



Different Individuals Valuing Each other Regardless of Skin, Intellect, Talent or Years **DIVERSITY**

Understanding Cultures and Diversities to build relationship
and respect when working with clients and co-workers



The Culture of Ethics in the Workplace

Information resourced from:

<https://www.psychologytoday.com/us/blog/do-the-right-thing/201507/six-ways-create-culture-ethics-in-any-organization>

3rd Quarter 2019 – Diversity in the Workplace Newsletter

Information to help you develop cultural understanding and competence.

So often we hear about unethical and appalling behavior of organizations and their leaders that seem intent on deceiving their customers, lying and cheating, and perhaps laughing all the way to the bank. It is discouraging to hear that so frequently so many organizations and leaders just can't be trusted. Yet, there are many ways that organizations can create a culture that supports and nurtures ethics . . . and good ethics is good business in the end.

Ethics: moral principles that govern a person's behavior or the conducting of an activity.

Organizations, such as Konedu Home Care subscribes to the following six easy to remember strategies to create and sustain a **culture of ethics** that could be endorsed and shared with all our employees. These include the following:

1. **Clear Expectations for What is Okay and Not Okay.**

All organizations have both spoken and unspoken rules and guidelines about how to act within their environments. This includes everything from attire, attitudes expressed, and behavior towards co-workers, customers, and the public. For anyone who has worked at several organizations, even within the same sector such as corporations or retailers, you can likely describe how the culture of these organizations differ and sometimes differ radically.

Many of the cultural norms and expectations of an organization are never expressed in writing but are inferred once you closely observe the environment of the organization for some duration. Some organizations highlight ethical values and decision making more than others. Many may pay lip service to following ethical guidelines but then don't practice what they preach. Some are more practical than others. Others are more hospitable and gracious than others. Clear expectations for behavior among all employees of an organization is the first step towards a more ethical organizational culture. Konedu Home Care has set clear expectations that are written and verbally communicated in orientation and our Employee Handbook.

My Role for Ethical Culture: I am expected to adopt and maintain our agency's ethical policies and behavior.

2. **Modeling Desired Behavior (especially from organizational leaders)**

Research has made clear that people tend to model the behavior of others especially well thought of, popular and influential individuals. Leaders within any organization act as models for those below them in the organizational chart. Thus, any organizational leader must be mindful that they are being watched very closely and that others in the organization will likely follow their lead when it comes to ethical behavior and attitudes.

Ethical behavior may come from Observational Modeling. We observe and learn by *attention, retention, reproduction, and motivation*. Thus, for observational modeling to occur, one needs to observe the model, remember the model's behavior, reproduce the model's behavior, and be motivated to do it again and again.

Thus, organizational leaders and employees must practice what they preach and be sure that they model for others the desired behaviors that they wish to nurture within their organizations. If the highest standards of ethics are desired within an organization then high profiles leaders in that organization must demonstrate these standards and be beyond reproach in this regard. Their actions often will speak louder than their words when it comes to helping to create a more ethical environment within their organizations.

☑ **My Role for Ethical Culture: I am called to model the ethical behavior of leaders and peers to establish an ethical culture that will provide for a safe, effective and productive environment.**



3. Reinforce the Behavior You Want, and Don't Reinforce the Behavior that You Don't Want

This is a very simple truth that has been known for generations. If you want behavior to continue, then reinforce it. If you want behavior to discontinue, don't reinforce it. This is a simple truth, yet it is often hard to do and hard to remember for many organizations and individuals alike. And it is certainly easier said than done. Konedu Home Care is mindful and intentional about what behaviors we want to reinforce and what behaviors we do not want reinforced. Ethical behavior must be clearly reinforced so that it will continue to occur. Problematic unethical behavior and undesirable behaviors must be extinguished.

☑ **My Role for Ethical Culture: I am offered opportunities for recognition, awards, and social reinforcements for desirable ethical behaviors and promote the ethical culture desired in my agency.**

4. Focus on Skill Building and Problem Solving

Organizations can do a great deal to focus their attention on developing ethical skills and problem-solving techniques. Rather than only stating what kinds of behaviors are expected or not, we must help with the step by step strategies for developing effective ethical decision making and behavior skills and strategies for resolving ethical dilemmas or troubles.

☑ **My Role for Ethical Culture: I have workshops, reference materials and consultation from leaders, peers or mentors that can train and assist me to practice better and more thoughtful ethical decision making.**

5. Provide the Tools People Need to Act Ethically

Konedu Home Care wants to create a culture of ethics and wants its employees to have the tools that they need to do so. These include adequate and appropriate training, consultation, modeling, and supervision. These tools also include being able to bring inside and outside expert in to engage our employees at all levels of training and problem solving.

☑ **My Role for Ethical Culture: I can seek out our Corporate Compliance Officer to assist and/or facilitate instances of ethical dilemmas or point me in the right direction for getting tools and resources to better help with ethical consultation.**

6. Provide Corrective Feedback

Immediate and effective feedback. Timely and thoughtful corrective feedback regarding behavior is important to creating a culture of ethics. Reinforcement for behavior that is desired and corrective feedback for behavior that is not desired is critical and will help create and sustain a culture of ethical behavior and consideration. Collaboration and education allow for more openness and less defensiveness when feedback is provided. Immediate feedback is critical to maximize a fuller understating of the problem behavior as well.

☑ **My Role for Ethical Culture: Corrective feedback will be conducted in the spirit of collaboration and education rather than in terms of punishment or chastisement.**

Having these important principles well understood and practiced will allow all of us to be much more productive, effective an work in a more ethically focused environment.

WRONG
is **WRONG**,
even if *everyone*
is doing it.

RIGHT
is **RIGHT**,
even if *no one*
is doing it.