# 252217 FORMATIVE ACTIVITIES

Formative assessment SO1

#### In your groups, discuss the following:

The purpose of the general code of conduct

The various marketing strategies that could be considered unethical. Do you agree? Note examples of each marketing strategy that you have seen or come across

Explain the implications for a marketing strategy if the code of conduct of the organisation prohibits lying to customers. Which marketing strategies would you be able to use?

#### In your groups

Study the handouts of the Codes of conduct from your Facilitator. Obtain a copy of your organisations own code of conduct.

* Sample Code of Conduct
* Public Servants Code of Conduct

Summarise the main points of the codes of conduct

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Formative Assessments SO2

Individual activity

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| What is the purpose of a code of conduct? |
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| List six things that would be included in a code of conduct. |
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| Explain why employees should be on time for work? |
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| Explain why you think employees should follow the instructions of superiors? |
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**Source, read and study a code of conduct SO2 AC1-2**

#### Work in pairs

An example of a code of conduct can be found in Handout 1. Read through the code of conduct and explain the accepted conduct by employees with specific reference to the following subjects:

* Honesty and truthfulness
* Quality
* Good citizenship
* Respect
* Fairness
* Responsibility and accountability.

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| **Code of Conduct** | **Explanation** |
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**Apply and implement a code of conduct and rectify deviations SO2 AC3-4**

#### Work in groups

* A big company is not telling it’s employees that asbestos inhalation can kill them. Is this ethical conduct and what should you, as an employee, do about it? refer to Section One for the answer.
* Ford failed to correct a known defect that made its Pinto vulnerable to gas tank explosions following low speed rear-end collisions. Suppose Ford had been one of the SOMEWHERE companies in handout 9, what should you, as an employee, do about it?
* You are aware that one of the bigger mines in the area are dumping polluted chemical wastes into rivers. Is this ethical?
* You know that one of your colleagues is accepting gifts from an organisation who wants to do business with SOMEWHERE. Is this allowed in terms of the code of conduct? What should you do about it?

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#### In your Groups

Gather the Code of Ethics and/or Code of Conduct of your organisation and then compare it to the sample handout from Sanlam. In no way is the Sanlam one complete, but for that sake, neither would your organisation’s Code be complete. Each organisation will write their code specific for their own use and personalise it to their employees. You are required to get a code of conduct of two different companies and then complete the following actions after studying both of them:

Because a code of conduct of specific to each organisation, it will outline the core values and requirements the organisation has for its employees and itself. These values and requirements are specific and in detail will explain what the employees should do when in doubt, in a situation where the Conduct and Ethics of the organisation may be in disrepute. Therefore these documents will be supplied to the employees, but will be regarded as sensitive information, to outside organisations.

Identify and explain from whom (person) you obtained the Code of conduct in the two organisations

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Ask the person what safety measures they have in place for the distribution of their Codes of Conduct and Ethics

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Ask the person how they, as an organisation, will apply these codes and implement them, to new and existing employees in their organisations

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Now you need to study and compare the two different documents. Make sure that you compare the content of the two documents in light of the following general guidelines; Employee code of conduct (requirements of employees); Organisational code of conduct (requirements of the organisation); general code of conduct (requirements from both the employees and organisation). Use the table below and then compare the two Codes.

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| **Different Areas of the Codes** | **Code 1** | **Code 2** |
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Formative Assessment SO3

#### Individual activity

Go through each topic in the table and explain your understanding of unethical behaviour under each topic. Complete this exercise in the format shown in the under mentioned table: -

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| **Unethical behaviour in the workplace** | **Give an example of unethical behaviour** | | **Explain how the business deals with unethical conduct?** |
| **Conflict of interest**  *Doing the same nature of business and competing against own employer* |  | |  |
| **Outside employment and Private practice**  *This can cause distrust and no sense of loyalty* |  | |  |
| **Confidentiality**  *E.g. There are internal processes that must not be discussed* |  | |  |
| **Discrimination**  *E.g. Any type of discrimination is against the human right’s practices* |  | |  |
| **Misuse of company equipment and assets**  *E.g. Own gain e.g. use a computer for private issues* | |  |  |
| **Accept gifts and benefits**  *E.g. Bribery! The other source may expect confidential information* | |  |  |

#### Work in pairs

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| What should happen to an employee or manager who is aware of the breach of ethical standards without reporting the misconduct? |
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| Is it good to be open and honest? Motivate your answer. |
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| What would you do if someone offers you a bribe? |
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| “A client (customer) asked for a service (product) from us today. After telling him our price, he said he couldn’t afford it. I know he can get it cheaper from a competitor. Should I tell him about the competitor – or let him go without getting what he needs? What should I do?” |
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| “My business has to comply with Employment Equity and hire previously disadvantaged people. One candidate fully fits the job requirements for the open position. However, I’m concerned that our customers won’t understand his limited command of the English language. What should I do?” |
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| The Manville Corporation suppressed evidence that asbestos inhalation was killing its employees. If you had been working for Manville Corporation, what would you have done? |
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| Ford failed to correct a known defect that made its Pinto vulnerable to gas tank explosions following low speed rear-end collisions. What would you have done if you had purchased one of these vehicles and, as a result of the defect, one of your family died in a car accident? |
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| Dumping polluted chemical wastes into rivers. Should organisations be allowed to do this? |
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| Overcharging the government for Medicaid services: is this behaviour ethical or not? What should happen to organisations and people who do this? |
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#### Work in groups

In a group, discuss the effects of poor organisational ethics, with regards to the following points:

* Loss of trust which leads to poorer relationships and less effective team work: how can this negatively affect an organisation?
* Loss of confidentiality: how can this negatively affect an organisation?
* Limited communication: how can this negatively affect an organisation?
* Lack of self-esteem, of commitment and less loyalty: how can this negatively affect an organisation?
* Loss of your/the organisation’s good name: how can this negatively affect an organisation?

#### Work in groups

Workplace Ethics Activity: Making Informed Ethical Decisions

In your groups, read the following scenarios and then discuss them carefully. Then follow the steps below for making ethical decisions. You must select a feasible solution for an alternative to the action taken in the scenario, and be prepared to discuss your reasoning for selecting that alternative with the class. Other groups will challenge the decision and give appropriate feedback.

**CASE 1**: Lorna is an administrative assistant in the Human Resources Department. Her good friend, Bill, is applying for a job with the company and she has agreed to serve as a reference for him. Bill approaches her for advice on preparing for the interview. Lorna has the actual interview questions asked of all applicants and considers making him a copy of the list so he can adequately prepare.

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| **Steps for Making Ethical Decisions** |
| 1. Identify the ethical issue or problem. 2. List the facts that have the most bearing on the decision. 3. Identify anyone who might be affected by your decision and how. 4. Explain what each affected person would want you to do about the issue. 5. List three alternative actions and identify the best and worst case scenario for each alternative, anyone who would be harmed by this choice (and how), any values that would be compromised by selecting this alternative, and any automatic reasons why this alternative should not be selected (legal issues, rules, etc.). 6. Determine a course of action. |

CASE 2: Emily works in Quality Control. Once a year, her supervisor gives away the refurbished computers to the local elementary school. No specific records are kept of this type of transaction and Emily really needs a computer for her son who is in college. Her supervisor asks her to deliver 12 computer systems to the school.

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CASE 3: Marvin is the secretary in the Facilities Management Department. He has just received a new computer and wants to try it out. Though his supervisor has a strict policy about computer use for business purposes only, he wants to learn the e-mail software more thoroughly than his training can provide. One good way to do this, he figures, is to write e-mail messages to his friends and relatives until he gets the knack of it. He is caught up on all his work and only has 30 minutes left to work today. His supervisor left early.

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CASE 4: Richard and Conway are talking in the hallway about the employee benefits program. Conway, who has had some recent financial trouble, explains to Richard how the benefits program has a loophole that will allow him to receive some financial assistance that he really needs to help pay health care costs for his mother. Cathy, a fellow worker, overhears the conversation. Later, Cathy is approached by her supervisor who says he heard a rumour that some people were taking advantage of the company benefits program.

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CASE 5: Jennie was recently hired to work as a receptionist for the front lobby. As receptionist, she is responsible for making copies for the associates. Her son, Bruce, comes in and needs some copies for a school project. He brought his own paper and needs 300 copies for his class. If he doesn’t bring the copies with him, he will fail the project. The company copier does not require a security key nor do they keep track of copies made by departments.

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