

When Managers Pressure Employees to Behave Badly: Toward a Comprehensive Response

Liberty Mutual Presentation Friday, July 17th, 2014

FREE!

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Listen - Learn - Discuss!

Speak up when you have questions or want to start a discussion - the room is yours!

We will break at certain points but feel free to get up if needed!

Open your eyes, your ears, your mind and have an OPINION!



Presented by
Andrew Golkin - Vice President



Ethics Can anyone define Ethics for Me?

According to Dictionary.com Ethics is:

- A system of moral principles,
- the rules of an ideal regulated in respect to a particular class of human actions or a particular group, culture, etc.
- moral principles, as of an individual.



Does Ethics = Morals?

• Am I by the seat?
• What does the Bible have to say about it?

Morals vs Ethics Morals Defined

According to Dictionary.com Morals are:

- "teaching, its, or conformity with the principles or rules of right conduct or the distinction between right and wrong, often founded on the fundamental principles of right conduct, such as those in legal, religious, or social systems."
- specific conformity to the rules of right conduct



• Morals can vary based on culture, religion, and society.
• Not to be confused with the term Conscience.

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What do you sell... in the Insurance industry?

• A promise to pay claims when an unforeseen covered event occurs.



• Why are Ethics important in the Insurance market?



Ethics Honesty



• Honesty: an relationship, personal or professional, can be successful if one or both parties are dishonest.

• Dishonesty can be fatal to business.

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Ethics Respect



• Respect for other persons - respecting individual physical and emotional well-being, life, conscience, faith, development, dignity, freedom, autonomy, and self-determination.

• Respect for a person's property - "Disrespect for a person's property is the antithesis of the adult, mature of an insurance professional."

• Examples of disrespect of property: neglect, vandalism, vandalism, theft and destruction.



Ethics Accountability

• "Does where your ethical foundation lies and to whom you have made yourself accountable?"

• Build your ethics based on accountability, define to yourself where you are professionally accountable and have your decisions behavior in such.



Ethics Integrity

• Acting consistently with your beliefs and moral code.

• Following the same regardless of whether or not someone is watching you.



Ethics Leadership

• A leader must have integrity and be a very good role model.

• Leader sets the example, if a leader can respond to more ethical and trustworthy or more unethical and less ethical, appropriate and less ethical accordingly.

• Leader can set the "tone of direction", like a compass guiding you in the right path.

Ethics

Traits of an Ethical Leader

Based on core values of honesty, accountability, integrity, and responsibility, other traits should include: Honesty, Communication, Fairly, Willingness to communicate.

Ethics

How can a Leader help promote an Ethical Workplace?

• Communication expectations on regular basis.

• Monitor conduct, even employees best efforts at ethics and balance.

• Openly respond to misconduct or substandard or unethical conduct a regular management.

• Show respect, communicate a positive culture.

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- *moral principles, as of an individual.*

Does Ethics = Morals?

- Are they the same?
- What do you think the differences are?

Ethics



Morals vs Ethics

Morals Defined



According to Dictionary.com Morals are:

- *Pertaining to, or concerned with the principles or rules of right conduct or the distinction between right and wrong: ethical*
- *founded on the fundamental principles of right conduct rather than on legalities, enactment, or custom.*
- *capable of conforming to the rules of right conduct*

- Morals can vary based on culture, religion, and society.
- Best known moral code is the Ten Commandments.

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Ethics

Honesty



- **Honesty - no relationship, personal or professional, can be successful if one or both parties are dishonest.**
- **Dishonesty can be fatal in business.**