

## Social Issues in Management and Business Ethics: Exercises and Activities

Exercise/Activity Title:

### **Code of Ethics or Core Values Assessment**

Exercise/Activity Explanation (150 words or less):

Students assess how well their organizations live up to its Code of Ethics or Core Values. Code of Ethics are typically four to seven aspirations, such as respect all stakeholders. Students transform their Code of Ethics into a Likert Scale Survey, highlight its strengths, list its weaknesses, and provides a continuous improvement recommendation that addresses a weakness.

Assignment is on the following page.

Optional – Contact Information:

If interested in additional information, please contact Professor Denis Collins, School of Business, Edgewood College, Madison, WI; [dcollins@edgewood.edu](mailto:dcollins@edgewood.edu)

## Code of Ethics Assessment – Reflections and Dialogue,

Denis Collins, Edgewood College, [dcollins@edgewood.edu](mailto:dcollins@edgewood.edu)

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| <i>Step 1:</i> Form small groups around common job tasks and have participants read the organization's Code of Ethics. If none exists, inform participants that organizational members are expected to treat owners, company property, employees, customers, suppliers, the government, and the natural environment with utmost respect and integrity. |
| <i>Step 2:</i> Each group member independently evaluates how well the organization meets each of its ethical aspirations using a five-point Likert scale.  |
| <i>Step 3:</i> Each group member independently highlights one weak area and writes down strategies and action steps that can be taken to improve that score.   |
| <i>Step 4:</i> Group members share their survey scores with one another and determine similarities and differences.  |
| <i>Step 5:</i> Each group member shares a story about the survey item with the highest score. What happened during the past year that exemplifies why the organization is doing so well in that category?  |
| <i>Step 6:</i> Each group member shares a story about a survey item with a low score.  |
| <i>Step 7:</i> Each group member shares a strategy and action steps that would improve the low score and integrates ideas and suggestions from other group members to develop a more detailed continuous improvement plan.   |
| <i>Step 8:</i> The group summarizes its scores and suggestions for improvement and submits the information to the facilitator for the purpose of continuous improvement follow-up.   |
| <i>Step 9:</i> The facilitator forwards the information to the responsible manager.  |
| <i>Step 10:</i> Management or the facilitator updates employees about progress made regarding the suggested improvements.  |

## **Core Values**

### **Operate with integrity and respect**

Integrity means acting in an ethical and honest manner. Respect requires showing patience and acknowledging differences with civility. We expect you to act respectfully and with integrity in all business situations, whether inside or outside the office.

### **Provide, promote, and celebrate Legendary Service**

You are responsible for providing products and services that meet or exceed the expectations of our business partners.

### **Use superior communications**

All of your communications must be professional, courteous, and prompt.

### **Embrace continuous improvement**

Change being constant and necessary, you must embrace opportunities to become more efficient and productive.

### **Actively engage in self-management**

Assume responsibility for self-management at work by assessing your own performance daily, advance your professional growth, and improve your confidence in your ability to provide Legendary Service.

## Code of Ethics Survey

| Living Up to the Core Values Statement  |           |          |          |          |           |
|---|-----------|----------|----------|----------|-----------|
| <p>Instructions: Please use the 1 to 5 scale below to assess how well each of the following statements exemplifies managers and nonmanagement employees. The more honest you are the more helpful the information we will receive. First assess the behavior of managers, and then the nonmanagement employees.</p> <p>1= <i>Strongly Disagree</i>; 2= <i>Disagree</i>; 3= <i>Neither Agree nor Disagree</i>; 4= <i>Agree</i>; 5= <i>Strongly Agree</i></p> |           |          |          |          |           |
|   | <i>SD</i> | <i>D</i> | <i>N</i> | <i>A</i> | <i>SA</i> |
| <b>Managers</b>   |           |          |          |          |           |
| Operate with integrity and respect  | 1         | 2        | 3        | 4        | 5         |
| Provide and promote Legendary Service (meet and exceed customer expectations)   | 1         | 2        | 3        | 4        | 5         |
| Use superior communications (are professional, courteous, and prompt)   | 1         | 2        | 3        | 4        | 5         |
| Embrace continuous improvement (become more productive and efficient)   | 1         | 2        | 3        | 4        | 5         |
| Actively engage in self-management (assess their performance daily)   | 1         | 2        | 3        | 4        | 5         |
| <i>Managers Subtotal—Add the five scores and divide by five:</i>  |           |          |          |          |           |
| <b>Nonmanagement Employees</b>  |           |          |          |          |           |
| Operate with integrity and respect  | 1         | 2        | 3        | 4        | 5         |
| Provide and promote Legendary Service (meet and exceed customer expectations)   | 1         | 2        | 3        | 4        | 5         |
| Use superior communications (are professional, courteous, and prompt)   | 1         | 2        | 3        | 4        | 5         |
| Embrace continuous improvement (become more productive and efficient)   | 1         | 2        | 3        | 4        | 5         |
| Actively engage in self-management (assess their performance daily)   | 1         | 2        | 3        | 4        | 5         |
| <i>Nonmanagement Employees Subtotal—Add the five scores and divide by five:</i>   |           |          |          |          |           |

*Assessment of Managers*

- 1) Provide an example of how *managers* live up to the company's Values Statement.
- 2) Provide an example of how *managers* fall short of living up to the company's Values Statement.
- 3) How can the company improve the shortcoming noted in #2?

*Assessment of Nonmanagement Employees*

- 4) Provide an example of how *nonmanagement employees* live up to the company's Values Statement.
- 5) Provide an example of how *nonmanagement employees* fall short of living up to the company's Values Statement.
- 6) How can the company improve the shortcoming noted in #5?