

**Your Organization is your
Employees...
Incorporating Ethics Practices**

Delaware SHRM Conference 2008

Facilitated by: Tricia Cellucci

Point of the Session

- ▲ Explore and define ethical workplace issues
- ▲ Define strategies to tackle the ‘gray areas’ of unethical behavior in your workplace
- ▲ Implement a code of conduct – ethical standards
- ▲ Explore the key factors that will support your success as an organization and drive ethical behavior

Business Ethics...What is it?

- ▲ The decisions, choices and actions (behaviors) we make that reflect and enact our values.
- ▲ A set of standards of conduct that guide decisions and actions based on duties derived from core values.

Source: Ethics Resource Center

**What are the ethical issues that
you wrestle with in your
workplace?**

How do ethics play out?

▲ 2007 Deloitte & Touche Ethics and Workplace Survey

- Over 1000 respondents nationwide
- Over the age of 18
- Working part or full-time

Why do people make unethical decisions in the workplace?

- ▲ Lack of personal integrity (80%)
- ▲ Job dissatisfaction (60%)
- ▲ Financial rewards – bonus/salary increase (44%)
- ▲ Pressure to meet goals (41%)
- ▲ Lack knowledge of Code of Conduct (39%)

Factors Influencing Ethics at Work

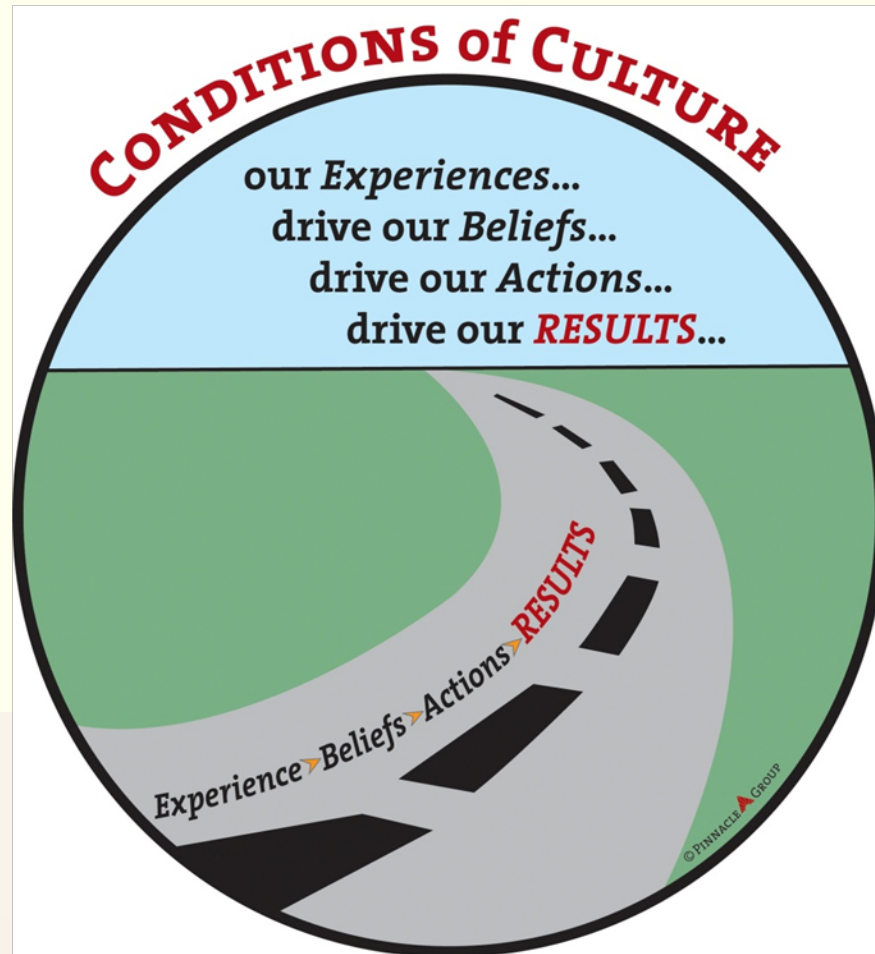
- ▲ Behavior of management (42%)
- ▲ Behavior of direct supervisors (36%)
- ▲ Positive reinforcement for ethical behavior (30%)
- ▲ *What else?*

What are the “gray” ethical issues/areas in your workplace?

The Gray Zone

- ▲ Ask a colleague for a personal favor, e.g., pick up dry cleaning or walk a dog (63%)
- ▲ Take a sick day when not actually ill (66%)
- ▲ Use company technology for personal use (72%)
- ▲ Participating in betting pools, e.g., Super Bowl and March Madness (84%)

Conditions of Culture



A Show of Hands...How many of you have...

- ▲ Code of Conduct
- ▲ Core Principles/Values
- ▲ Operating Principles

These are fundamental in putting ethical behavior into practice

Implementing Code of Conduct - Ethical Standards

- ▲ Ethical standards need to be transparent and supported by the daily performance of your managers.
 - Enlist key stakeholders
 - Define specific actions/behaviors within every business unit that tie the core responsibilities to the standards
 - Communicate expectations across the organization

Key Factors for Organizational Success

- ▲ Define the Culture – what the organization stands for
- ▲ Manage your Managers – employee conduct has a strong correlation to management practices

Key Factors for Organizational Success

- ▲ Listen, Observe and Act – be proactive about what is appropriate and respond quickly to what is not
- ▲ Minimize Bad Hires – match new hires to your culture

About Us:

- ▲ Pinnacle Group, a leader in business consulting, specializing in Human Resources, Training & Development, Organization Development and Business Operations solutions has the ability and expertise to understand challenging business situations and to implement the right solution.