Interpersonal Skills and Self Development

# Work Ethics and Code of Conduct

## Course Introduction

Every day key decisions are made about how resources are used and consumed in the enterprise. The ethical imperative is to ensure that resources are used in the most appropriate way within the context of the organization and the broader context of the organization in the community.

Ethics should maintain a positive effect on the employees' surroundings, creating an atmosphere of decision making that fosters help and not harm. This course will pose a series of questions that will form the basis of a practical ethical framework.

## Target Audience

- Executive Secretaries
- Executive Personal Secretaries
- Personal Secretaries
- Executive Assistants
- Personal Assistants
- Office Managers
- Administration Managers
- Management Secretaries
- Senior Assistants

## Learning Objectives

- Understand what 'business ethics' is
- Define a code of conduct and a code of ethics
- Learn how to make ethical decisions
- Receive practical tools to implement ethics in the workplace

- Understand employee rights to enable and create privacy, harassment & technology policies
- Understand your business & social responsibilities
- Learn how to balance personal and organization ethics
- Learn when to "blow the whistle"
- Be able to identify unethical behaviors

# Course Outline

- **01 Day One**

  **WHAT IS ETHICS AND CODE OF CONDUCT?**

    - What Is Business Ethics?
    - What is Code of Conduct
    - The need for code of conduct in the workplace
    - 10 Benefits of Managing Ethics

  **IMPLEMENTING ETHICS IN THE WORKPLACE**

    - Benefits
    - Guidelines for Managing Ethics in the Workplace
    - Roles and Responsibilities

  **EMPLOYER/EMPLOYEE RIGHTS**

    - Privacy Policies
    - Harassment Issues
    - Technology

  **BUSINESS & SOCIAL RESPONSIBILITIES**

    - Identifying Types of Responsibilities
    - Handling Conflicting Social and Business Responsibilities
- **02 Day Two**

  **ETHICAL DECISIONS**

    - The Basics
    - Balancing Personal and Organisational Ethics

- Common Dilemmas
- Making Ethical Decisions
- Overcoming Obstacles

**WHISTLE BLOWING**

- Criteria and Risk
- The Process
- When You Should "Blow the Whistle"

**CODE OF CONDUCT**

- Retaliation
- Privacy and confidentiality
- Records and reporting
- Proper use of company information and assets
- Gratuities and gifts
- Vendor and contractor relationships
- Safety
- Diversity, harassment, and discrimination
- Gossip

- **03 Day Three**

**MANAGERIAL ETHICS**

- Ethical Management
- Identifying the Characteristics
- Ensuring Ethical Behavior

**UNETHICAL BEHAVIOUR**

- Recognize & Identify
- Preventing
- Addressing
- Interventions

**ETHICS IN BUSINESS**

- Organization Basics
- Addressing the Needs
- Ethical Principles
- Ethical Safeguards
- Developing a Code of Ethics
- Performing an Internal Ethics Audit

◦ Upholding the Ethics Program

## Confirmed Sessions

| FROM | TO | DURATION | FEES | LOCATION |
|------|-----|----------|------|----------|
| May 12, 2025 | May 14, 2025 | 3 days | 3250.00 $ | UAE - Dubai |
| Aug. 4, 2025 | Aug. 6, 2025 | 3 days | 3950.00 $ | South Africa - Cape Town |
| Dec. 1, 2025 | Dec. 3, 2025 | 3 days | 3250.00 $ | UAE - Dubai |