

BUSINESS ETHICS

# WORKBOOK

Empower and invest in yourself

**LEARNING ACTIVITY 01****GROUP WORK: SCENARIO**

A major retailer strives to deliver the best customer service because it is core to their business. They also want to get more clients in the following years. What should they do?

Work in groups and select your answers by ticking the appropriate blocks.

	YES	NO
They should have an ethics policy that makes it clear that workers must treat clients and customers fairly and honestly.		
They should revamp their offices to make it more appealing and productive for the employees.		
Employees should not hide the true price of a service, policy, or product in an effort to trick customers into signing up.		
Employees should never bully or harass potential clients.		
They should become more environmentally friendly.		

**LEARNING ACTIVITY 02****INDIVIDUAL WORK: REFLECTION**

Ethics programmes align employee behaviours with those top priority ethical values preferred by leaders of the organisation.

Work on your own to answer the following questions as honestly as possible.

1. In what other ways would ethics programmes help?


2. What values are most important to you and your organisation?


3. Besides ethics programmes, how does your company align employee behaviour with top ethical values?


**LEARNING ACTIVITY 03****GROUP WORK**

Maintaining a strong ethical culture is essential for complying with the laws and regulations, but this alone cannot be the motivation for ethical culture building.

Work in groups to answer the following questions.

1. What other reasons are there for having a strong ethical culture?


2. What challenges can there be in maintaining an ethical culture?


3. What motivates you to maintain an ethical culture?


## LEARNING ACTIVITY 04

# GROUP WORK

Stopping employee theft is possible through observing employee behaviour, setting up security systems, and gathering evidentiary information.

Indicate the order of the steps to be taken to stop employee theft.

STEP	ORDER
Upgrade your security systems to begin collecting evidentiary material against the suspect.	
Carry out an interview with the suspected employee and any witnesses to the crime. Explain what the interview is about.	
Gather information on the theft trends. Take note of the amounts that are stolen, the supposed time when the suspect empties the till and the frequency of this behaviour.	
Pursue a criminal lawsuit if the act is serious and the employee has a track record of misconduct.	
Request a fraud audit from an external or internal investigator, to check through company books and identify any mismatch in the figures.	
Identify changes in employee behaviour. Look out for behaviours such as changes in spending patterns.	
Present the employee with evidence such as those captured on camera. Note that this will assure the employee that there is evidence against him.	

## LEARNING ACTIVITY 05

# INDIVIDUAL WORK: SCENARIO

If your boss took credit for something you believe is a big deal, you have several options for handling the situation.

Indicate the correct options by ticking the appropriate boxes.

Document the situation and credit-stealing proof	
Confide in a colleague	
Report your boss' behaviour	
Reiterate your support and state your expectations	
Go see HR, if necessary	

OR

	Learn from the situation
	Speak directly to your boss
	Find out what happened
	Prepare for when this happens again
	Consider resigning

OR

OR

OR

OR

## LEARNING ACTIVITY 06

# INDIVIDUAL WORK

There may be many reasons that drive people to cross the line and act unethically.

Complete the following sentences by using the words below.

1. \_\_\_\_\_ can drive people to do things they would not normally do. Pressure to succeed, pressure to get ahead, pressure to meet deadlines and expectations.
2. Some people make unethical choices because of \_\_\_\_\_; they are not sure about what really is the right thing to do.
3. Some people know exactly what they are doing and why. Self-interest, \_\_\_\_\_, ambition, and downright greed are at the bottom of a lot of unethical activity in business.
4. People sometimes lie because of \_\_\_\_\_; they think in doing so they are being loyal to the organisation or to their bosses.
5. There are those who simply never learned or merely have a \_\_\_\_\_. Since they have no personal ethical values, they do not have any basis for understanding or applying ethical standards in business.

Lack of values | Uncertainty | Misguided loyalty | Pressure | Personal gain

## LEARNING ACTIVITY 07

# GROUP WORK

Issues of low moral intensity will not be recognised as frequently as issues of high moral intensity because their ethical elements tend to stand out less from the background and to be seen as less emotionally interesting, concrete, and visually provocative.

Match the components of moral intensity to their descriptions by inserting the correct numbers.

Number of description	Moral intensity component
	Social consensus
	Magnitude of consequences
	Concentration of effect
	Probability of effect
	Temporal immediacy
	Proximity

1. The degree of social agreement about the moral value (e.g. evil) of a proposed act.
2. The sum of the benefits/harms done to victims/beneficiaries of the moral act in question.
3. How spread out or concentrated the harms/benefits of the proposed action are.
4. A joint function of the probability that the act in question will actually take place and that it will actually cause the harms/benefits predicted.
5. The length of time between the present and the onset of consequences of the moral act in question.
6. The feeling of nearness (social, cultural, psychological, or physical) that the moral agent has for the victims/beneficiaries of the evil/good act in question.

## LEARNING ACTIVITY 08

# GROUP WORK

The six pillars of character are ethical values to guide our choices.

Indicate which of the items below belong to the six pillars of character by writing them in the box.

Trustworthiness | Loyalty | Respect | Responsibility | Dignity  
Fairness | Honesty | Integrity | Caring | Citizenship

1.

2.

3.

4.

5.

6.

## LEARNING ACTIVITY 09

# INDIVIDUAL WORK

There are a few aspects you should consider before going public with your allegations of unethical conduct by an organisation.

Indicate your answers by underlining the appropriate options.

1. Make sure of your \_\_\_\_\_.

motivation | pessimism

2. Count the \_\_\_\_\_.

actions | cost

3. Obtain the necessary \_\_\_\_\_ materials and evidence.

background | important

4. Organise to protect your own \_\_\_\_\_.

interests | assets

5. Choose the right avenue for your \_\_\_\_\_.

disclosure | decision

## LEARNING ACTIVITY 10

# INDIVIDUAL WORK

There are certain advantages of proper behaviour in the workplace.

Indicate if the following statements are true or false by ticking the appropriate blocks.

	TRUE	FALSE
It addresses unjust treatment		
It promotes goodness for everyone		
It brings out the best in groups		
It holds us socially responsible		
It brings out higher standards		

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