PROFESSIONAL ETHICS
(HUT 200)

Module 1

Human Values

Syllabus

- Morals, values and Ethics – Integrity- Academic Integrity-Work Ethics- Service Learning- Civic Virtue-Respect for others- Living peacefully- Caring and Sharing- Honestly- Courage-Cooperation Commitment-Empathy-Self Confidence - Social Expectations.

Introduction

- VALERE → VALUE
  - To be of worth (Latin)
  - Worth, desirability or utility of a thing (Oxford Dictionary).
  - Something which are desirable and worthy of esteem for their own sake.
  - Human Values – those values which help man to live in harmony with the world
    - Love, brotherhood, respect of others, honesty, sincerity, truthfulness, non-violence, gratitude, tolerance, sense of responsibility, cooperation, self-reliance, secularism, internationalism etc.

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- Values are the basis of human personality and are a very powerful but silent force affecting human behaviour.
- The values are the attributes possessed by an individual.
  - More permanent and well built in nature.
- An understanding of the values becomes a necessity in every parts of human life.

Sources of Values

1. Family Factor
2. Social Factors
3. Personal Factors
4. Cultural Factors
5. Religious Factors
6. Life Experiences
7. Role Demands
8. Halo Effect

Types of Values

1. Ultimate Values
   ◦ Represent the beliefs that affect our decision on how to live.
2. Democratic Values
   ◦ A procedural notion
3. Educational Values
   ◦ Impact of knowledge
   a) Subjective (Or Internal) Values
   b) Objective (Or External) Values
   c) Instrumental
   d) Intrinsic Values

- Aspects show or represent the Values taken for granted from four different angles:
   a) Life Perspectives
   b) Individual
   c) Society
   d) Natural World

Morals

- Morals are the prevailing standards of behavior that enable people to live cooperatively in groups.
- Moral refers to what societies sanction as right and acceptable.
- Morality often requires that people sacrifice their own short-term interests for the benefit of society.
- People or entities that are indifferent to right and wrong are considered amoral,
- Those who do evil acts are considered immoral.

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- Morality is not fixed.
  - Morality describes the particular values of a specific group at a specific point in time.
- Morals are the principles that guide individual conduct within society.
  - While morals may change over time, they remain the standards of behavior that we use to judge right and wrong.

Ethics

- The meaning of ethic is a "system of moral principles, rules and conduct." (Oxford Dictionary)
- Ethics is a "science of morals."
- The words ethics has emerged from Latin 'Ethicus' or in Greek 'Ethicos'.
- The beliefs what is right, what is fair and what is proper are our moral standards.
- Any action can be termed good or right or bad or wrong are relative and moral judgments.
  - The problem has one more side that who is making the judgment.

Importance of Ethics

- Part of Society
- Expectations of Public
- Trust of Employees
- Image
- Costs
- Pride of Best Companies
- Overall Benefit

Morality Vs Ethics

Morality	*Ethics*
1. More general and prescriptive based on customs and traditions.	1. Specific and descriptive. It is a critical reflection on morals.
2. More concerned with the results of wrong action, when done.	2. More concerned with the results of a right action, when not done.
3. Thrust is on judgment and punishment, in the name of God or by laws.	3. Thrust is on influence, education, training through codes, guidelines, and correction.
4. In case of conflict between the two, morality is given top priority, because the damage is more. It is more common and basic.	4. Less serious, hence second priority only. Less common. But relevant today, because of complex interactions in the modern society.
5. Example: Character flaw, corruption, extortion, and crime.	5. Example: Notions or beliefs about manners, tastes, customs, and towards laws.

Integrity

- A term used to describe a person's level of honesty, moral commitments, and willingness to do what's right.
- Show integrity to the outside world while following work ethics.

Academic Integrity

- Five Pillars of Academic Integrity:
  - Honesty
  - Trust
  - Fairness
  - Respect
  - Responsibility

WORK ETHICS

- Traditional – Work Hard
  - more production
- Current – Work Smart
  - quality productivity
- Individuals with strong work ethic
  - Will have inculcated principles that guide them in their work behavior.
  - Leads them to consistent higher productivity, without any prodding that many require to stay on track.

Importance of Work Ethic

- Identify whether staff are naturally this way with strong work ethic or need be trained.

1. Productive Work
2. Cooperation
3. Ethics in Organizational Culture

Basic Work Ethic for an Organization

- Uniform rules and regulations
- Communication of the rules and regulation to all employees
- Respect for Employees
- Allow a degree of freedom to employees without constant micro-management
- Clear cut salary and promotion policy
- Clear and uniform holiday schedule
- Effects of Work Ethics within an organization
- How Leadership ethics and Employee ethics can impact the organization

Core ethical elements that define the ethics of an organization

- A written code of ethics and standards (ethical code).
- Ethics training for executives, managers, and employees.
- The availability of ethical situational advice (i.e. advice lines or offices).
- A confidential reporting system.

How to develop strong work ethic

Step 1: Be professional about your work
- Reliability and honesty
- Deliver best outputs
- Be consistent in delivering good quality work and earn good reputation

Step 2: Manage your time
- Know your strength and weaknesses
- Set yourself deadlines for delivering even small tasks
- Prioritize tasks and set the most important ones in the morning
- Avoid negative talk and gossip

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Step 3: Keep a balance and deliver consistent high performance work.

- Do sport, sleep well, and socialize

Step 4: Develop good work habits

- Create and learn habits
- "Do it now" habit
- "Do it right" habit

Assignment

- Universal Human Values
- Core elements of a strong work ethic

SERVICE LEARNING

- Service-learning refers to learning that actively involves students in a wide range of experiences, which often benefit others and the community, while also advancing the goals of a given curriculum.
- It offers direct application of theoretical models.
- It allows students to synthesize course material in more meaningful ways.
- Common goals includes gaining;
  ◦ A deeper understanding of the course/curricular content,
  ◦ A broader appreciation of the discipline and
  ◦ An enhanced sense of civic responsibility.

Qualities of service-learning

- Integrative
- Reflective
- Contextualized
- Strength-Based
- Reciprocal
- Lifelong

Benefits of Social Learning

- Learning Outcomes
- Personal Outcomes
- Social Outcomes
- Career Development
- Relationship with the Institution
- Faculty Benefits of Service Learning
- College and University Benefits of Service Learning

CIVIC VIRTUE

- Civic virtue is morality or a standard of righteous behavior in relationship to a citizen's involvement in society

- Civic virtue is the harvesting of habits important for the success of the community.

- Eg: voting, volunteering, organizing a book group, or attending a PTA meeting.

- It often conceived as the dedication of citizens to the common welfare of their community even at the cost of their individual interests.

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- The term civility refers to behavior between persons and groups that conforms to a social mode, as itself being a foundation of society and law.
- Specifically what counts for civic virtue depends on the kind of political order one aspires to create.
- Eg: Political Traditions.
- Civic virtue is not an inherent human quality but needs to be developed.

RESPECT FOR OTHERS

- Respect, also called esteem, is a positive feeling or action shown towards someone or something considered important, or held in high esteem or regard.

- It conveys a sense of admiration for good or valuable qualities.

- It is also the process of honoring someone by exhibiting care, concern, or consideration for their needs or feelings.

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- Courtesies that show respect may include
- simplewords and phrases like "Thank you" in the West or "Namaste" in the Indian subcontinent, or
- simple physical signs like a slight bow, a smile, direct eye contact, or
- a simple handshake;

How to Respect Others?

- Listening to the other person.

- Being empathetic, understanding each other.

- Using assertive communication, that is, defending our rights while respecting the rights of others, in an educated and non-aggressive manner.

- Keep in mind that our approaches, ideas, and opinions may differ from other people and none is wrong. No one has the absolute truth.

- Apologizing to each other when we make mistakes.

- Keeping other people's secrets.

- Complying with and respecting laws and regulations

- Taking care of the common spaces and the environment.

- Interest in others, their everyday life and how they feel.

- Respecting the privacy and intimacy of others.

- Respecting others spaces and belongings, not to invade or use what is not ours without permission.

- Respect personal space.

- Make sure we include rather than exclude others.

- Helping others when it is in our power to do so.

- Being grateful.

LIVING PEACEFULLY

- To live peacefully, one should start install peace within (self).
- Self > Family > Workspace > Society>World including environment.
- You cannot gift an article which you do not possess.

Means to be Adopted to Live Peacefully

- Order in one's life (self-regulation, discipline, and duty).
- Pure thoughts in one's soul (loving others, blessing others, friendly, and not criticizing or hurting others by thought, word or deed).
- Creativity in one's head (useful and constructive).
- Beauty in one's heart (love, service, happiness, and peace).
- Good health/body (physical strength for service).
- Help the needy with head, heart, and hands (charity). Service to the poor is considered holier than the service to God.
- Not hurting and torturing others either physically, verbally, or mentally.

Factors that Promote Peaceful Living

- Conducive environment (safe, ventilated, illuminated and comfortable).
- Secured job and motivated with 'recognition and reward'.
- Absence of threat or tension by pressure due to limitations of money or time.
- Absence of unnecessary interference or disturbance, except as guidelines.
- Healthy labour relations and family situations.
- Service to the needy (physically and mentally-challenged) with love and sympathy.

CARING AND SHARING

- Caring includes feelings, relationship, contends with other persons and protecting others and causing least damage to others.
- Caring is feeling for others
- It includes showing respect to the feelings of others, and also respecting and preserving the interests of all others concerned.
- Caring is reflected in activities such as friendship, membership in social clubs and professional societies, and through various transactions in the family, fraternity, community, country and in international councils.
- Caring of environment

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- Sharing means sharing of feelings, ideas thoughts, resources and profits.
- Sharing is always mutually beneficial.
- The transfer should be genuine, legal, positive, voluntary, and without any expectation in return.
- Sharing is 'charity' for the humanity, 'sharing' is a culture.
- It paves the way for peace, prosperity, early and easily, and sustains it.

HONESTY

- Honesty is speaking the truth.
- Examples of what speaking the honest truth means:
  - Honesty means you don't say things about people that aren't true
  - Being honest means you admit to your actions, even if you'll get in trouble.
  - Honesty means you explain how a situation really happened
- Being honest means you act in a way that you know is the right thing to do.

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- Honesty is a virtue, and it is exhibited in two aspects namely,

  1. Truthfulness
  ◦ Truthfulness is to face the responsibilities upon telling truth.

  2. Trustworthiness
  ◦ Trustworthiness is maintaining integrity and taking responsibility for personal performance

- Some of the actions of an engineer that leads to dishonesty
  - Lying
  - Deliberate deception
  - Withholding the information
  - Not seeking the truth
  - Not maintaining confidentiality
  - Giving professional judgment under the influence of extraneous factors

COURAGE

- Courage is the tendency to accept and face risks and difficult tasks in rational ways.

- Self-confidence is the basic requirement to nurture courage.

- Types of Courage, based on the types of risks, namely
  ◦ Physical courage (Physical strength, including the muscle power)
  ◦ Social courage (Leadership abilities)
  ◦ Intellectual courage   (Empathy and Sacrifice)

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- One should perform Strengths, Weakness, Opportunities, and Threat (SWOT) analysis.
- Expressions of Courage
  - Facing the criticism, owning responsibility, and accepting the mistakes or errors when committed and exposed are the
- Characteristics of courageous people
  - Perseverance (sustained hard work),
  - Experimentation (preparedness to face the challenges, that is, unexpected or unintended results),
  - Involvement (attitude, clear and firm resolve to act), and
  - Commitment (willing to get into action and to reach the desired goals by any alternative but ethical means).

COOPERATION

- It is a team-spirit present with every individual
- Cooperation is activity between two persons or sectors that aims at integration of operations (synergy), while not sacrificing the autonomy of either party
- Cooperation promotes collinearity, coherence (blend), co-ordination and the synergy.
- The absence of cooperation leads to lack of communication, misinformation, and undue delay between supply, production, marketing, and consumption.
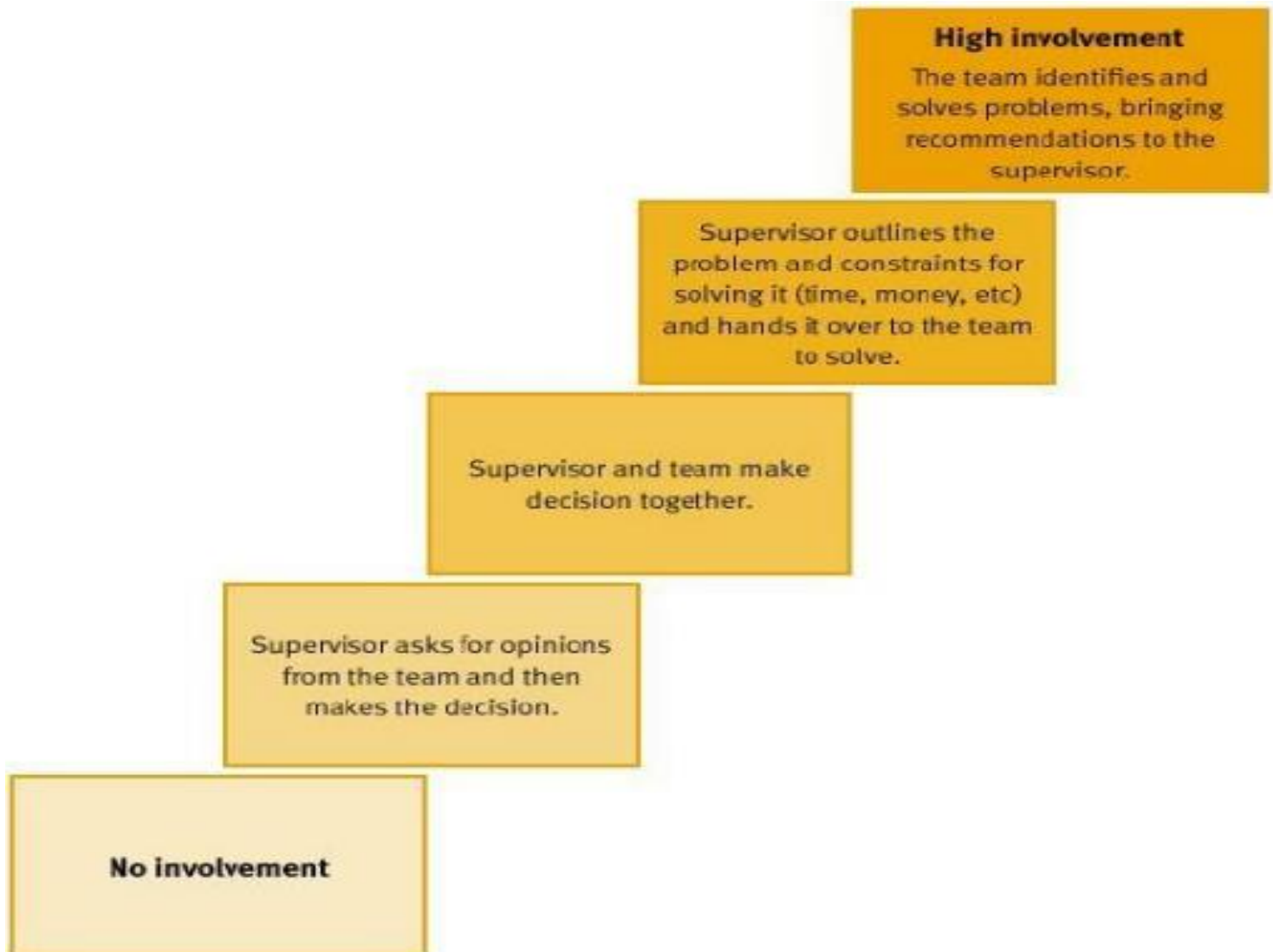
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- The impediments to successful cooperation are:
  - Clash of ego of individuals.
  - Lack of leadership and motivation.
  - Conflicts of interests, based on region, religion, language, and caste.
  - Ignorance and lack of interest.
- By careful planning, motivation, leadership, fostering and rewarding team work, professionalism and humanism beyond the 'divides', training on appreciation to different cultures, mutual understanding 'cooperation' can be developed and also sustained.

COMMITMENT

- Commitment means acceptance of the responsibilities and duties
- Commitment means alignment to goals and adherence to ethical principles during the activities.
- Work teams that are committed and cooperative are more likely to achieve the goals the business has set.
- Commitment helps :
  - Maintaining or increasing quality
  - Reaching or exceeding production targets
  - Decreasing complaints from team members
  - Limited conflict between team members
  - Fewer workplace injuries.

Degrees of Team Involvement in Decision Making

High involvement
The team identifies and solves problems, bringing recommendations to the supervisor.

Supervisor outlines the problem and constraints for solving it (time, money, etc) and hands it over to the team to solve.

Supervisor and team make decision together.

Supervisor asks for opinions from the team and then makes the decision.

No involvement

EMPATHY

- Sensing what others feel about, without their open talk, is the essence of empathy.
- Empathy begins with showing concern, and then obtaining and understanding the feelings of others, from others' point of view
- The benefits of empathy includes:
  - Good customer relations
  - Harmonious labour relations
  - Good vendor-producer relationship

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- Characteristics need to be developed by a good leader to practice empathy
  - Understanding others
  - Service orientation
  - Developing others
  - Leveraging diversity
  - Political awareness

SELF-CONFIDENCE

- Certainty in one's own capabilities, values, and goals, is self-confidence.
- Self-confidence is positive attitude, wherein the individual has some positive and realistic view of himself, with respect to the situations in which one gets involved.
- The people with self- confidence exhibit courage to get into action and unshakable faith in their abilities, whatever may be their positions
- The self-confidence in a person develops a sense of partnership, respect, and accountability
  - ◦ Helps the organization to obtain maximum ideas, efforts, and guidelines from its employees.

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- The people with self-confidence have the following characteristics:
  - A self-assured standing,
  - Willing to listen to learn from others and adopt (flexibility),
  - Frank to speak the truth, and
  - Respect others' efforts and give due credit.
- The factors that shape self-confidence in a person
  - Heredity (attitudes of parents) and family environment,
  - Friendship (influence of friends/colleagues),
  - Influence of superiors/role models, and
  - Training in the organization

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- The following methodologies are effective in developing self-confidence in a person:
  - Encouraging SWOT analysis. By evaluating their strength and weakness, they can anticipate and be prepared to face the results.
  - Training to evaluate risks and face them (self-acceptance).
  - Self-talk . It is conditioning the mind for preparing the self to act, without any doubt on his capabilities. This make one accepts himself while still striving for improvement.
  - Study and group discussion, on the history of leaders and innovators

SOCIAL EXPECTATIONS

- Social expectations are ideas that we have of how someone in our social surroundings will behave in the future or in a specific situation.
  - This helps us imagine how we have to behave or act around them and to predict their behaviour.