Module 7
Ethics Training in the Real World
Explanation:

This pdf is only a copy of the module slides. To proceed through the course, you must read and click through each slide.
Ethics Training in the Real World

In today’s business world, the headlines are filled with news regarding mortgage companies and personnel acting in unethical practices. The media consistently and unfortunately focuses on the unethical, rather than the ethical practices that mortgage loan originators display. Like it or not, the perception of mortgage loan originators as unethical is commonplace. So much so that the term “mortgage ethics” is sometimes considered an oxymoron by members of the public and even by members of the profession itself.

Ethical dilemmas are not the private property of mortgage professional. However, mortgage practitioners, even those with high standards and the best intentions, often have a difficult time doing the right thing for a number of reasons: First the laws, rules, and codes of conduct are sometimes confusing, complex, and contradictory; Second, practitioners lack decision-making experience when confronting ethical dilemmas. Unfortunately, little guidance is available through the usual educational channels, particularly for loan officers, to learn how to resolve moral issues. While it may be difficult to find stable ethical footing amidst the chaos of change, mortgage professionals can choose to engage in responsible and morally desirable behavior.
Ethics Training in the Real World

Personal integrity and professional conduct start with the individual, with one's sense of right and wrong behavior, and with one's moral character. Improper and inappropriate actions have consequences, but in a position of trust, one is sometimes in a position to get away with inappropriate behavior. If an action provokes the feeling that you hope no one else finds out, it's probably something that shouldn't be done. You should never feel like you have something to hide.

The following PowerPoint presentation explores the basic concept of ethics in relation to business judgment and practice. Ethical dilemmas confront mortgage professionals every day. Mortgage loan originators often fail to recognize abusive lending practices due to a lack of knowledge or experience. Arming yourself with the skills and knowledge to identify abusive lending practices will positively impact your reputation and success. Always thinking of future business, not just one transaction, will keep an ethical, knowledgeable person in his/her career for years to come.
Running a mortgage origination business requires adequate consideration to a number of issues outside the traditional scope of making money, of which ethics is most certainly one. As our business grows and becomes more significant, we impact on the lives and circumstances of people in ways we can only imagine - through bringing jobs, creating wealth and inspiring others to grow their businesses. An important part of engaging in this process is understanding your personal ethics, which if not up to scratch can leave you with a bad reputation and can even ruin your business, not to mention alienating employees, suppliers and the local community.

Ethics is something of a subjective topic, but it is nevertheless of immense importance across all areas of our lives. Albert Schweitzer defined ethics as follows:

“Ethics is the name we give to our common concern for good behavior. We feel an obligation to consider not only our own well-being but also that of others and of human society as a whole”
The Importance Of Business Ethics (Continued)

Ethics is no doubt an important subject for any person to consider, but it also has a wider application throughout organizations. One man's concept of what is ethical and for the best may be completely different from another man's concept, and so it's important to establish a collective set of ethics that represent the entire organization rather than just adopting a piecemeal approach. This can be installed through training, through creating policies and even through careful selection at the HR stage, although it's important that there are also enforcement mechanisms within the business concerned, and that ethics remain a forefront consideration in day-to-day trade to ensure a unified, morally sound approach to doing business.

Ethics is often concerned with what is right or wrong, good or bad, fair or unfair, responsible or irresponsible, obligatory or permissible, praiseworthy or blameworthy. It is associated with guilt, shame, indignation, resentment, empathy, compassion, and care. It is interested in character as well as conduct. It addresses matters of public policy as well as more personal matters. On the one hand, it draws strength from our social environment, established practices, law, religion, and individual conscience. On the other hand, it critically assesses each of these sources of strength. So, ethics is complex and often perplexing and controversial. It defies concise, clear definition. Yet, it is something with which all of us, including young children, have a working familiarity.
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What is Ethics?

Think about your definition of “Ethic”. How would you define it? Please draft for the class, in one-sentence your definition of ethics.

The meaning of "ethics" is hard to pin down, and is often defined differently depending on an individual’s perspective of the world.

Many people define ethics as standards of behavior that tell us how human beings ought to act in the many situations in which they find themselves-as friends, parents, children, citizens, businesspeople, teachers, professionals

What follows are some common responses to the question “What does ethics mean to you?”
"Ethics has to do with what my feelings tell me is right or wrong."

Many people tend to equate ethics with their feelings. But being ethical is clearly not a matter of following one's feelings. A person following his or her feelings may recoil from doing what is right. In fact, feelings frequently deviate from what is ethical.

Can feelings be trusted to guide human behavior? It is completely true that some feelings, desires, and preferences are admirable and excellent guides. Albert Schweitzer’s feelings of “reverence for life” led him to devote his life as a medical missionary in Africa over scholarly pursuits in Europe. Martin Luther King Jr.’s passion for justice led him to heroic leadership in the civil rights movement. Mother Teresa’s compassion for the world’s poor inspired a life of self-sacrificing service to others. And countless caring people around the world, who will never become well known, are moved by love of their neighbor to make the world a better place.
There is a dark side to feelings as well. Stalin killed 30 million Russians in the 1930s. Hitler wiped out several generations of Jews, Slavs, and other ethnicities during his reign over the Third Reich. They were both following their feelings. Serial killers, such as Ted Bundy and Jeffrey Dahmer practiced murder and cannibalism to satisfy their desires.

In a bit of irony, to rely on one’s feelings as a guide for ethical decisions is to completely ignore other people’s feelings. Those who are acted against have feelings too and in the negative examples provided above, their feelings run counted to the feelings of those committing the actions. Few people enjoy being robbed, lied about, assaulted, or neglected in time of need. To say that we should be free to do as we wish without regard for others is to say that others should be free to do as they wish without regard for us.
Because our feelings, desires, and preferences can be either beneficial or harmful, noble or ignoble, praiseworthy or damnable, and because they can be either in harmony or in conflict with other people’s feelings, desires, and preferences, they obviously are not reliable criteria for analysis of moral issues or trustworthy guidelines for action. Feeling, desires, and preferences need to be evaluated and judged. They need to be measured against some impartial standard that will reveal their quality. To make them the basis of our moral decisions is to ignore those needs and to accept them uncritically as the measure of their own worth.
“Ethics has to do with my religious beliefs”

Nor should one identify ethics with religion. Most religions, of course, advocate high ethical standards. Yet if ethics were confined to religion, then ethics would apply only to religious people. But ethics applies as much to the behavior of the atheist as to that of the saint. Religion can set high ethical standards and can provide intense motivations for ethical behavior. Ethics, however, cannot be confined to religion nor is it the same as religion.


**Ethics in Today’s World**

"Being ethical is doing what the law requires."

The first question you should ask when you find yourself in an ethical quandary is whether your decision will break the law. According to the Center for Ethics and Business at Loyola Marymount University in Los Angeles, obeying the law is the minimum standard to apply to ensure that you are making ethical business decisions.

Unquestionably following the Law is correct course of action. The law often incorporates ethical standards to which most citizens subscribe. However laws, like feelings, can deviate from what is ethical. Our own pre-Civil War slavery laws and the old apartheid laws of South Africa are grotesquely obvious examples of laws that deviate from what is ethical.
Ethics in Today's World

“Ethics consists of the standards of behavior our society accepts.”

In any society, most people accept standards that are, in fact, ethical. But standards of behavior in society can deviate from what is ethical. An entire society can become ethically corrupt. Nazi Germany is a good example of a morally corrupt society.

Moreover, if being ethical were doing "whatever society accepts," then to find out what is ethical, one would have to find out what society accepts. To decide what I should think about abortion, for example, I would have to take a survey of American society and then conform my beliefs to whatever society accepts. But no one ever tries to decide an ethical issue by doing a survey. Further, the lack of social consensus on many issues makes it impossible to equate ethics with whatever society accepts. Some people accept abortion but many others do not. If being ethical were doing whatever society accepts, one would have to find an agreement on issues which does not, in fact, exist.
What is Ethics?

Ethics is two things. First, ethics refers to well-founded standards of right and wrong that prescribe what humans ought to do, usually in terms of rights, obligations, benefits to society, fairness, or specific virtues. Ethics, for example, refers to those standards that impose the reasonable obligations to refrain from rape, stealing, murder, assault, slander, and fraud. Ethical standards also include those that enjoin virtues of honesty, compassion, and loyalty. And, ethical standards include standards relating to rights, such as the right to life, the right to freedom from injury, and the right to privacy. Such standards are adequate standards of ethics because they are supported by consistent and well-founded reasons.

Secondly, ethics refers to the study and development of one's ethical standards. As mentioned above, feelings, laws, and social norms can deviate from what is ethical. So it is necessary to constantly examine one's standards to ensure that they are reasonable and well-founded. Ethics also means, then, the continuous effort of studying our own moral beliefs and our moral conduct, and striving to ensure that we, and the institutions we help to shape, live up to standards that are reasonable and solidly-based.
Identifying Ethical Standards

Greater Good Standard

- Ethical action is the one that provides the most good or does the least harm for all who are affected.

- Life in community is a good in itself and our actions should contribute to that life.

Ethical action is the one that provides the most good or does the least harm, or, to put it another way, produces the greatest balance of good over harm. The total outcome of this view is often measured by the phrase "the greatest good for greatest number of people". A war might be an example of this type of Greater Good Standard.

This standard also calls attention to the common conditions that are important to the welfare of everyone. This may be a system of laws, effective police and fire departments, health care, a public educational system, or even public recreational areas.
Moral Rights Standard

Absolute moral law was a philosophy that stresses it is a crucial moral duty that trumps individual desire in producing a humanitarian society based on reason. This theory argues that right is never wrong and must be accomplished under any circumstances. Consistency is the key, and once a guideline is determined for an action or idea, all behaviors and beliefs must always be applied in accordance.

This standard starts from the belief that humans have a dignity based on their human nature per se or on their ability to choose freely what they do with their lives. Ethical action is the one that best protects and respects the moral rights of those affected. Simply put: the right to be told the truth, and not to be injured

On the basis of such dignity, they have a right to be treated as ends and not merely as means to other ends (worker’s rights).
Identifying Ethical Standards

Virtues Standard

Habits that enable us to act according to the potential of our character as persons who tell the truth, are honest, have courage and compassion, generosity, tolerance, integrity, fairness, self-control and prudence.

This standard to ethics is that ethical actions ought to be consistent with certain ideal virtues that provide for the full development of our humanity. This standard’s central tenant is that an individual should be as humane as possible and never harm others through insensitive actions. An off-shoot from the individual perspective, Christianity teaches that all persons are created in the image and likeness of God gives justification for protecting and promoting human dignity. It has been said by various authorities that, to be a good person, one must take ethics seriously.

Virtue ethics asks of any action, "What kind of person will I become if I do this?" or "Is this action consistent with my acting at my best?" (doing the right thing when no one is around looking at me)
Where Are We Now?

Which of the following was identified in this presentation as an Ethical Standard?

a. Intrinsic Worth Standard
b. Ethical Rights Standard
c. Greater Good Standard
d. Functional View Standard

The three ethical standards discussed are:
- Greater Good Standard
- Moral Right Standard
- Virtues Standard
Step by Step Approach to Ethical Decisions

The Term “Ethical Dilemma” is defined as a situation in which individuals:

- Do not know the right course of action
- Have difficulty doing what they consider to be right
- Find the wrong choice very tempting

Albert Einstein said, "Relativity applies to physics, not ethics." This is as true in business as it is in life. Unfortunately, the pressures to succeed and "win at all costs" can sometimes push good people to make poor ethical choices. Defining an ethical dilemma in business is the first step in making sound business decisions that keep your business on the right side of the law and your conscience clear.
Ethical Dilemma

1. Recognize the Issue

- “Could this decision I am about to make damage a person or company or community?"

- What does it do to people who have dignity, rights, and hopes for a better life?
Ethical Dilemma

2. Get the Facts

- What are the relevant facts?
- What facts are unknown?
- What are the options that I have for action?
- If you showed your list of options to a person you respected, what would that person say?

Ask Questions:

Can I learn more about the situation?
Do I know enough to make a decision?
What individuals and groups have an important stake in the outcome?
Are some concerns more important? Why?
Have all the relevant persons and groups been consulted?
Have I identified creative options?
Ethical Dilemma

3. Evaluate Alternative Actions

- Which option will produce the most good and do the least harm?

- The answer you should act on is the option that will produce the greatest balance of benefits over harm.

Ethical Standards Review:

- Which option will produce the most good and do the least harm? (common good standard)

- Which option best respects the moral rights of all who have a stake? (moral rights standard)

- Which option leads me to act as the sort of person I want to be? (virtue standard)
Ethical Dilemma

4. Make a Decision and Test It

- If you told a person you respected, the option you chose, what would that person say?
- If you had to explain your decision on television, would you be comfortable doing so?

Judge your potential actions in terms of pure morality. The Center for Ethics and Business suggests analyzing your actions against the moral standards of honesty, fairness, equality, and respect for the dignity, rights and principles of others. Ethics also demand not taking advantage of those who are weaker or less fortunate than you.

Considering the three ethical standards, which standard best addresses the situation?
Ethical Dilemma

5. Act, Then Reflect on the Decision Later

• “How did it turn out for all concerned?”

• “If you had it to do over again, would you do it differently?”

How did the decision effect the concerns of all parties (individuals, company, community).
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Where Are We Now?

The Term “Ethical Dilemma” is not defined as a situation in which individuals:

a. Do not know the right course of action  
b. Have difficulty doing what they consider to be right  
c. Find the wrong choice very tempting  
d. **Always find the right course of action easy to identify**

The Term “Ethical Dilemma” is defined as a situation in which individuals:

• Do not know the right course of action  
• Have difficulty doing what they consider to be right  
• Find the wrong choice very tempting
Five Tips to Help You Identify Ethical Business Communication

From the excellent book, Business Communication, Process & Product, by Mary Ellen Guffey, 2000, I would like to share five suggestions that will enable you to maintain yourself as an ethical business communicator.

1) **Tell the truth.** Statements that are misleading or untrue should not be made. It is not ethical to use partial truths or to exaggerate.

2) **Label the opinions.** Opinions are not the same as facts. Do not just repeat what someone else has already done; do your own independent research.

3) **Try to be factual.** Be aware that your own personal biases may be shown through your writing. Even if it is a topic that you feel strongly about, you are ethically responsible for objectively presenting the information.

Article Source: http://EzineArticles.com/1676365
Five Tips to Help You Identify Ethical Business Communication (Continued)

4) **Communication should be clear.** The message should be written in such a way that it should be easily and quickly understood. Words that can be easily understood by the reader should be used. Avoid intentionally overwhelming the reader with lengthy, complicated sentences or words that the reader is unlikely to know.

5) **Credit should be given.** You should avoid plagiarism. Most folks know that you are supposed to use quotation marks when you use the actual words of the author. But I have seen many instances where writers don't understand they also have to give credit for borrowed ideas. It's still plagiarism if you have done nothing more than reorder the words in a sentence and maybe added a few words of your own, but haven't attributed the idea to the author.

Article Source: [http://EzineArticles.com/?expert=Michelle_Howe](http://EzineArticles.com/?expert=Michelle_Howe)
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Where Are We Now?

Which of the following was one of the Five Tips to Help You Identify Ethical Business Communication presented in this module?

a. The use of partial truths or to exaggeration is acceptable business practice.
b. Statements that are misleading or untrue are often necessary in business advertisements.
c. Communication should be clear.
d. Doing the right thing is not always possible in business.
Ethical Dilemma

Critical Thinking:

You receive a verbal loan approval from one of your lenders. When you get the conditions in writing, it seems the underwriter failed to list a condition that is essential to the salability of the loan.

What would you do?

Enter Your Answer Here

Click Here to compare your answer

Call the Lender immediately.

Virtue Standard – Greater Good Standard - Ethical action is the one that provides the most good or does the least harm for all who are affected.
Ethical Dilemma

Critical Thinking:
You overhear another residential mortgage loan originator (RMLO) in your office making negative (and possibly untrue) comments about another mortgage company to a potential customer. What do you do?

- Ignore the comment?
- Confront the RMLO?
- Talk to your office manager?
- Report this matter to the NAMB ethics committee?
- Report this matter to the NMLS
- This is not unethical.

The best approach to this issue would be to contact the loan officer directly letting the loan officer know the practice of “bad mouthing” is an unethical practice. Secondly, it would be a good idea to talk to the mortgage broker by letting them know about the comments. Your reputation is on the line on a daily basis and you don’t want to jeopardize that for anyone. Lastly, according to the National Association of Mortgage Broker’s Code of Ethics, members are not to speak despairingly about competitors.
Ethical Dilemma

Critical Thinking:

You, the RMLO, send a basket of expensive food items to a real estate agent’s home and say, “This is a reminder, to send me all your clients”.

Are you acting ethically?

Enter Your Answer Here

Click Here to compare your answer

No, you were not.
You were giving something of value in return for the agent to use your services.

Virtue Standard – Honesty, the Loan originator is asking the real estate agent to “steer” their client to them.
Ethical Dilemma

Critical Thinking:

You are completing a loan application with a woman whose husband is out of town on business. At the completion of the application interview you present her several document requiring the husband’s signature. She grabs the pen out of your hand and says “Give me that pen; I sign his name better than he does.

What would you do?

Enter Your Answer Here

Click Here to compare your answer

Habits that enable us to act according to the potential of our character as persons who tell the truth, are honest, have courage and compassion, generosity, tolerance, integrity, fairness, self-control and prudence
Ethical Dilemma

Critical Thinking:

A buyer is interviewing a couple of RMLO's before deciding on which RMLO to use for their mortgage origination. The buyer mentions the other company to you and asks why the buyer should choose your company.

How do you respond to the question about your competitor?

Enter Your Answer Here

Click Here to compare your answer

You would simply discuss the reasons you believe your company is a good fit for the buyer. Do not go into any disparaging remarks about the competitor.

Virtue Standard - Integrity issue. Ethics require us to treat even the competition fairly and with honesty. This enable us to act according to the highest potential of our character.
We all have an image of our Better Selves

• Imagine a community, office, organization that you can be proud to work for.

• This is the image of everyone being at “their best”. It should be the goal of your company to make our society as a whole, ethical in the way it treats everyone.

• Can you make a difference?

Yes, you can make a difference to society by being an ethical person.
Ethics Study on Workplace Productivity

Today’s headlines are filled with companies forced into bankruptcy, corporate officers going to jail, shareholder lawsuits, ruined investor confidence and lost sales and customers. One of the most lethal threats to any organization is misconduct within its own walls. Consider the sudden demise of Ameriquest Mortgage. Once the nation’s largest sub-prime lender, Ameriquest was forced to close its doors as a result of a $325 million lawsuit which claimed abusive lending practices. Lack of attention to ethics can be a corporation’s Achilles’ heel, with the potential for a single employee to topple even large well-established companies. Adding to the threat of unethical lending practices, advanced technology gives individuals more power, raises the potential abuse and speeds up the action.

This is why there’s no reassurance in stating that recent scandals like Ameriquest are aberrations rather than reflections of a systemic problem. Whether or not the majority of mortgage professionals actually have ethical issues, they are all highly vulnerable under the wrong circumstances. A key point to remember about business ethics is that in spite of the codes of ethics, ethics programs and special compliance departments, corporations do not make ethical decisions. Individuals make ethical choices. Mortgage companies should provide the environment or atmosphere for acting ethically, but it is the people of the business that put ethics into practice.
Ethics Study on Workplace Productivity (Continued)

In a perfect world, businesses and their employees would always do the right thing. Unfortunately, in the real world, ethical dilemmas are a common occurrence in the workplace. Employees must deal with pressures to perform and help the company succeed as well as personal temptations to take the easy way out. The end result; lapses in business ethics occur every day at work. Ethical lapses affect individual employee, the whole work group, and in the worst cases, whole companies and all of the stakeholders in the company suffer as a result.

According to a research study from LRN, a Los Angeles-based consultant on corporate ethics and compliance issues, ethical misbehavior can lead to decreased productivity in the workplace. Telephone interviews with 1,151 men and 795 women ages 18 and older also revealed that employees were almost evenly divided about how to handle unethical behavior at work. While 43 percent believed they needed to handle the situation themselves, 48 percent thought management should be involved. The following is a summary the LRN study on how ethical lapses and questionable behaviors distract U.S. workers.  

Ethics Study on Workplace Productivity (Continued)

- Seventy-three percent, roughly three out of four, of surveyed Americans employed full time reported encountering ethical lapses on the job, and 36 percent, more than one in three, said they were distracted by such an incident.

- More than one in three respondents who encountered ethical lapses said these incidents happen at least once a week.

- Nearly four in 10 of those respondents who reported being distracted spent a day or more distracted, including 11 percent who spent a month or more.

- One in 10 of the American workers surveyed believed a current issue at their company could create a scandal or business disruption if it was discovered. This figure increased to one in three among those who were distracted by a lapse in ethics or questionable behavior.

- Younger workers, ages 18-34, reported substantially higher levels of witnessing ethical lapses and being distracted than middle-aged and older workers.
Ethics Study on Workplace Productivity (Continued)

- Although white-collar workers were more likely to have witnessed ethical lapses and been distracted by them than blue-collar workers, more than twice as many blue-collar workers – nearly one-quarter – as white-collar workers reported that they do not believe management would handle an incident appropriately if reported.

- Employees are at odds on how to handle the causes of their distraction, being almost evenly divided between handling it themselves (43 percent) or involving company management (48 percent).

- Employees frequently involved others following the incidents of ethical lapses or questionable behavior at work. About half of surveyed Americans employed full time, 46 percent, said they informed someone else. Those who reported actually being distracted by an ethical lapse told, on average, eight other people, with an average of three of those people also losing time because of the incident.
Ethics Study on Workplace Productivity (Continued)

• One in three surveyed Americans working full time, 36 percent, said that they have reported an incident they believed to be unethical or questionable to management. Those observing an incident, yet not reporting it to their employers, cited several reasons for not doing so, with the top three being lack of confidence in how management would handle it (14 percent), lack of comfort in reporting (13 percent) and lack of a formal reporting procedure (11 percent).
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Where Are We Now?

The LRN study on how ethical lapses and questionable behaviors distract U.S. workers found that more than one in three respondents who encountered ethical lapses said these incidents;

a. happened at least once a week.
b. never happened.
c. were always reported to management.
d. were hard to detect.

More than one in three respondents who encountered ethical lapses said these incidents happen at least once a week.
Where Are We Now?

According to a research study from LRN, a Los Angeles-based consultant on corporate ethics and compliance issues, ethical misbehavior can lead to:

a. increased productivity in the workplace.
b. more contented employees in the workplace.
c. **decreased productivity in the workplace.**
d. More profitable productivity in the workplace.

According to a research study from LRN, a Los Angeles-based consultant on corporate ethics and compliance issues, ethical misbehavior can lead to decreased productivity in the workplace. Telephone interviews with 1,151 men and 795 women ages 18 and older also revealed that employees were almost evenly divided about how to handle unethical behavior at work. While 43 percent believed they needed to handle the situation themselves, 48 percent thought management should be involved.
Critical Thinking

What has been your experience with Ethical lapses in the Workplace?

Enter Your Answer Here

Click Here to compare your answer

Answer

The LRN Ethics Study on workplace productivity looked at the types of ethical lapses most commonly seen. They included high-risk activities, such as giving preferential treatment to employees, customers or suppliers; sharing company secrets with others; embarrassing or mistreating co-workers publicly; and sending inappropriate or offensive electronic communications – all of which have potential legal liability or reputational risk tied to them and are among the types of activities that have been at the center of many recent high profile corporate scandals.
Critical Thinking

Can questionable behavior by one employee demotivate others, and can an accumulation of small incidents detract from productivity and job satisfaction?

Enter Your Answer Here

Click Here to compare your answer

Answer
The LRN Ethics Study on workplace productivity discovered that distraction is common in the American workplace, finding that about half of those who said they witnessed an ethical lapse were distracted by it.

Whenever an employee leaves a company, productivity suffers. The company must then expend time and resources to find a qualified replacement, and the work being performed by the former employee lapses in the interim. According to LRN, more than one-third of all employees quit their job over perceived ethical lapses from the company. Furthermore, 94 percent of those surveyed said that it is extremely important to them that they work for an ethical company. Ethics thus reduce the amount of employee turnover and accompanying lapses in productivity.
Critical Thinking

What are some of the ethical issues that arise in the workplace?

Enter Your Answer Here

Click Here to compare your answer

Answer

Ethical issues found in workplace include activities that may be considered low legal risks to companies, but are nevertheless significant in terms of the distraction they can cause. These activities include taking credit for another’s work; using title or influence to pressure others to achieve goals; using abusive, hostile or emotionally charged language in dealing with others; back-biting or bad-mouthing co-workers; breaking promises or not delivering on one’s word; and doing personal business on company time. While seemingly insignificant, all of these can create conditions that erode a company’s overall compliance culture.
Critical Thinking

Does your company have a “Code of Conduct”? If so, how has it influenced your company’s workplace?

Enter Your Answer Here

Answer

"In today's competitive business environment, a corporate code of ethics should serve as the foundation upon which employees make decisions based on honesty, integrity, confidence and trust. A written code of ethics provides employees with an understanding and knowledge of what their organizations expect from them in terms of responsibilities and behavior. A code of ethics reflects corporation standards and establishes realistic modes of behavior that applies to everyone in the company, from the board of directors to the newest employee. A company’s code of ethics is important because it provides visible guidelines, stability to an organization, and a point of focus for everyone in the organization. The reputation of an organization and its actions reflect the ethical conduct that affects its potential for profit and growth."

Okpara, Dr. John O.; July 11-13, 2003 (Presented at Academy of Business & Administrative Sciences (ABAS), Brussels, Belgium).

*Can Corporate Ethical Codes of Conduct Influence Behavior? An Exploratory Study of Financial Managers in a Developing Economy.*

End of Module 7
Ethics Training in the Real World

Proceed to the Module 7 quiz