

MANAGEMENT MORAL COMPANY
EMPLOYEES LEGAL PHILOSOPHY PROFESSIONAL
ATTITUDE
LAWYERS BUSINESS DUTY
TRUST CRITERIA
RESPONSIBILITY ETHICS VALUES
INTEGRITY BEHAVIOR COMMUNICATION POLICIES
ETHICAL PRINCIPLES RIGHT
CORPORATE RULES



Business Ethics

- ▶ What are Ethics?
 - Standards for right and wrong
 - They enhance laws by outlining acceptable behaviors
 - Applies to behaviors of individuals as well as the entire organization
- ▶ Ethics build trust between:
 - The company and the customer
 - The company and the employee
 - The company and the community

Business Ethics

- ▶ Ethical behavior protects us against legal liability
 - Fraud, bribery, discrimination, wage laws, tax evasion, theft, etc.
- ▶ Laws can guide ethics, but ethics are also socially driven



Business Ethics – Key Principles

- ▶ Fairness – Everyone has the same opportunity and is treated the same. Be inclusive, diverse, and fair for all employees regardless of race, religion, beliefs, age, or identity.
- ▶ Respect for others – Everyone deserves dignity, privacy, equality, opportunity, compassion, and empathy.
- ▶ Loyalty – Maintain confidentiality and commitment to the company, your employees, and your coworkers – always speaking positively.
- ▶ Integrity – Always do the right thing.

Business Ethics – Key Principles

- ▶ Honesty – Truth in all matters, no half-truths, omissions, under/over stating.
- ▶ Personal responsibility & accountability – Fulfill your job requirements, acknowledge and fix your mistakes, understand the effects of your actions and decisions.
- ▶ Whistleblower protection – Everyone has the ability to report unethical behavior anonymously and/or with no negative consequences.
- ▶ Transparency – Information is available to those interested, clear and honest communication.

Ethical Dilemmas

- ▶ Ethical dilemmas are impossible to avoid.
- ▶ Here are a few examples. Think about how you would react to each scenario:
 - You hear a colleague telling an ethnic joke among her peers
 - You see a manager bullying a subordinate
 - An employee is consistently late due to a poor home situation

Dealing with Ethical Dilemmas



Recognize it

Trust your instincts, if it feels wrong, it probably is



Understand the facts & assess the risk

Explore, don't ignore

Is it a black & white situation, or is it a gray area?



Can/should you address in the moment?

Discuss with the person directly

Ask – don't accuse or assume



Review the ethical impacts, policies, and laws



Obtain help



Consider possible actions

Follow set protocols



Make a decision and follow through

And, Finally...

- ▶ Ethical behavior is a core value at Benchmark.

THE TRUTH OF THE MATTER IS THAT YOU
ALWAYS KNOW THE RIGHT THING TO DO.
THE HARD PART IS DOING IT.

- NORMAN SCHWARZKOPF, JR. -

Click on the button below to take the quiz for this session.

QUIZ

