

**TOWARDS A HOLISTIC TRANSFORMATION OF  
ORGANISATIONS INTO LEARNING WORKPLACES**

# LEARNING WORKPLACES

## **Workshop:** *Six Top Transversal Skills for Employees* *Module 4: Responsibility and Ethical Practice*

[Date of Workshop]



Co-funded by the  
Erasmus+ Programme  
of the European Union

*Project Agreement Number: 612910-EPP-1-2019-1-CY-EPPKA3-PI-FORWARD*

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Learn continually -  
there's always "one  
more thing" to learn!

*Steve Jobs*

Welcome to the  
LEARN project's  
workshop for  
Employees!



*Let's break the ice!*



# Introductions



## Introduction

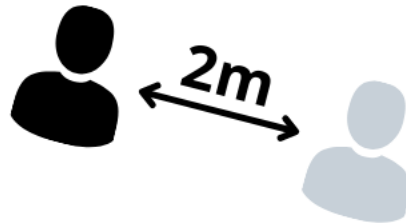
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# Aim

The development of key transversal skills of employees that are most often requested by employers today, so that they become more effective at their job and in their life in general, and contribute to the establishment of a learning culture within the organisations for which they work.



**To create relationships based on effective communication, respect,  
good manners, and empathy.**  
*[Communication]*

**To show team spirit for achieving common goals.**  
*[Team Building]*

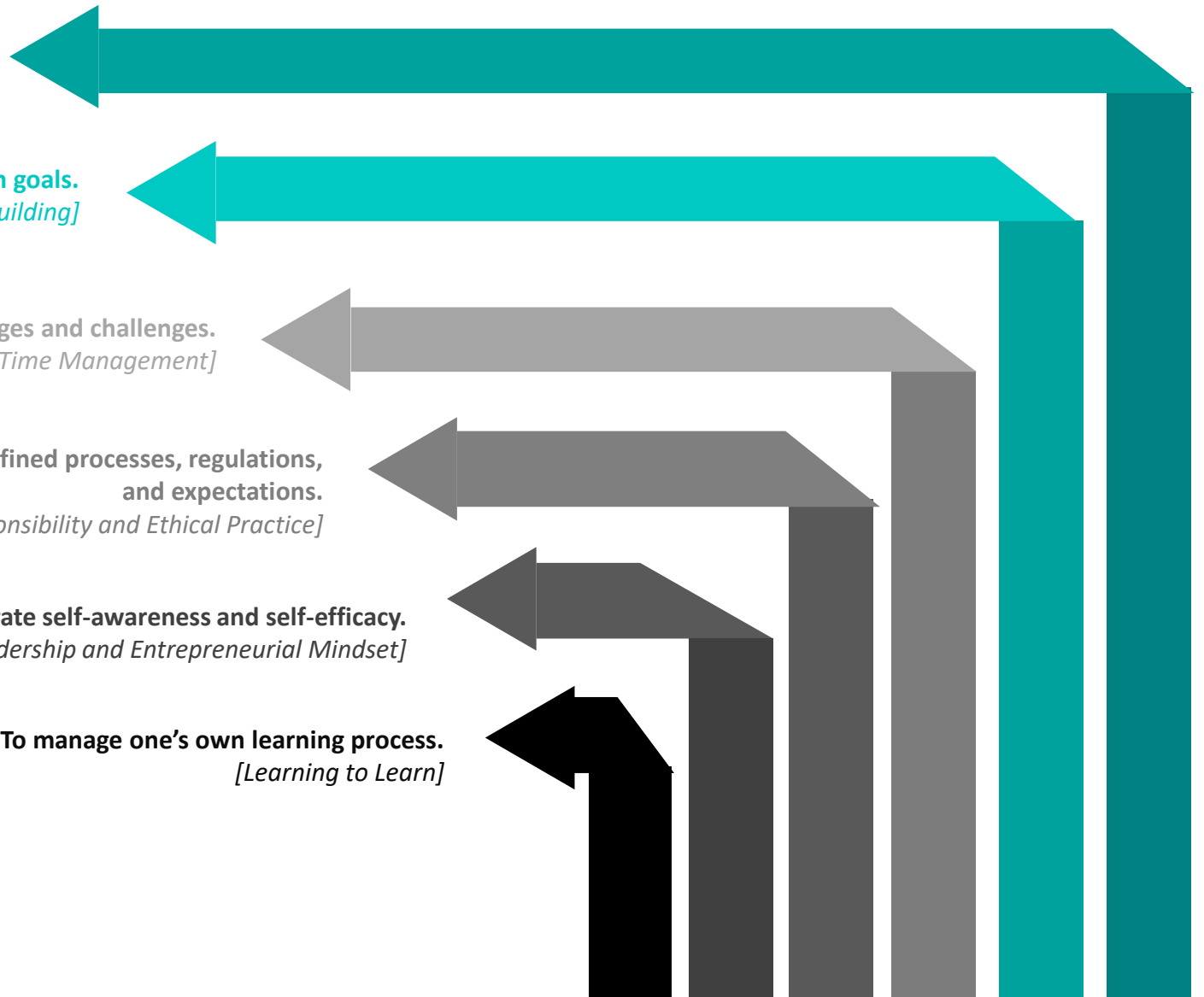
**To effectively face changes and challenges.**  
*[Resilience and Time Management]*

**To implement tasks based on predefined processes, regulations,  
and expectations.**  
*[Responsibility and Ethical Practice]*

**To demonstrate self-awareness and self-efficacy.**  
*[Self-Leadership and Entrepreneurial Mindset]*

**To manage one's own learning process.**  
*[Learning to Learn]*

# Objectives





# Route Map



1. Communication



2. Team Building



3. Resilience and Time Management



4. Responsibility and Ethical Practice



5. Self-leadership and Entrepreneurial Mindset



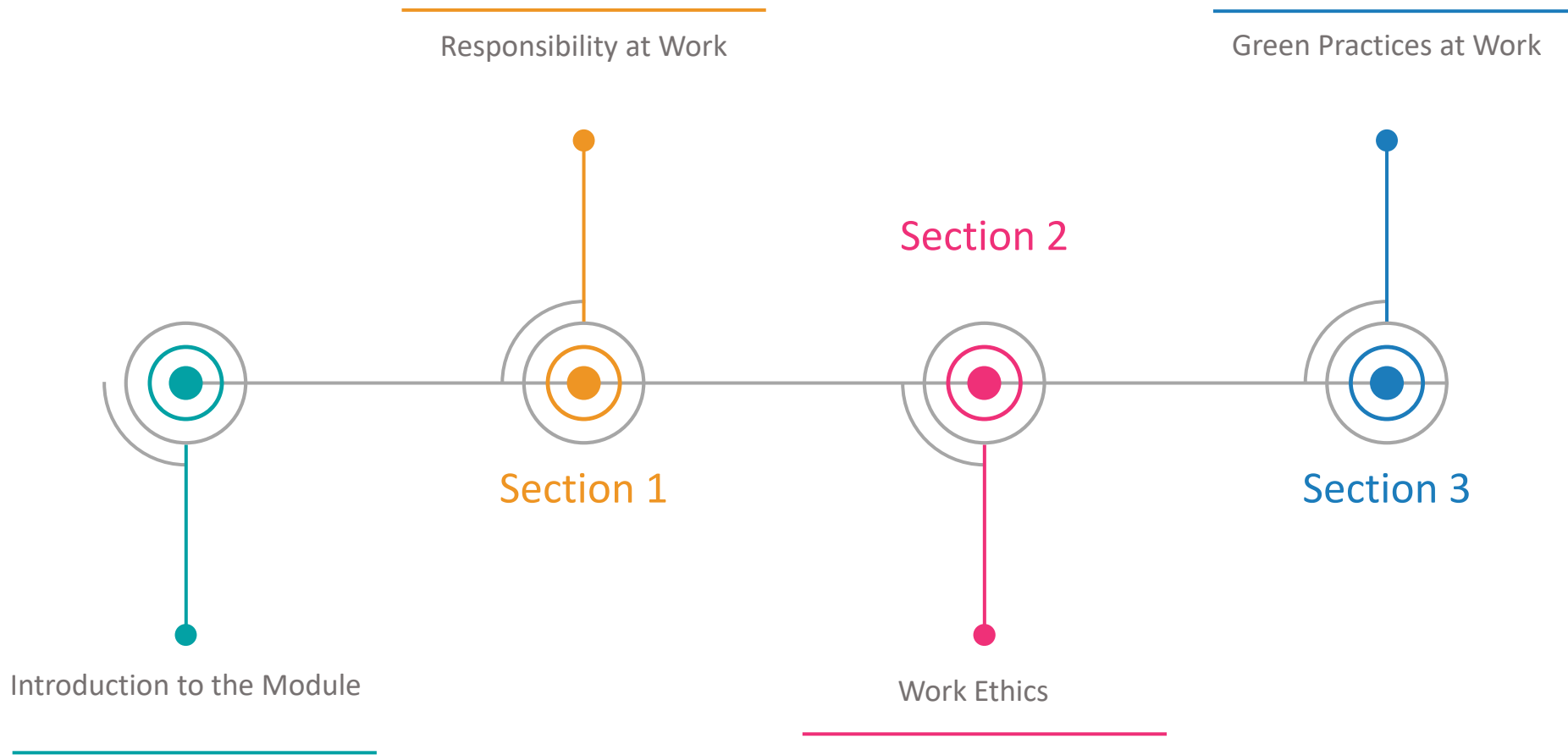
6. Learning to Learn

# The Name Game

What organisations do we work for?



# Module Structure



# Learning Outcomes

**01**

To list the benefits of demonstrating responsibility and the consequences of irresponsible behaviours at work.

**02**

To perform tasks according to organisational procedures, rules, and expectations.

**03**

To relate ethical practice with work tasks.

**04**

To apply ethical reflection and ethical principles in decision-making.

**05**

To implement an environmentally-friendly behaviour at the workplace through green practice.

## BE A RESPONSIBLE EMPLOYEE !!!

"In this job we need someone who is responsible."



"I'm the one you want. On my last job, every time anything went wrong, they said I was responsible."

# Responsibility at Work

Definition of Responsibility

Responsibility at Work

Responsibility and Rights

Responsibility, Professionalism, and Ethics

# Definition of Responsibility

1. A duty or task that you are required or expected to do (**obligation**).
2. The state of having the job or duty of dealing with and taking care of something or someone (**obligation**).
3. Something that you should do because it is morally right, legally required etc. (**obligation**).
4. The quality of a person who can be trusted to do what is expected, required etc. (**credibility**).
5. The state of being the person who caused something to happen (**accountability**).



# Responsibility

1 \_\_\_\_\_

2 \_\_\_\_\_

3 \_\_\_\_\_

4 \_\_\_\_\_

5 \_\_\_\_\_

6 \_\_\_\_\_

## Try to categorise Responsibility

1. *Respecting labour legislation and policies.*
2. *Purchasing fair trade products.*
3. *Engaging in charity/volunteer work.*
4. *Adopting environmentally-conscious practices in the workplace.*
5. *Admitting mistakes made at work and apologising.*
5. *Creating profit.*



1. **Legal:** responsibility that comes as a result of the application of the existing law on a national, transnational/supranational, or international level. Not assuming responsibility in such cases is often considered as opposing to the law and thus, illegal.
2. **Ethical:** responsibility that derives from the collective or personal perception of what is right.
3. **Social:** collective responsibility of a society towards its members, as well as the personal responsibility of each member towards all the other members of the society.
4. **Personal:** the sense of responsibility of a person towards himself/herself and his/her family or friends, which does not come as a result of a legal obligation. It can be linked with ethical and/or social responsibility. Also, it may mean *accountability*.

# Types of Responsibility



# Another Categorisation: Levels of Responsibility

## The Pyramid of Corporate Social Responsibility



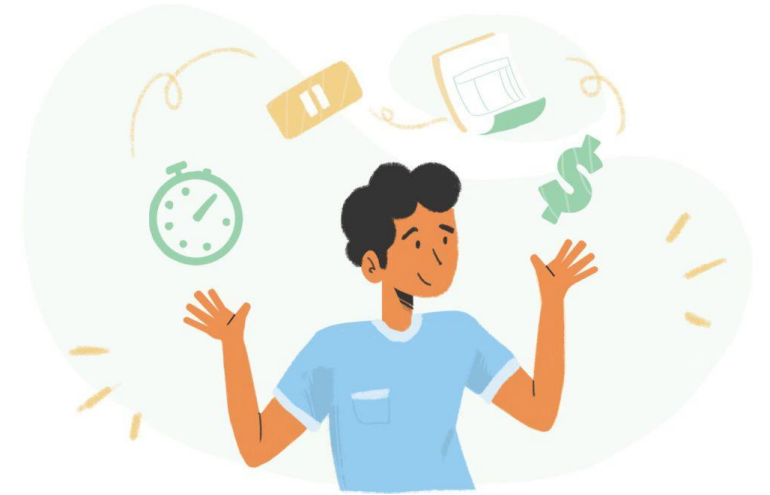
“Pyramid of Corporate Social Responsibility”,  
Archie Carroll

1. **Philanthropic or Discretionary:** be a good corporate citizen.
2. **Ethical:** be ethical.
3. **Legal:** obey the law.
4. **Economic:** be profitable.

**Corporate Social Responsibility (CSR)**, also called *corporate citizenship*, is a self-regulating business model that helps a company be socially (and economically and environmentally) accountable to itself, its stakeholders, and the public.

# Responsibility at Work

- **Responsibilities at Work:** **duties that are related to work**, which derive from the job description and are often combined with more general duties.
- **Sense of Responsibility at Work:** when an employee **carries out all of his/her assigned job duties**, as those are explained in the job description and **complies with the policy and the processes of the company** to which s/he is employed in the **best and most professional** way possible.



# Sense of Responsibility at Work

## It is related to:

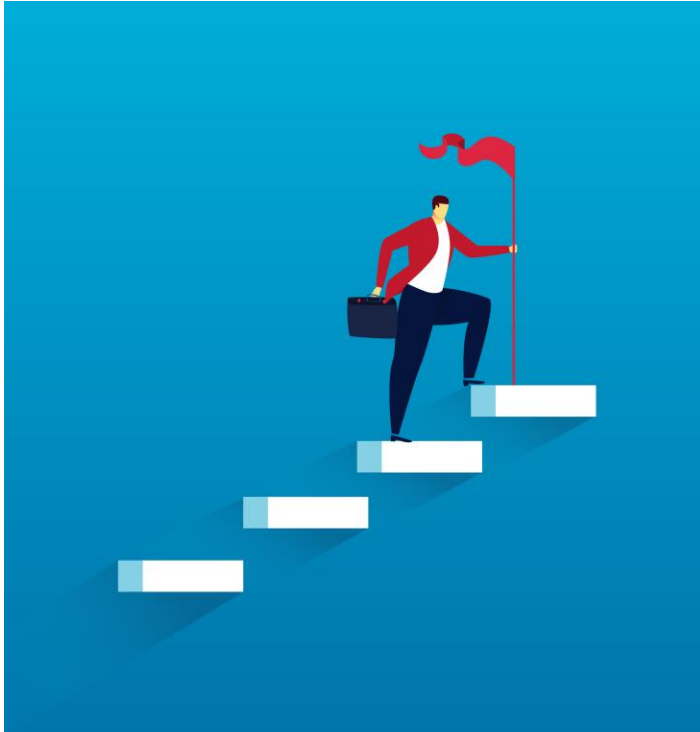
- *duties that are included in the job position.*
- *everyday actions in the workplace.*
- *expected behaviour on the job.*
- *behaviour in special working circumstances.*
- *behaviour towards co-workers.*



*Which are, in your opinion,  
the characteristics of a  
responsible employee?*



# Elements of Responsibility at Work



- ✓ *Very good knowledge of the job position's duties*
  - ✓ *Very good knowledge of the job's objectives*
    - ✓ *Good knowledge of tasks not related to core job activities*
      - ✓ *Integrity*
      - ✓ *Accountability*
      - ✓ *Decisiveness*
      - ✓ *Determination*
      - ✓ *Perseverance*
      - ✓ *Resilience*

# Responsibility v Accountability at Work

Watch the video



# What Proves a High Level of Responsibility at Work?

1. How would you handle projects with varying deadlines and importance?
2. How would you handle a situation in which your supervisor assigned a task without providing complete instructions?
3. If your manager assigned you a sick colleague's tasks, how would you handle your tasks and his/hers?
4. What would you do if you realise that the company policy on going green and minimum waste was regularly violated by one of your colleagues?
5. What would you do in case something went wrong in a task that you had handled?
6. What would you do if a colleague of yours had a strict deadline and much workload which indicates that s/he would probably miss the deadline?





# Enhancement of Responsibility at Work



- ✓ Be consistent in terms of time.
- ✓ Remain positive in every occasion.
- ✓ Be flexible.
- ✓ Practice active listening.
- ✓ Encourage and motivate the people around you.
- ✓ Work voluntarily whenever possible.

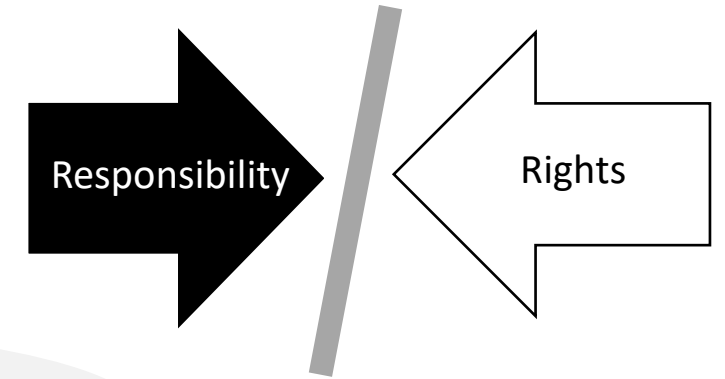
# Benefits of Responsibility at Work

## For Employees and Employers

1. It shows **professionalism**.
2. It signifies the **ethical** and credible character of an employee.
3. It proves the employee's value to the management team.
4. It highlights the level of **accountability** on behalf of the employee.
5. It establishes trust between management and employees.
6. It contributes to employee retention.
7. It can lead to professional development.
8. It contributes to the establishment of powerful relationships with co-workers.
9. It enhances the productivity of the organisation.



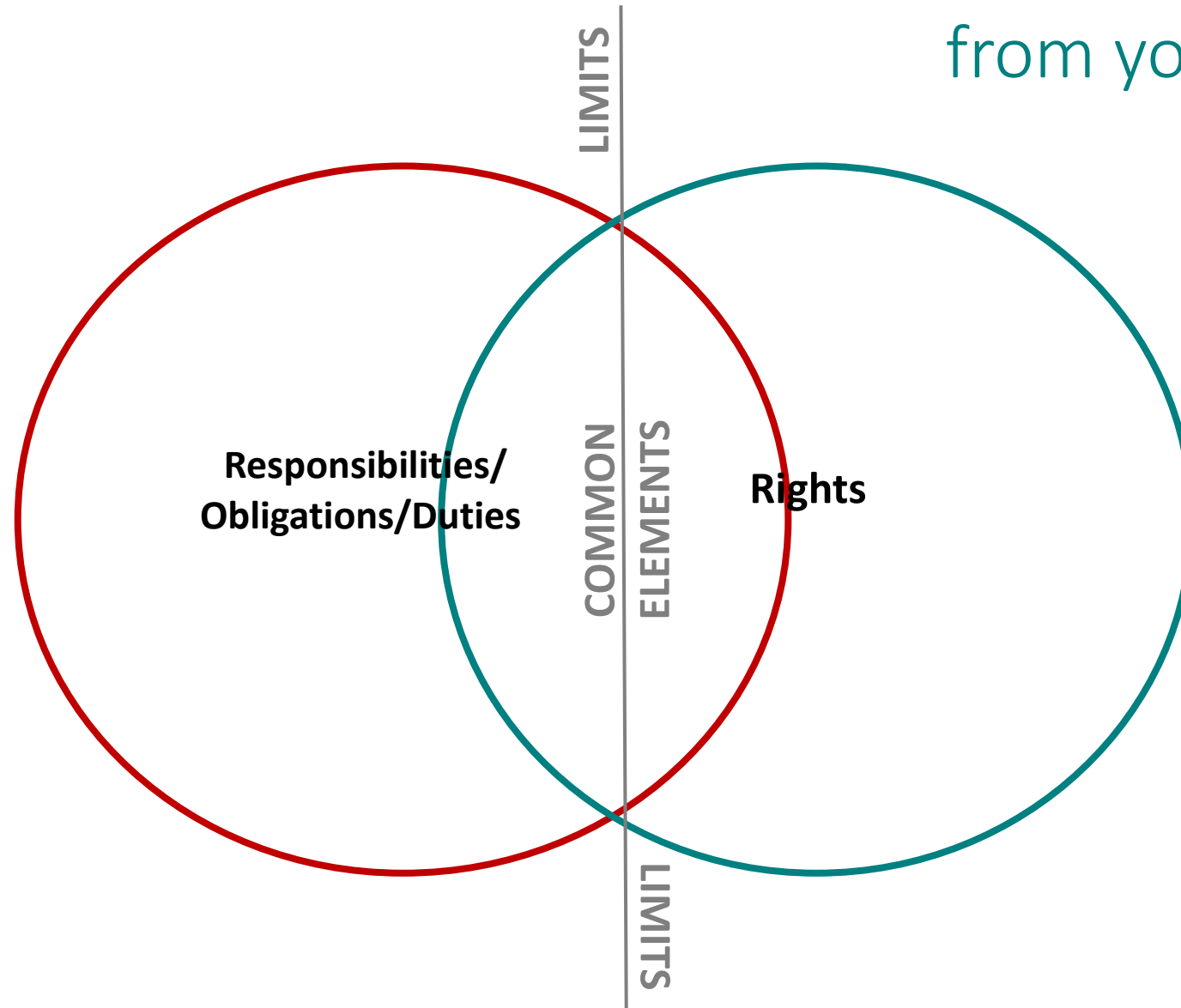
# Responsibility and Rights



**Responsibilities (obligations, duties)** and **rights** are **interrelated terms**. For each **obligation/duty** there is a **corresponding right**.

- According to the British political theorist Harold Laski, “Each person’s right is at the same time its obligation”, whereas Mahatma Gandhi stated that “Real rights are a result of one’s fulfillment of duties”.

Can you give an **example**  
from your work life?



# Responsibility, Professionalism, and Ethics



- **Professionalism:** behaviour or methods that make a person a proper professional and indicate the fact of that person responding to the **duties and responsibilities** of their profession and job position.



- **Morality/Ethic(s):** concepts of what is **right** and **wrong**, principles that define and guide the behaviour of a person, **including the way in which s/he behaves in the workplace.**

Responsible employees are **professionals** with **consistent work ethic or professional moral principles**, whose everyday actions aim at the fulfillment of their **professional goals**.

# Work Ethics

Morality, Ethic(s)

Work Ethics

Ethical Dilemmas at Work

Ethical Principles and Reflection in Decision-making



American sociologist **Raymond Baumhart** asked some businessmen **on what the term “ethics” meant to them.** Some of the answers were the following:

- "Ethics has to do with what my feelings tell me is right or wrong".
- "Ethics has to do with my religious beliefs".
- "Being ethical is doing what the law requires".
- "Ethics consists of the standards of behaviour our society accepts".

What is “ethics” in your opinion?





# Morality, Ethic(s)

- ***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.***



# Work Ethics

Just like we need to abide by a certain set of ethics in our social life, we also need to stick to **certain principles in our professional one.**

This set of principles is known as ***work ethics or business ethics:***

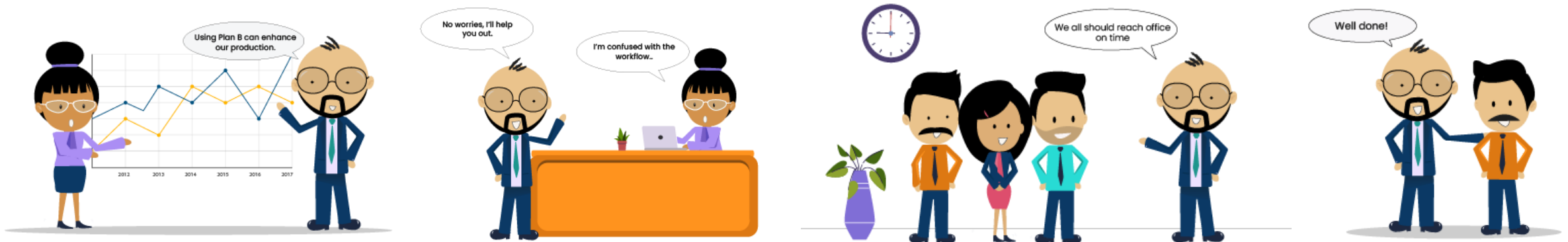


- ***“Ethics of the workplace”.***
- ***A practice that determines what is right, wrong, and appropriate in the workplace.***
- ***A set of values, behaviours, beliefs, and personality traits which are being applied during work and can lead to the creation of a positive working culture.***

# Work Ethics

**Work ethics** is one of the most important traits of **professionalism** which can lead to a successful professional career: **the person who follows the code of work ethics, is considered as a “valuable member of the team”**.

- It is a distinctive feature of loyal and dedicated employees putting the biggest possible effort into their work.



# Elements of Work Ethics

- RESPONSIBILITY
- ACCOUNTABILITY
- CREDIBILITY
- INTEGRITY
- HONESTY
- MODESTY
- RESPECT
- DEDICATION
- GOAL-ORIENTATION
- **PROFESSIONALISM**

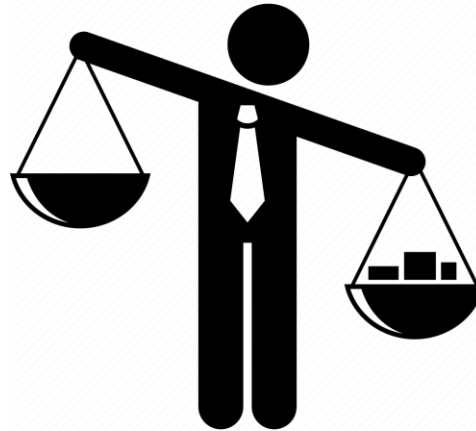


- Discipline
- Organisation
- Determination
- High-quality of Work
- Productivity
- Team Work
- Time Management
- Effective Communication
- Positivity
- Knowledge
- Creativity
- Critical Thinking

# Lack of Work Ethics

## by Employees and Employers

- Ignoring policies and/or procedures
- Concealment (e.g. financial information)
- Oversight of issues
- Illegal activities/practices
- Theft
- Lies (e.g. performance issues)
- Poor use of resources and equipment
- Lack of communication
- Gossip
- Provision of poor-quality services/work or services/work of lower quality than expected
- Poor attendance and tardiness
- Search for another job (during work time)



- Violation of contracts
- Unpaid excessive work
- Inability to provide a safe work environment
- Discrimination (e.g. racial, favourable treatment)
- Work-related intimidation
- Sexual harassment

# Workplace Discrimination

- An **ethical workplace** promotes **respect for diversity** and **equality** (including equal opportunities for all).
- **Discrimination** may result in the *breeding of ill feelings at work* as well as in *reduced productivity*.
- **Workplace discrimination** can target:
  - Age
  - Race, including nationality, ethnic, or national origin.
  - Disability
  - Being married, in a civil partnership, unmarried, or single parent
  - Being pregnant or on maternity leave
  - Religion or belief
  - Sex or sexual orientation
  - Gender reassignment



## Types of Workplace Discrimination

- **Direct discrimination:** not treating someone with a protected characteristic as well as others.
- **Indirect discrimination:** putting rules or arrangements into place that apply to everyone, but that put someone with a protected characteristic at an unfair advantage.

- **Harassment:** unwanted behaviour linked to a protected characteristic that violates someone's dignity or creates an offensive environment for them.
- **Victimisation:** treating someone unfairly because they have complained about discrimination or harassment.



# Workplace Harassment





## Workplace Harassment

- ✓ Report any instance of harassment immediately.
- ✓ Write down exactly what happened.
- ✓ Band together with co-workers.
- ✓ Keep copies of any records of your work performance.
- ✓ Get witnesses who would be willing to support your case.
- ✓ Map out the important people and situations to investigate in the initial complaint.
- ✓ Don't be thrown.
- ✓ Ask for support from your friends and family.



# Consolidation of Work Ethics

## How is an Ethical Workplace Created?



- Straightforward policies, rules, and procedures
- Clear and consistent communication
- Fair treatment
- Transparency
- Action plans
- Training opportunities
- Constructive feedback

# Code of Ethics and Code of Conduct



- Several professions have a Code of Ethics that exists *independent of any particular employment* (e.g. doctors, lawyers etc.).

- **Code of Ethics:** *a set of principles based on values and morals by which a company makes decisions about what is right or wrong.*
- **Code of Conduct:** *a set of rules and regulations that explain appropriate behaviour in specific situations at work.*
- The code of conduct explains what employees must do (how to act) to implement the code of ethics of the company.

# Ethical Dilemmas at Work

Watch the video



# Ethical Reflection in Decision-making

*Watch the videos and come to conclusions with regards the decisions made.*



## Group A

### 1. “Do Not Let Your Friends Suffer”

<https://www.youtube.com/watch?v=KWz7ekLL9cl>

John is a chartered accountant in small to medium-sized accounting firm and recently he got a promotion. He is now in a meeting with Mr. Tan, the Director of KS Pte Ltd, which is one of the most important clients of the company. During the meeting, an argument arises regarding the financial reports’ administration of KS Pte Ltd, which undoubtedly raises an ethical dilemma for John.

*How did he apply ethical principles to his decision-making?*

## Group B

### 2. “It was Just a Careless Mistake”

<https://www.youtube.com/watch?v=ZwFyASop8nc>

David works as the Financial Manager at a company. He has been informed that a very significant client, Super Pte Ltd, has returned a large part of the inventory that was sent to them at the end of the previous year.

David suggests some adjustments to be made in the company’s financial reports, so that they include this return, however this suggestion is opposed by the rest of his company’s management team. This raises an ethical dilemma for him.

*How did he apply ethical principles to his decision-making?*

# Green Practices at Work

Environmental and Green Philosophy  
Ecology and International Community  
Sustainable Development  
Green Practices in the Workplace  
Ecology and Workplace Benefits



What comes to your mind when  
you look at this phrase?



# Environmental and Green Philosophy

- **Environmental Philosophy:** the branch of thought that tackles the challenges of the **21<sup>st</sup> century**. It covers **different trends** that all have the same objective: **to defend the planet in order to safeguard the future**.
- **Green Philosophy:** a way of life that balances human needs with the protection of natural resources. It presupposes a better understanding of the preservation of natural resources and the ways in which our actions affect the environment.
  - It applies both in the case of households as well as in the **workplaces**.



# Ecology and International Community



- ✓ Our planet is now going through a **transitional process**, through which **societies are readjusting** and starting to **set new ecological boundaries**.
- ✓ **Various bodies, companies, and social groups** started implementing **plans and measures** in order to tackle global warming.
- ✓ A distinctive example is the **Paris Agreement** in 2016, through which 196 states have taken **responsibility for dropping the average temperature rise of the planet to 1,5°C**.

# Promotion of Environmental Protection

- **Younger generations are more sensitised** towards fighting climate change, due to **easier access to information through technology and the Internet**, as well as the fact that **these generations are expected to experience more the consequences of the planet condition's deterioration**.
- **Millennials** and especially **members of Generation Z** – those who were born after the mid90s – consist the **majority of people who take part in events that promote the environmental well-being**.



Greta Thunberg,  
“School Strike for the Climate”



*What actions have the most severe consequences on the environmental well-being nowadays?*

# Green Practices in the Workplace: What to Adopt and What to Avoid?

*Group A. Which practices would you suggest to start being implemented or promoted in the workplace?*

*Group B. What do you think that should be avoided or stop being applied in the workplace?*



# Green Practices in the Workplace

## Examples

- Go to work by using public means of transportation, by cycling, or on foot.
- Communicate via the phone or online.
- Use the stairs whenever possible.
- Take your own lunch to work, so that you avoid unnecessary transportations.
- Turn off the lights and electronic devices/ electric appliances when not in the room.
- Apply an automated system for the deactivation of devices in the end of a working day.
- Use smart sockets and other tools for saving energy.



# Green Practices in the Workplace

## Examples

### WASTE RECYCLING



- Print only whatever is absolutely necessary to be in hard-copy format.
- Recycle (paper, plastic, glass, metal).
- Set up recycling bins in employee areas and at work stations.
- Choose to use recyclable paper and printer ink cartridges.
- Choose to use reusable vessels/utensils during your break from work.

# Green Practices in the Workplace

## Examples

### IMPROVEMENT OF AIR QUALITY



- Place plants in several points in the workplace, in order to absorb carbon dioxide.
- Dissolve used coffee residues, which lead to the emission of methane gases or dispose it in your plant pots as a fertiliser.



# Sustainable Development

**A type of developmental policy**, which aims to satisfy the financial, social, and *environmental needs* of society, in a way that **will ensure** a short-term, medium-term and most importantly, a **long-term well-being**.



- On a practical level, this means that the conditions for long-term economic development should **be aligned with the protection of the environment**.
- **Making workplaces sustainable by protecting the environment should be among organisations' top priorities.**

# A “Healthy” Work Environment

*How would you define it?*

*Which aspects would you take into consideration?*



# Ecology and Workplace Benefits



According to the **World Health Organisation (WHO)**, a **healthy workplace** is one in which workers and managers collaborate to implement a **continual improvement process** to protect and promote the health, safety, and well-being of all workers and the sustainability of the workplace.

This can be accomplished, among others, by **introducing and integrating new practices which are environmentally friendly**, in order to improve the overall health of an organisation.

# Ecology and Workplace Benefits

According to statistics collected by the **World Economic Forum in 2017**, companies which **invested in “green innovation”** practices recorded an **annual growth rate of 15%**, thus demonstrating the significance of focusing on simple changes in the workplace towards **(environmental) sustainability**.



# Ecology and Workplace Benefits

- **WASTE REDUCTION**

- **COST SAVINGS**
- **PRODUCTIVITY INCREASE**
- **BUSINESS BRANDING AND COMPETITIVE ADVANTAGE IMPROVEMENT**
- **PROMOTION OF INNOVATION**

- **CUSTOMER LOYALTY**
- **EMPLOYEE MORALE AND RETENTION**
- **ATTRACTING INVESTORS AND PARTNERS**
- **ACCESS TO NEW, EMERGING MARKETS**

- **PREPARATION FOR COMPLIANCE WITH FUTURE LEGISLATIONS**



# Revision Questions



Name some characteristics of a responsible employee.



Explain what makes a workplace ethical.





List some green practices that can be implemented in the workplace.



# Evaluation

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# Thank you!



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*Project Agreement Number: 612910-EPP-1-2019-1-CY-EPPKA3-PI-FORWARD*

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