

ETHICAL DILEMMAS / A PRACTICAL APPROACH

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GOALS

Webinar Description:

Ethics is a broad and complex subject covering moral principles that govern a person's behavior or conducting of an activity. This session with present examples and prompt group discussion about ethics in business and how they are applied to decisions or problems that need to be solved in the business environment.

1. **Situational examples to spare discussion**
2. **Promoting an ethical work environment**
3. **Leading by example**

ETHICS DEFINED

Oxford Dictionary:

Moral principles that govern a person's behavior or the conducting of an activity.





Accounting Scenario

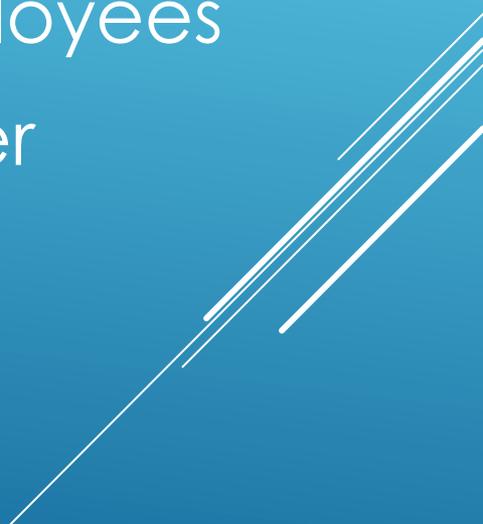
After years of successfully operations, the management company Bill is working for had some financial set-backs and became cash strapped. The owner called an emergency meeting and determined that in order to keep the company in business, they would have to “borrow” funds from property operating accounts. If they didn't, the only option was for the company to declare bankruptcy and put all employees out of work.

Question

- ▶ Yes-I would take the money out of the operating accounts
 - ▶ No-I would not take the money out of the operating accounts
- 
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Question

The company has over 40 employees
I would change my answer

- ▶ Yes
 - ▶ No
- 
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Scenario

You fly out on business and your plane gets delayed, you get a voucher for \$200 travel credit, do you use it for personal travel or your next business trip?

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Question

- ▶ I would use the credit for my next BUSINESS Trip
 - ▶ I would use the credit for my next PERSONAL Trip
- 
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Scenario

Your hotel policy states that no cash tips are to be taken by any banquet or catering employee that are not put in the gratuity pool. Susan is a hard working banquet manager. Susan comes to you and tells you that she received a hefty cash tip from a group and she knows the policy but she's asking that she be able to keep it and not turn it in.



Question

I would require her to turn the
tip in

- ▶ Yes
 - ▶ No
- 
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Question

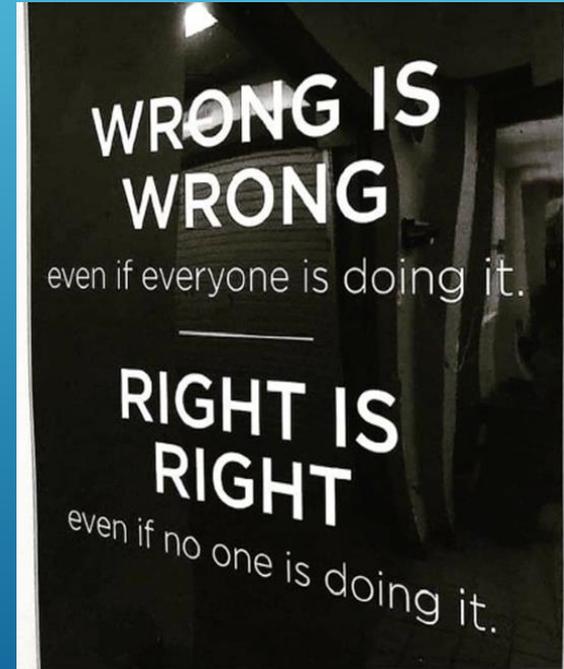
Her 5 year old was just diagnosed with cancer and she is struggling to pay all her bills.

I would change my answer

- ▶ Yes
 - ▶ No
- 
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Moral Code/Philosophy

- ▶ Ethics consists of the moral code/philosophy that guides one's choices
- ▶ Moral code extends beyond individual views
- ▶ Ethical decisions are influenced by your
 - ▶ moral views
 - ▶ upbringing,
 - ▶ religion,
 - ▶ peer pressure,
 - ▶ culture,
 - ▶ societal pressure etc.



Virtue Ethics

What characteristics would a person exhibit to indicate they're living a virtuous life?

Are you living a virtuous life?

<https://www.virtuesforlife.com/virtues-list/>



Virtue Ethics



- ▶ Virtue ethics-quest to live a life of moral character.
 - ▶ This character-based approach to morality
 - ▶ assumes that we acquire virtue through practice.
 - ▶ Assumes that by honoring these habits ➡ Right choice



Virtue Ethics

- ✓Synonymous with moral character
 - ✓Describes a person not an action of the person
 - ✓Refers to a way that a person lives their life
- 
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Integrity

What does living a life of integrity look like?

Do you live your life with integrity?

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Integrity is revealed when people act virtuously regardless of circumstance or consequences. This often requires moral courage.

"INTEGRITY

is choosing courage
over comfort; choosing
what is right over what
is fun, fast, or easy;
and choosing to practice
our values rather than
simply professing them."

-Brené Brown

Integrity is the critical connection between ethics and moral action.





How to apply our discussion to the work place.

- ▶ Hire smart
 - ▶ Review you company handbook often. It should contain an ethics policy.
 - ▶ Encourage a clear gift policy.
 - ▶ Have a clear social media policy.
 - ▶ Have clear policies on how service charges and cash / charge tips are to handled.
 - ▶ Train, Train and Train
- 

