Work Ethics

What is your employer looking for?
Work Ethics

- Ethics is a collection of values and behaviors which people feel are moral.
- In other words, “ethics” is the name we give to our values or good behavior.
- Positive work ethic is the collection of all the values and actions that people feel are appropriate in the workplace.
WORK ETHICS

PERFORMANCE STANDARDS

♦ To be successful in a career you must possess both strong occupational skills and good work ethics.

The following are ten areas of work ethic traits and performance standards you will be presented and expected to exhibit in classrooms and the workplace:

WORK ETHICS

PERFORMANCE STANDARDS

1. Attendance
   - Attend 90% or more of the required class time
   - Be tardy for class no more than eight times during a six weeks
   - Notify instructor before planned absences or tardiness
   - Be prepared for class by reading assignments and completing homework
   - Participate in activities by contributing to class discussion, completing assignments, and being involved in lab activities
   - Begin and end work as expected
   - Use work time appropriately
Attendance

- GOOD ATTENDANCE IS EXPECTED
- IT IS THE CORNER-STONE OF ADVANCEMENT
- DEPENDABILITY = RELIABILITY = MARKETABILITY
2. Character

- Display a high level of effort and commitment to performing and completing work
- Be honest in all situations
- Demonstrate trustworthiness and responsible behavior
- Displays loyalty, dependability, reliability, initiative, and self-discipline
LOYALTY

♦ In return for salary and benefits, the firm expects loyalty.
♦ With loyalty comes a sense of pride.
♦ All employees are goodwill ambassadors and salespeople for their company.
♦ Employees must keep company “secrets”.
♦ The more the company succeeds the more you will succeed.
♦ If you can not feel faithfulness and allegiance to your company, you should seek a job elsewhere.
HONESTY

♦ Honesty is valuable
♦ Employees account for 30% of all “shortages”
HONESTY

♦ Being honest is more than just not taking “things”
♦ In an 8 hour day --- how much time should be spent on task?
♦ Using the company telephone for personal calls, checking email, or texting is actually stealing from the company!!!
HONESTY

Never lie on your:
- Application
- Time sheet
- Expense statements

Never cheat a:
- Customer
- Associate
- Employer
TRUSTWORTHINESS

- Higher trust = higher pay!!
  - Closing or opening the office
  - Supervising others
  - Handing cash
- Complete a task – earn some trust
- Dependability & reliability = trustworthiness.
- Employers quickly see who can handle responsibility.
When employees have initiative, they are willing to see that work gets done.

People with initiative are:
- Motivated
- Enthusiastic
- Industrious
- Hard working

People with initiative see a job that needs to be done and do it!

Beyond the "call of duty."
SELF-DISCIPLINE & SELF-RESPONSIBILITY

- Self-discipline is a part of accepting responsibility
- Self-discipline requires the handling of emotions
- The hard part is making the best choice among the alternatives
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PERFORMANCE STANDARDS

3. Teamwork

- Encourage and facilitate cooperation, pride, trust, and group identity
- Foster commitment and team spirit
- Facilitate cooperation
- Respects the rights of others
- Respects confidentiality
- Is a team worker
- Is cooperative
- Is assertive
- Displays a customer service attitude
- Seeks opportunities for continuous learning
- Demonstrates mannerly behavior
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4. Appearance
   - Present a neat, clean appearance
   - Practice personal hygiene
   - Wear clothing suitable to the job, task and environment
   - Uses appropriate verbal and written etiquette
Who would you hire?
Who would you hire?
Who would you hire?
Who would you hire?
Appearance

- Appearance deals with every aspect of how we perceive an individual.
- In an instant, we form opinions about a person based on:
  - Appearance,
  - Smell,
  - Cleanliness,
  - Mannerisms.
- Depending on the career, acceptable appearances will vary.
- Regardless of the job, there is no excuse for not being groomed correctly.
5. Attitude

– Demonstrates a positive attitude
– Appears self-confident
– Display a willingness to cooperate and accept constructive criticism
– Set realistic expectations
Demonstrate a Positive Attitude

- Never underestimate the power of proper attitude.
- Attitude determines how successful we will be.
- Attitude determines altitude.
Appear Self-confident

- Self-confidence is prerequisite to success
  - Willing to learn new skills
  - To take opportunities
  - To grow
Have Realistic Expectations of Self

- Setting realistic goals, and working to achieve them, helps us to continually grow and develop.
Attitudes

- Attitudes toward yourself
  - Carefully select professional and/or community organizations for membership
  - Consider the value system of others while examining your own values
  - Realize your personal worth
  - Appreciate and understand the importance of the work that you do
  - Seek professional self-development

- If you don't think well of yourself, it is difficult for others to respect you
Attitudes

♦ Attitude toward your job
  – Accept responsibility
  – Maintain honesty and integrity
  – Understand cultural diversity
  – Understand the entire business operation and where your job fits in
  – Understand the importance of teamwork
  – Avoid office politics
Attitudes

- Attitudes toward your co-workers
  - Respect privacy of others
  - Understand cultural differences
  - Be supportive of each other (especially female/female relationships)
  - Promote teamwork
  - Help others to accept change
Attitudes

- **Attitude toward customers/clients**
  - Understand cultural diversity
    - Race
    - Religion
    - Sex
    - Mental disabilities
    - Physical disabilities
  - Be service-oriented
Attitudes

Attitude toward customers/clients
- Always greet people with a smile
- Always stand to greet people (if possible)
- Practice making proper introductions and greetings
- Observe nonverbal communication of others—and be careful with your own
Attitudes

- Attitude toward customers/clients
  - Be sympathetic with a customer who has a problem with the company
    • Do not admit guilt prematurely
    • Don't take the blame too quickly
- Put yourself in the customer's place
- Understand "no customer—no job"
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6. Productivity

- Follows directions and procedures
- Observe established policies on safety
- Notify proper authorities of circumstances or situations presenting potential safety hazards
- Maintain equipment and supplies
- Keeps work area neat and clean
- Conserves materials
- Do not use or knowingly permit others to use tools and equipment improperly
- Make up missed assignments in a timely manner
- Stay on task and utilize time constructively
WORK ETHICS
PERFORMANCE STANDARDS

7. Organizational skills
   – Prioritize and manage time and stress effectively
   – Demonstrate flexibility in adapting to changes
   – Good basic math skills
Time Management Techniques

♦ Ask for help
  – Many are scared to ask for help
  – Fear being seen as intrusive or dumb
  – Help comes in many forms
  – People all around you are paid to help
Time Management Techniques

♦ Set timetables
  – Measure how you’re doing
  – Pocket, wall, or desk calendar
  – Mark activity due dates appropriately
  – Prior to the activity due date, fill in other days with activities that will help you accomplish the mini steps that it will take to complete the big assignment
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PERFORMANCE STANDARDS

8. Communication

- Communicate accurate information to others in a professional and courteous manner
- Displays appropriate nonverbal (eye contact, body language) and oral (listening, telephone etiquette, grammar) skills
- Listen attentively to others
- Good technology etiquette
Communication

- The worst assumption a sender of a message can make is that the message will be received as intended.
- Language itself can be a barrier:
  - Unclear wording
  - Slang
  - Jargon
  - Tone
- Another barrier is body language.
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9. Cooperation

– Convey a willingness to assist others
– Work to resolve conflicts and to identify solutions in which all parties benefit
– Demonstrate concern for treating people fairly and equitably
– Follow the chain of command in resolving conflicts
– Displays leadership skills
– Appropriately handles criticism, conflicts, and complaints
– Demonstrates problem-solving capability
– Maintains appropriate relationships with supervisors and peers
10. Respect

- Treat instructors, staff and fellow students with respect, courtesy, and tact
- Do not engage in harassment of any kind
- Know the legal definitions of sexual harassment
- Deal appropriately with cultural/racial diversity
Legal/Ethical Issues

– Conduct has the purpose or effect of unreasonably interfering with an individual’s work performance or creating an intimidating, hostile, or offensive working environment
Legal/Ethical Issues

Remember:

- Conduct that may not be offensive to one person may be offensive to another
- Even if harassment is not intended, your actions may be perceived that way
- Respect cultural differences
Assignment

♦ Your are the owner and CEO of your own business.
♦ Make a list of the top five traits you would require your employees to demonstrate.