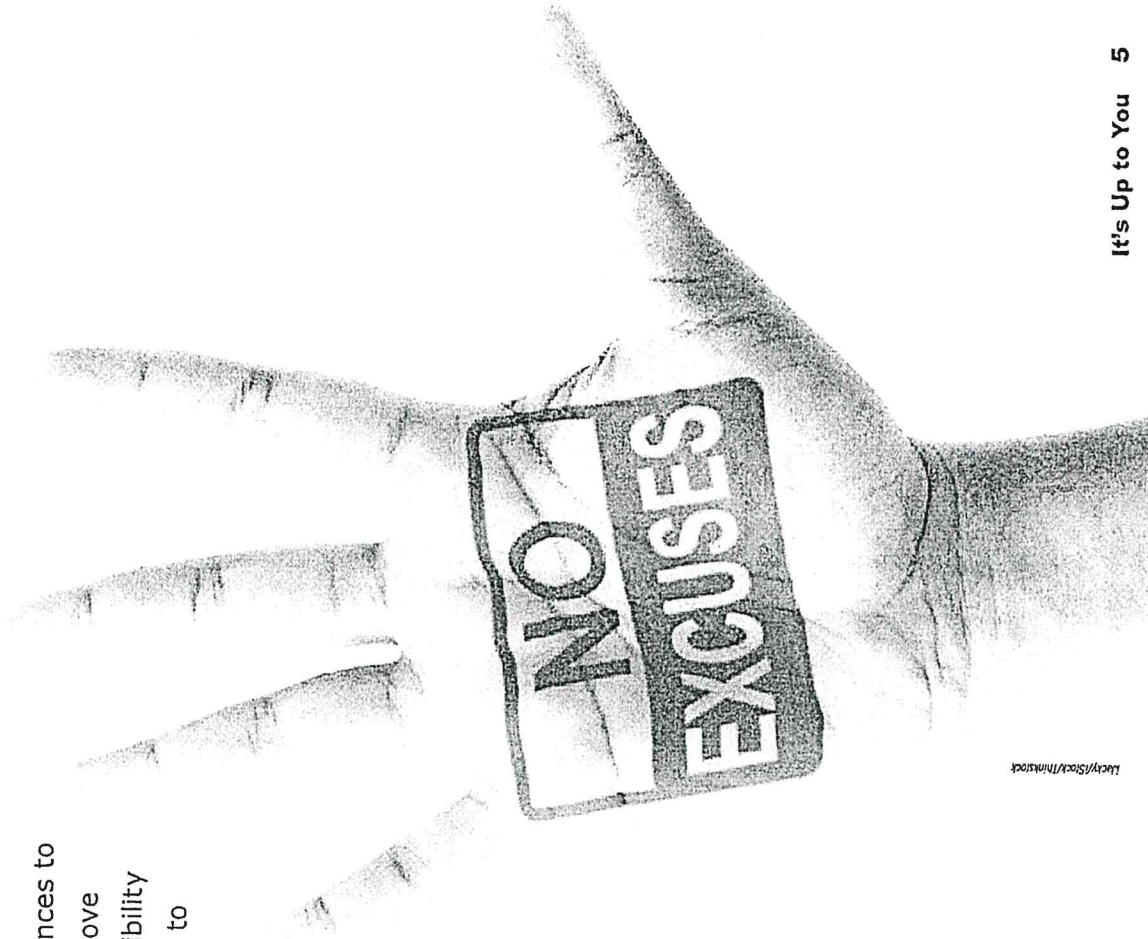
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**Fall into a victim mentality.** If you believe you are controlled by the people and circumstances around you, you may hold them responsible for anything that goes wrong in your life. Over time, this can create a victim mentality in which you fail to see the ways you can and should take personal responsibility.

This attitude may also cause you to sit and wait for your circumstances to change, rather than taking action. You'll end up stuck, unable to move forward toward achieving your goals. However, if you take responsibility for your own decisions and actions, you'll feel free and empowered to make your own decisions and take appropriate actions.



Rosanna Casper offers insight into breaking free from a victim mentality in her article "How to Ditch the Victim Mentality and Become More Empowered." You can read it at <http://lifehacker.com/how-you-can-ditch-the-victim-mentality-and-become-empow-1738077671>.



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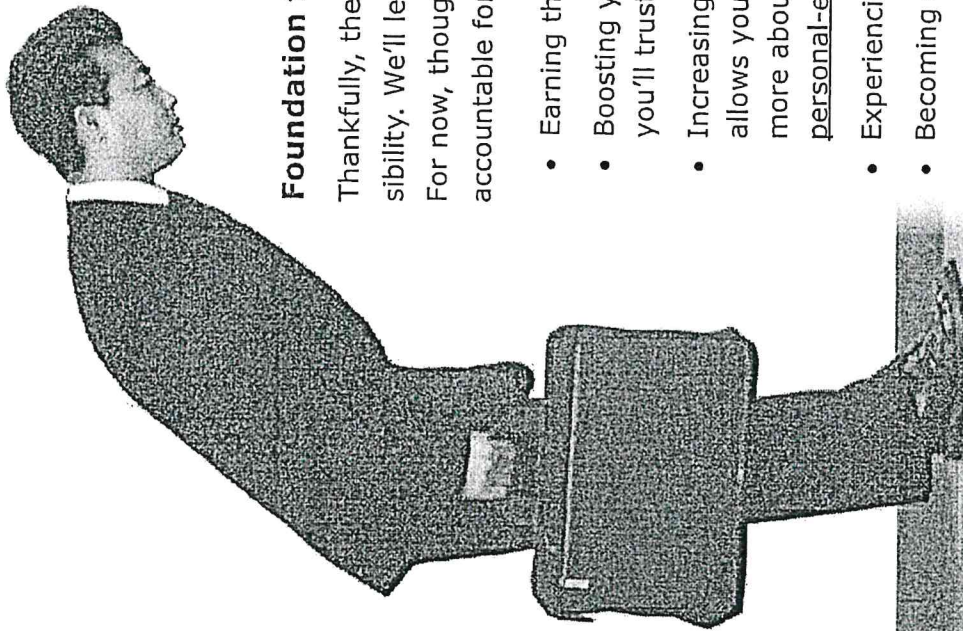
**Feel unhappy and dissatisfied with your life.** When you fail to take responsibility for your decisions and actions, you may experience a number of different negative feelings, including:

- **Guilt**—knowing that you should have taken responsibility but didn't
- **Resentment**—being frequently upset with others because you think you've been treated unfairly
- **Denial**—being unable to recognize that you are the only person accountable for your choices and behavior

When these types of negative emotions build up over a period of time, you'll begin to feel an overall sense of unhappiness and dissatisfaction with your life.

◀ *Taking responsibility for your actions has more of an impact on your emotions than you may think. Steer clear of guilt and resentment and live a happier life—just by choosing to act responsibly.*

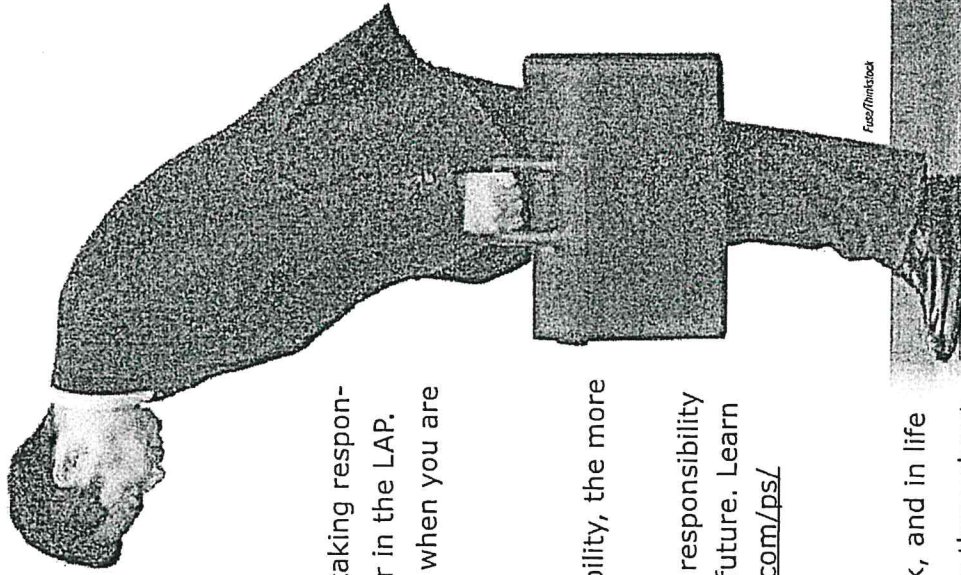
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### Foundation for success

Thankfully, there's no reason to suffer the consequences of not taking responsibility. We'll learn more about how to develop responsibility later in the LAP. For now, though, check out some of the benefits you can expect when you are accountable for your decisions and actions:

- Earning the trust and respect of others
- Boosting your self-confidence—The more you take responsibility, the more you'll trust yourself to make the right choices.
- Increasing your sense of **empowerment**—Regularly taking responsibility allows you to feel a sense of control over your own life and future. Learn more about empowerment here: <http://www.skillsyouneed.com/ps/personal-empowerment.html>.
- Experiencing greater personal growth and **maturity**
- Becoming a stronger, more capable leader at school, at work, and in life
- Possessing much greater potential for success and happiness throughout your life and career



A

## Summary

Taking responsibility means understanding that you alone are in control of your decisions and actions, refusing to blame others for the results of your choices, keeping your commitments, and developing the strength and determination necessary to make the right decisions and take appropriate actions. When you fail to take responsibility, you may fail to achieve your goals, experience difficulty getting along with others, lose your sense of control, fall into a victim mentality, and eventually feel unhappiness and dissatisfied with your life. The benefits of taking responsibility include earning the trust and respect of others, boosting self-confidence, increasing empowerment, experiencing greater personal growth and maturity, becoming a stronger leader, and possessing greater potential for success and happiness in your life and career.

## TOTAL REFLECTION

1. What is responsibility?
2. What are the potential consequences of failing to take responsibility for your decisions and actions?
3. What are the benefits of taking responsibility for your decisions and actions?

## THE GRAY ZONE

Part of responsibility is keeping the commitments you have made to yourself and others. There are times when breaking a commitment is impossible to avoid. For instance, if you have the flu and are too sick to play in your volleyball game, you're not being irresponsible. That's just part of life.

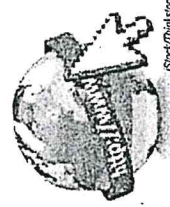
Other situations are not so clear, however. Let's say that you promised your friend you'd come see her in the school play, but when the day arrives, you really just want to stay home and have a movie marathon with your brother. It's been a long week, and you're tired—she'll probably understand. Or say you told your neighbor you could babysit this weekend, but now you'd rather go to a concert with your friends. You can suggest a good replacement sitter. Is it irresponsible to change plans in these types of situations, as long as you give people enough notice? What do you think?

B

## Take Control

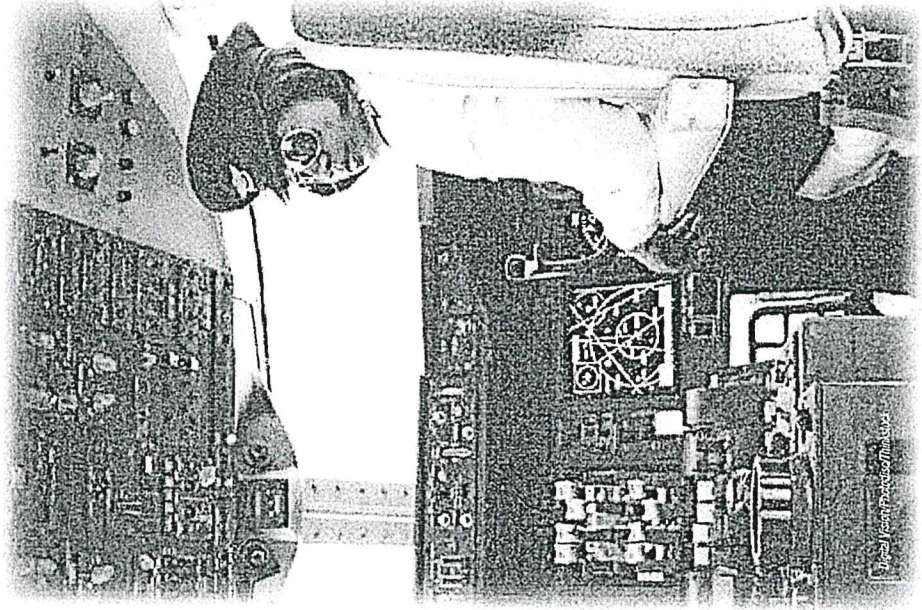
Almost everyone is capable of accepting full responsibility for her/his own decisions and actions. It may be more difficult for some people than it is for others, but it certainly isn't impossible. There are several character traits that you can develop that will help you as you seek to develop personal responsibility. These characteristics include:

- Honesty—It's difficult to be responsible if you can't be truthful to others and to yourself.
- Respect—When you **respect** yourself and others, you have greater motivation to behave responsibly.
- Critical-thinking skills—Having **critical-thinking skills** means that you can make reasonable judgments about people, ideas, situations, etc. You might use critical-thinking skills when you see that a friend is upset and you try to understand why. Or you might use critical-thinking skills when you're setting a budget for the student council. Can you think of a few more examples?



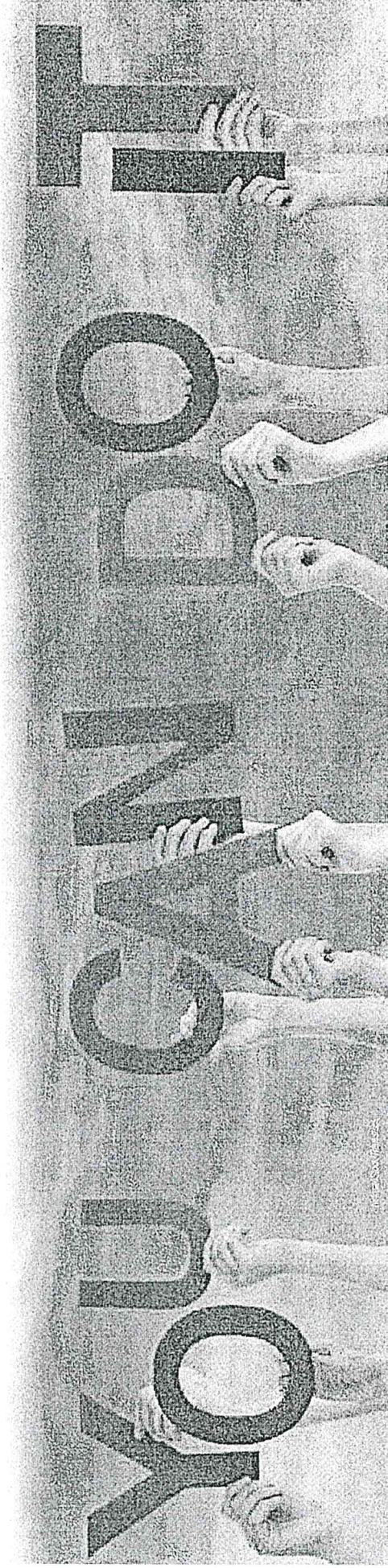
Grace Fleming provides more insight into critical-thinking skills in her article "Introduction to Critical Thinking." You can read it here: <http://homeworktips.about.com/od/homeworkhelp/a/Introduction-To-Critical-Thinking.htm>.

◀ *Acting responsibly can take you to new heights! Some of the coolest jobs available require employees to have a strong history of responsible behavior.*



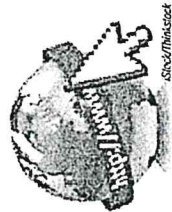
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- **Self-discipline/Self-control**—Being responsible means doing what you need to do even when it's challenging. You may not feel like studying for your midterm exams, but if you have **self-discipline**, you'll buckle down and do it so that you can be fully prepared to do your best. You might get frustrated with a friend or a family member, but if you have **self-control**, you won't blow up; instead, you'll talk through the problem calmly.
- **Carefulness/Attention to detail**—It's irresponsible to produce sloppy work. This goes for everything from putting the clean dishes away to completing your school assignments to taking a customer's order at work. Carefulness is an important aspect of responsibility.
- **Problem-solving skills**—No matter how responsible you are, you're bound to encounter problems in your life. When problems occur, you can either throw up your hands and say, "There's nothing I can do!" or you can figure out how to solve them. Having the determination to overcome obstacles often goes hand in hand with taking responsibility for your decisions and actions.

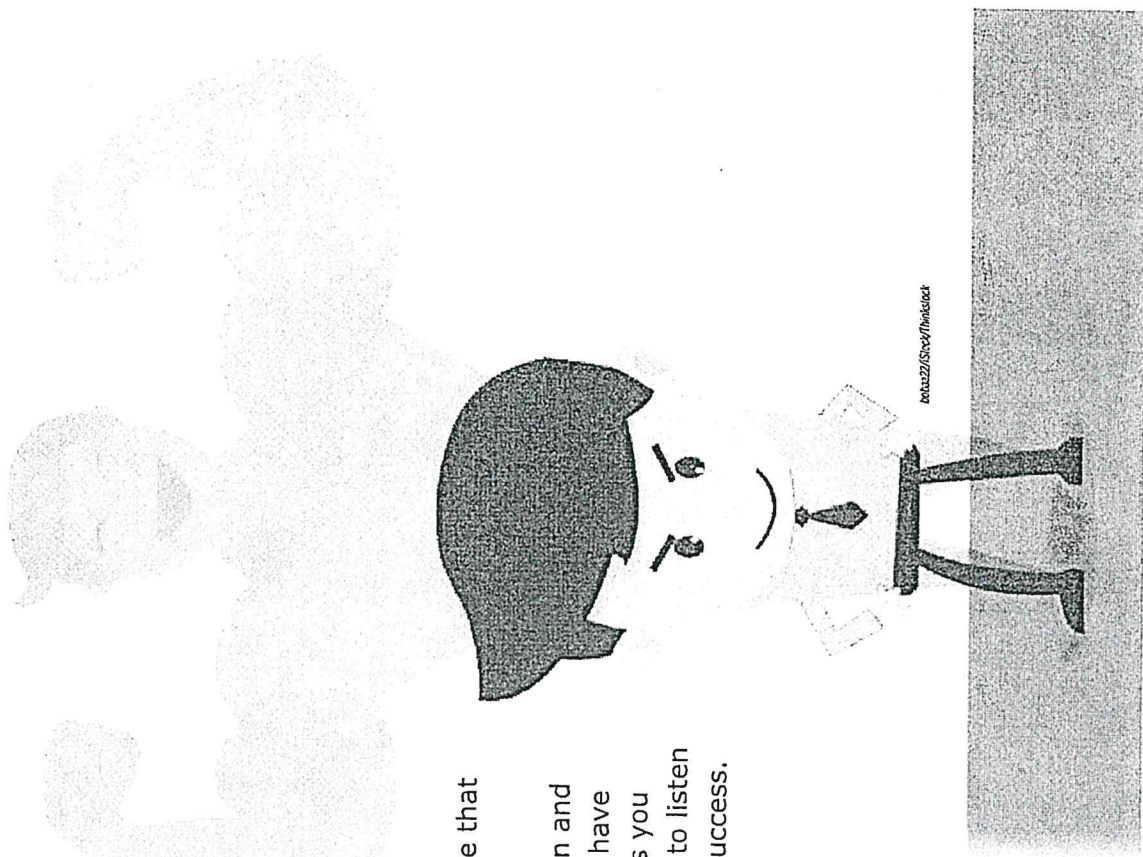


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- **Self-awareness—Self-awareness** simply refers to your ability to recognize the effects your actions have on others. Little children have very little self-awareness. Have you ever noticed this? They may cry loudly right in the middle of a store or ask embarrassing questions of strangers. As we get older, however, we become more self-aware. We understand how we should act in public, treat other people, etc. It's difficult to take responsibility for your choices and behavior without an appropriate amount of self-awareness.
- **Self-confidence**—Knowing that you are completely responsible for all of your decisions and actions can be a somewhat scary thought! You will be accountable for your failures—but you will also own your successes! It takes self-confidence to believe that you can—and will—make the right choices.
- **Coachability**—If you are **coachable**, it means you are open to instruction and correction. No one is perfect or knows it all. That's why it's important to have people in your life—parents, teachers, bosses, etc.—who can help you as you learn to take more and more responsibility for yourself. Your willingness to listen and learn from them can make a big difference in terms of your future success.



"Being Coachable: How Do You Take Feedback?" provides more details on developing this important character trait. You can find the article at <http://fcwisconsinclipse.com/PlayerDevelopment/679513.html>.





B

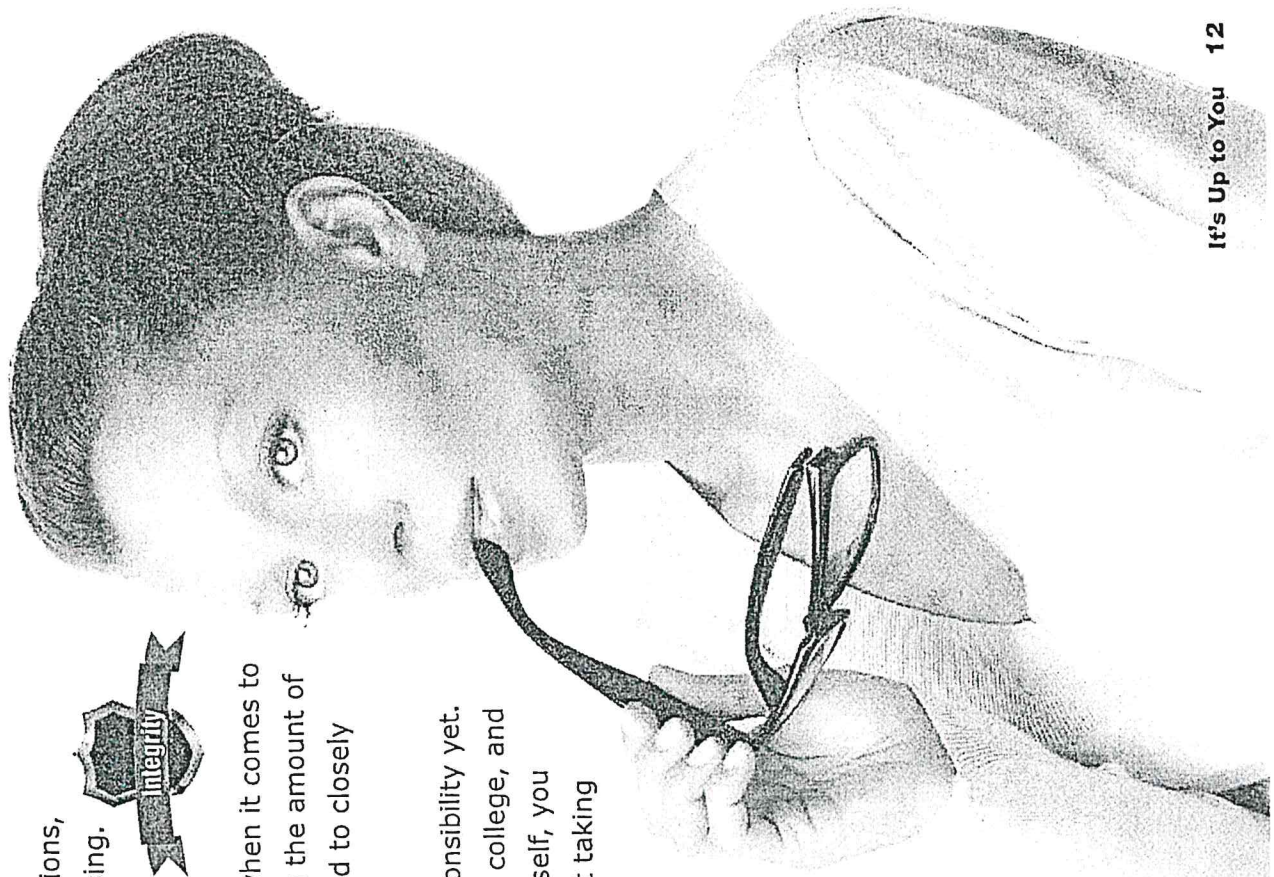
## Be responsible!

You know *why* you should take responsibility for your decisions and actions, but you might not know *how*. Don't worry! It isn't too difficult or confusing. It just requires your willingness and dedication to be the best you can be. The following steps explain the process of taking responsibility.



**Step One: Reflect and evaluate.** How well are you doing right now when it comes to taking responsibility for your choices and behavior? If you aren't taking the amount of responsibility that you should, why? What's stopping you? You may need to closely examine your core beliefs to get to the heart of the matter.

Perhaps, for instance, you don't feel that you're old enough to take responsibility yet. You think there will be plenty of time for that when you graduate, go to college, and start your "real life." If you can recognize this belief or attitude in yourself, you can start to consider the many ways in which it will benefit you to start taking responsibility *now* rather than in the future.





Winning/Valentine/Thinkstock

B

**Step Two: Refuse to place the blame on others.** A major part of taking responsibility is holding yourself accountable for the consequences of your own decisions and actions. If you have a habit of blaming others for your mistakes, it can be hard to break. Blaming others might come more easily to you than you think. Have you ever:



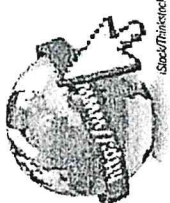
- Gotten in trouble for sneaking out with friends and blamed your parents/guardians for being too strict?
- Received a poor grade on an exam and blamed your teacher for not explaining the material more thoroughly?
- Missed a shift at work and blamed your manager for not letting you know the schedule?

In each case, you could have taken responsibility. You could have followed your parents/guardians' rules even if it wasn't the fun thing to do at the time. You could have studied harder or asked your instructor to help clarify the exam material. You could have made sure you had next week's work schedule before leaving your last shift.

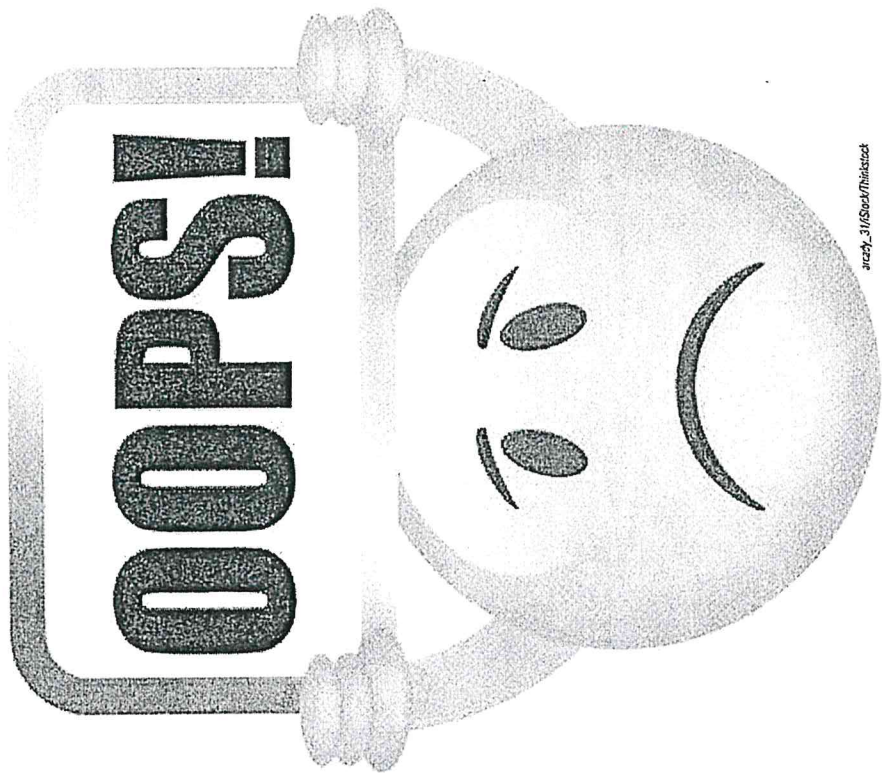
Once you realize that you have the ability to change the situations in which you find yourself by taking responsibility and refusing to blame others, you will start understanding the true power of personal responsibility. It benefits you and everyone around you!

▼ *Stop pointing fingers! True responsibility starts with being accountable for your own actions.*

B



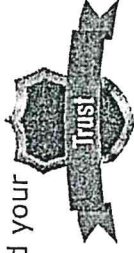
Collette Gee speaks more on the topic of blaming others in her article "Stop Blaming Other People and Pick Up a Mirror." The article is available at [http://www.huffingtonpost.ca/collette-gee/blaming-others\\_b\\_5962174.html](http://www.huffingtonpost.ca/collette-gee/blaming-others_b_5962174.html).



**Step Three: Give yourself a break.** It's OK to make mistakes. Even responsible people mess up sometimes. Being responsible doesn't mean being perfect. It does, however, mean that you own up to your mistakes and attempt to fix them. Let's say you're a server at a restaurant, and you give the kitchen the wrong order for one of your customers. You're flustered by the situation, but you let the customer know what's happened, assure him that you'll rush the replacement order, and offer him a free dessert. Your simple apology and quick action to repair the problem will likely be all that's needed to make it right.

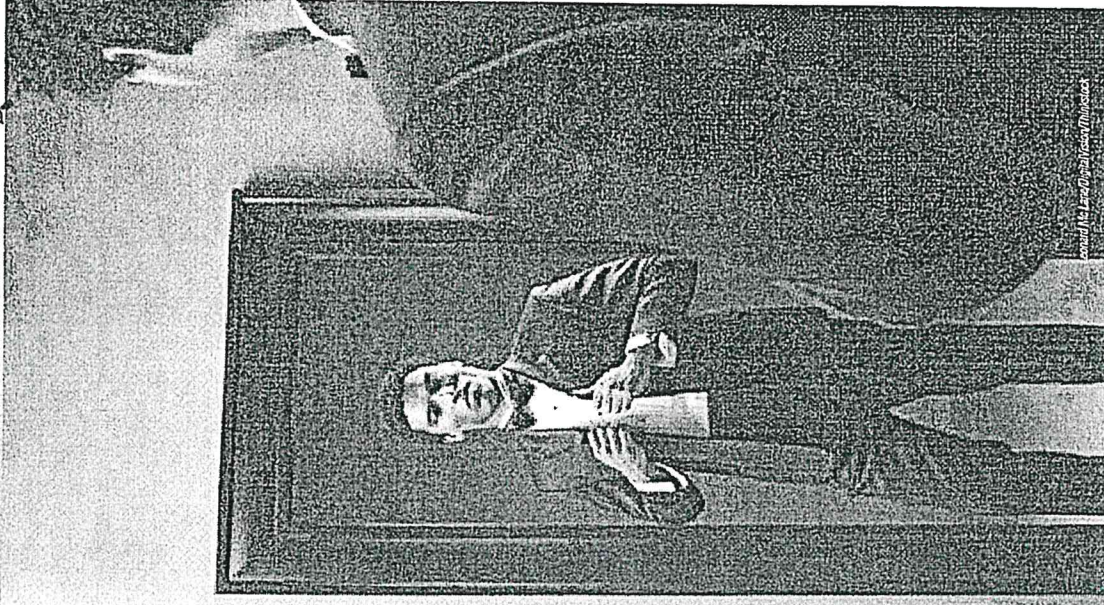
Don't beat yourself up for making a misstep. Even if you make a mistake and don't handle it responsibly, there's always next time. Your entire life is full of opportunities to take responsibility for your choices and behavior. There's never a reason to give up or stop trying.

**Step Four: Build your self-confidence and self-esteem.** Taking responsibility for your own life and future is no small job. If you take steps to build your **self-confidence** (trust in your own abilities and judgments) and **self-esteem** (respect for yourself, confidence in your own worth), you will be much better equipped to take on this task. Some ways you can do this include:



- Making a list of all the accomplishments you're proud of. There are probably more than you realize!
- Determining to engage only in positive self talk. Don't listen to the negative voices in your head!
- Paying attention to your physical self. Exercise, eat nutritious foods, practice good posture, dress appropriately for school and work, etc. You'll be surprised how much better these actions will make you feel about yourself!
- Making a conscious effort to meet new people and make new friends.

Can you think of some more ways to boost self-confidence and self-esteem?

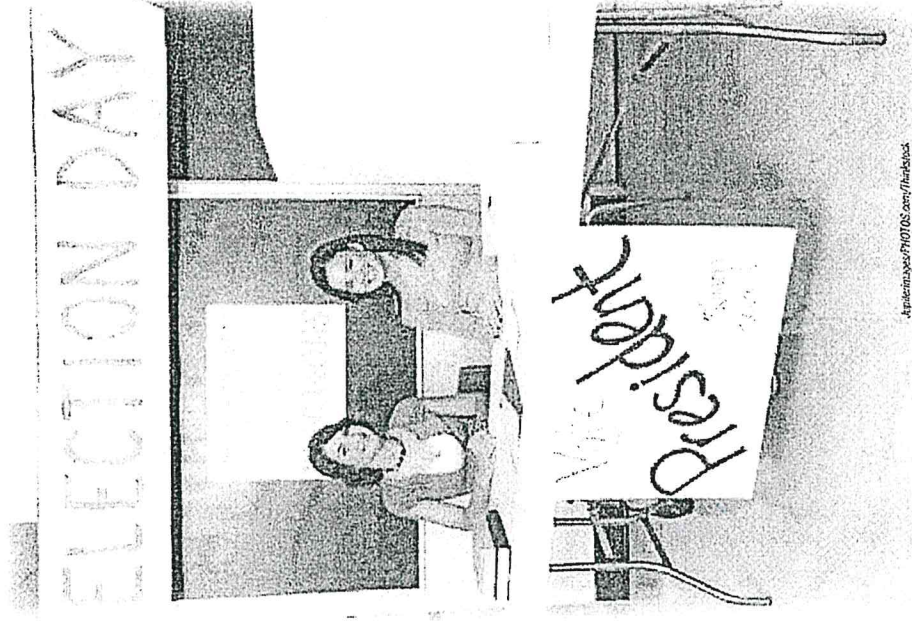


▲ *Self-confidence and self-esteem are some of the most attractive qualities there are. Trusting and respecting yourself helps others feel the same way about you.*

**Step Five: Be proactive.** Being proactive means that you make things happen rather than waiting for them to happen to you. Here are some examples of people being proactive:

- Kirk wants to prove to his parents that he's responsible enough to own a dog. Before asking them, he spends a few months taking on extra work at home—cleaning, doing laundry and dishes, taking out the trash, etc. He's being proactive about showing his parents he can handle the responsibility of a pet.
- Colleen would like to see some changes occur at her school. Instead of complaining or hoping for change, Colleen runs for student council so that she can help make a difference.
- Jay is hoping for a promotion at work. He volunteers for extra shifts and takes a training class to help him excel in his position. He doesn't just hope that his boss will notice him someday—he strives to be the best employee he can be and earn that promotion!

**Step Six: Understand the limits of your responsibility.** Understanding the limits of your responsibility can often be as difficult as learning to take responsibility in the first place. You are responsible for your decisions and actions, not those of others. Let's say that your friend gets angry if you don't go along with her plans. You're not responsible for her reactions or anger, even though it may feel that way. It can sometimes be hard to remember where the boundaries are. Just remember that other people are accountable for their own choices and behaviors in the same way that you are for yours.



▲ Being proactive is one of the best ways to make things happen. Very rarely do great things happen to those who just expect great outcomes without putting forth the effort.

B

**Step Seven: Remember the little things.** Taking responsibility doesn't just involve the major decisions and actions in your life. You have dozens of opportunities every day to take responsibility with the little things. Hanging up your coat rather than just leaving it on the chair or the floor, helping a senior citizen load groceries into her/his car, being on time for class, double-checking a customer's order to make sure you've gotten it right—all of these small acts of responsibility add up.

**Step Eight: Assess yourself regularly.** Take time to examine how you're doing with taking responsibility for your decisions and actions. You can do so once a week, once a month—whatever works best for you. If you are a coachable person, you might ask a trusted friend or mentor to help you determine how you're doing—what you're doing—what you've developed and are continuing to develop the skill of taking responsibility over time.

# MEASURE



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B

## Summary

People who excel at taking responsibility often possess traits such as honesty, respect, critical-thinking skills, self-discipline/self-control, carefulness/attention to detail, problem-solving skills, self-awareness, self-confidence, and coachability. To take responsibility for decisions and actions, a person can follow these steps: reflect and evaluate, refuse to place the blame on others, give yourself a break, build your self-confidence and self-esteem, be proactive, understand the limits of your responsibility, remember the little things, and assess yourself regularly.

## TOTAL RECALL

1. What character traits are helpful for those seeking to develop personal responsibility for their decisions and actions?
2. What are the steps in the process of taking responsibility for your decisions and actions?

**RESPONSIBILITY MATCH-UP**

Directions: Match the word or phrase in Column B with the definition in Column A.

- Column B**
- a. Self-control
  - b. Self-esteem
  - c. Empowerment
  - d. Proactive
  - e. Denial
  - f. Self-awareness
  - g. Resentment
  - h. Critical-thinking skills
  - i. Coachability
  - j. Guilt
  - k. Self-discipline

- Column A**
1. \_\_\_\_\_ A feeling that you have done something wrong
  2. \_\_\_\_\_ A feeling of bitterness that you have been treated unfairly
  3. \_\_\_\_\_ Refusal to accept the truth
  4. \_\_\_\_\_ The process of assuming control over your own decisions and life
  5. \_\_\_\_\_ Thought processes that allow people to make sound judgments about people, ideas, situations, etc.
  6. \_\_\_\_\_ The ability to stay committed to important tasks even when it's difficult
  7. \_\_\_\_\_ The ability to restrain your emotions and actions appropriately
  8. \_\_\_\_\_ The ability to recognize the effect you have on the people and situations around you
  9. \_\_\_\_\_ Willingness to receive correction and instruction
  10. \_\_\_\_\_ Self-respect
  11. \_\_\_\_\_ Causing something to happen rather than waiting for something to happen



