CHAPTER 9
Workplace Ethics

Section 9.1
Desirable Employee Qualities

Section 9.2
Ethical Behavior

Exploring the Photo
A POSITIVE WORK ETHIC
Employers want employees who are honest and can manage themselves. Why is honesty important in the workplace?
Chapter Objectives

After completing this chapter, you will be able to:

- **Identify** the skills and personal qualities employers look for in employees.
- **Describe** ways to demonstrate desirable personal qualities on the job.
- **Explain** the importance of ethics in the workplace.
- **Identify** ethical principles and ways to apply them in a work setting.
- **Describe** strategies for handling unethical practices.

Writing Activity

What basic ethics should guide the behavior of a well-known business leader? In what ways—if any—should that leader’s ethics differ from those of a part-time worker in the leader’s company? How do the leader and the part-time worker affect each other’s work ethics? Write a one-page notebook entry discussing your ideas.

Get Motivated! Pick a negative or unethical trait that you sometimes see in yourself. For one week, concentrate on acting in the opposite manner. At the end of the week, write a half-page report describing the negative trait and how successful you were in changing it.
Section 9.1

Desirable Employee Qualities

Reading Guide

Before You Read

Preview Look at the photos in this section and read their captions. Write one or two sentences predicting what the section will be about.

Read to Learn

• The skills and personal qualities employers look for in employees
• Ways to demonstrate desirable personal qualities on the job

Main Idea

The ability to demonstrate the skills and personal qualities employers want will help you to succeed in the workplace.

Key Concepts

• What Do Employers Want?
• Self-Management
• Loyalty

Key Terms

• cooperativeness
• initiative
• responsibility
• self-management

Academic Vocabulary

You will find this word in your reading and on your tests. Use the academic vocabulary glossary to look up its definitions if necessary.

structure

Graphic Organizer

As you read the desirable qualities employers want in employees, think about which of these qualities you have and what qualities you need to develop. Use the graphic organizer like the one below to help you organize your thoughts.

@ Log On Go to this book’s Online Learning Center through glencoe.com for an online version of this graphic organizer.

Academic Standards

English Language Arts

• Read texts to acquire new information. (NCTE 1)
• Use written language to communicate effectively. (NCTE 4)

Mathematics

• Select and use appropriate statistical methods to analyze data

Science

• Physical Science: Interactions of energy and matter
What Do Employers Want?

Raymond Bridey, director of human resources for the Quaker Oats Company, explains what employers want in new employees. “We look for someone capable of doing lots of things well,” he says, “and more importantly, someone who fits into the organization’s structure.”

To prepare for doing lots of things well and fitting in, you should master a wide range of personal and academic skills. Soft thinking skills, math skills, communication skills, and strong personal qualities will help you adapt to and succeed in today’s workplace.

Cooperativeness

One of an employer’s most valued qualities is cooperativeness. Cooperativeness is a willingness to work well with others to reach a common goal. Cooperativeness is closely linked to other important personal qualities and skills, including listening skills, responsibility, and self-management.

How can you be cooperative?

• Do tasks you do not like without complaining or trying to avoid them.
• Do your fair share of a job when working with others.
• Volunteer to help coworkers meet deadlines or reach goals.
Willingness to Follow Directions

On the job, you will be asked to complete many tasks. To complete a task, you must follow directions.

Following directions requires many skills. Listening is one of the most important. These suggestions may help you:
- Stop whatever you are doing, and listen to the directions being given.
- Listen carefully even if you think you already know the procedure. Some details might surprise you.
- Take notes, if possible.
- Identify the goal, or purpose, of the task. Then try to visualize the steps leading to the goal.
- If you do not understand the directions, ask questions rather than guessing.

Willingness to Learn

Imagine your life in a few years’ time. You have graduated and started your first full-time job. You may think you are done with learning. You are not. You still have a lot to learn, even if your job is one for which you have been trained. You will have to learn the company’s system.

Because you are a new employee, your employer will not expect you to know everything. Do not pretend to know something. Ask questions. Be willing to learn any task or procedure, no matter how small, or even if it is not part of your job. For example, when the copier gets jammed, watch how to fix it. Next time, you can take care of it yourself. Look for opportunities to get more training. Many companies will pay for their employees to attend workshops or training programs. Take advantage of every opportunity to learn.

Initiative

You may get by just through doing what you are told. Many employers expect more from you, however. They want employees to show initiative. Taking initiative means doing what needs to be done without being told.

Disney World deliberately seeks out employees who have initiative. Robert Sias, a trainer for Disney, gives an example of what the company wants. A family had just bought a box of popcorn and given it to a young boy. The child stumbled and dropped the popcorn, spilling it everywhere. The boy burst into tears. Just at that moment, a costumed employee on his way
to another part of the park walked by. Without a pause, he scooped up the empty popcorn box, asked the popcorn vendor for another box of popcorn, and handed the full box to the little boy.

The Disney employee showed initiative. He saw a problem and fixed it. This is what employers want.

**Willingness to Take Responsibility**

Employers want employees who are willing to take responsibility. **Responsibility** is the willingness to accept an obligation and to be accountable for an action or situation.

Marriott Hotels encourages its employees to act responsibly. One of its employees is Tony Przyzlawski. If he worked for another hotel, he might be called a doorman. At Marriott, he is called a “guest service associate.” The title is not the only difference, and Przyzlawski’s responsibilities include more than just greeting guests at the hotel entrance. He can also take the initiative and check in a guest, take a guest’s luggage to the room, reserve a table at a restaurant for the guest, or provide other services for the guest.

**Creative Business Practices**

**BEN & JERRY’S**

**Environmental Commitment**

The Burlington, Vermont-based ice cream, frozen yogurt, and sorbet company Ben & Jerry’s Homemade, Inc. is as well known for its commitment to making the world a better place as it is for its innovative product flavor names, such as Chunky Monkey and Cherry Garcia.

One Ben & Jerry’s initiative has to do with the containers the company uses for packaging. Bleached paper is one of the biggest causes of toxic water pollution in the United States. Toxic water poisons water and plant life and can harm humans as well. To help protect the waterways, the company manufactures and uses containers made of unbleached paper.

Environmental commitment is reflected in every aspect of the company, from production to handling waste. Everything from printer ink to notepads to production-size fiber drums are made from recyclable products, and the company sends their whey and other byproducts to be composted. Ben & Jerry’s commitment to the environment makes life a little sweeter for everyone.

**CRITICAL THINKING** Why should companies be concerned with the impact on the environment? If you owned a successful company, what would you do to make the world a better place?

@ Connect to the Real World For more information about Ben & Jerry’s community and environmental programs, visit the company’s Web site via the link on this book’s Online Learning Center through glencoe.com.
What do you get out of taking on more responsibility? Your job becomes more interesting. You gain experience and a chance for promotion. You increase your value to the company and earn job security.

Prove to your employer that you can accept greater responsibility. Show that you are not afraid of change. Volunteer for new jobs. Think about where the added responsibility will get you in a year’s time.

**SUMMARIZE** Explain how learning can continue beyond high school.

## Self-Management

Who do you think is going to get you a job, a promotion, a raise? Only you. You have to take responsibility for the work you do and the results you want. **Self-management** means being able to manage your own behavior to get the career you want. Some self-management tips include:

- Set career goals, and develop a plan for reaching them. As you achieve goals, or as your situation changes, set new goals.
- Monitor your work habits and performance. For example, you might keep a diary to track how you spend your time. Then you can identify ways to be more time-efficient.
- Ask your supervisors for feedback. Act on what you learn to improve your work habits and skills.

**ANALYZE** Explain why an employer would find self-management a desirable quality in an employee.
Loyalty

You may know what it means to be loyal to your country and your school. It is also important to be loyal to your company. After all, you, your coworkers, your supervisors, and the owners are a team working toward a common goal.

How do you show loyalty at work? Be positive. Look for solutions. If you have critical comments, express them only to your direct manager in private.

When a situation comes up at work that takes extra effort, pitch in and help your company and your coworkers through the difficult period. This may involve some sacrifices, such as doing overtime, learning and doing new or different tasks, or staying late without pay if you are a salaried employee.

Remember that responding to and overcoming challenges can help you build new transferable skills and can help you build a positive reputation at work. Loyalty to your company and your coworkers is a trait that most employers appreciate.

Section 9.1 After You Read

Review Key Concepts

1. Name three personal qualities employers look for in employees. Explain why each quality is important to employers.
2. Give an example of how you might demonstrate initiative in a work setting.
3. Explain why the skill of self-management is valuable to both an employee and his or her employer.

Practice Academic Skills

Mathematics

4. Your boss is submitting a report to an organization that ensures employees in your industry are paid fairly. He has asked you to calculate some summary statistics of salaries including the range and the mean. The salaries are as follows: $48,000, $41,000, $29,000, $48,000, $33,000. Provide the statistics for your boss.

<table>
<thead>
<tr>
<th>Summary Statistics</th>
<th>Summary Statistics provide important information about a data set without listing the entire data set. The range is simply the highest number in a data set minus the lowest number. The mean is the average of all of the numbers in a data set.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Step 1:</strong></td>
<td>Calculate the range by subtracting the lowest number ($29,000) from the highest number ($48,000).</td>
</tr>
<tr>
<td><strong>Step 2:</strong></td>
<td>To calculate the mean, add all of the salaries together and divide by the total number of salaries (5).</td>
</tr>
</tbody>
</table>

For math help, go to the Math Appendix located at the back of this book.
Section 9.2

Ethical Behavior

Reading Guide

Before You Read

Choose a Key Term that is new to you. Write it on a piece of paper. When you find it in the text, write down the definition.

Read to Learn
• The importance of ethics in the workplace
• How to apply ethical principles in the workplace
• Strategies for handling unethical practices

Main Idea
Behaving ethically in the workplace will earn you the trust and respect of both your employers and your coworkers.

Key Concepts
• What Are Ethics?
• Honesty
• Interacting with Others
• Handling Unethical Practices

Key Terms
• ethics
• confidentiality
• prejudice

Academic Vocabulary
You will find these words in your reading and on your test. Use the academic vocabulary glossary to look up their definitions if necessary.
• conduct
• cultures
• community

Graphic Organizer
As you read, list ways you can act ethically. Continue adding to your list after you have finished reading. Use a two-column chart like the one shown. In the left column the five important areas of acting ethically are listed. In the right column, you should list ways you do, or can, act ethically in each area.

<table>
<thead>
<tr>
<th>Ethics on the Job</th>
<th>Ways I Can Act Ethically</th>
</tr>
</thead>
<tbody>
<tr>
<td>With customers</td>
<td></td>
</tr>
<tr>
<td>With coworkers</td>
<td></td>
</tr>
<tr>
<td>With company property</td>
<td></td>
</tr>
<tr>
<td>With the community</td>
<td></td>
</tr>
<tr>
<td>With the environment</td>
<td></td>
</tr>
</tbody>
</table>

Log On
Go to this book’s Online Learning Center through glencoe.com for an online version of this graphic organizer.
What Are Ethics?

Ethics are the principles of conduct that govern a group or society. How crucial are ethics in the workplace? Is it important for employees to behave ethically toward one another? Toward their company? Many business people think ethical behavior is critically important to success, and have created programs to promote ethics. Do you think this is a good idea? Write down your answer to this question and list reasons for your opinion. As you read this section, add other reasons you discover to your list.

Having a code of ethics and a personal sense of what is right and wrong will help you choose the right course of action at work. You can serve as a role model for others by acting ethically with customers, coworkers, the company, company property, your community, and the environment.

**Extend** How can you serve as an ethical role model for others in the workplace?

Honesty

Employers expect their employees to be honest. Dishonesty is at the root of most ethics problems in the workplace. Figure 9.1 shows that lying is one of the most commonly observed types of unethical behavior.

What is the penalty for dishonesty? On a personal level, it can be devastating. One lie can destroy your reputation. How much does your reputation matter? If you were an employer, would you hire someone with a reputation for dishonesty? Be honest with your employer and your company. As an honest worker you will have a much better chance of being successful in a career.

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**Figure 9.1** COMMONLY OBSERVED UNETHICAL BEHAVIOR

<table>
<thead>
<tr>
<th>Types of Unethical Workplace Behavior</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lying</td>
</tr>
<tr>
<td>Misreporting actual time or hours worked</td>
</tr>
<tr>
<td>Withholding needed information</td>
</tr>
<tr>
<td>Discrimination</td>
</tr>
<tr>
<td>Abusive or intimidating behavior toward employees</td>
</tr>
<tr>
<td>Misuse of Internet and e-mail privileges</td>
</tr>
</tbody>
</table>

Source: Ethics Resource Center (ERC)

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**Behavior at Work**

This chart shows common types of unethical workplace behavior. Does the information in the chart surprise you? Why or why not?
Honesty About Work Hours

One of the most common ways in which employees can demonstrate honesty concerns their work hours. This is especially true for employees whose work takes them away from the company, who work at home, or who work on flextime or flexible schedules. In each case, employees are trusted to work the hours they say they will. What might be the consequence if employees are dishonest about the time they work?

Honesty About Money

Taking money out of the cash drawer is clearly dishonest. In many instances, however, determining what is honest and what is dishonest can be more difficult. Consider the following case.

Jane Benes is a salesperson. On a business trip, she spent more for meals than her expense account allowed. She thought she would have to pay the difference out of her own pocket. On the other hand, she thought she could make up the difference by adding the amount to two blank taxi receipts, since she had chosen to walk to some locations during her trip. Would this be dishonest?

Benes at first reasoned that it was only a technicality. Other employees probably did the same thing. Then she thought about telling her children what she had done. She realized that in their eyes, her behavior would be dishonest.

Often you may think there is a thin line between honesty and dishonesty. As you reason through such cases in your career, think how your action might appear to others. Also remember that, like everything else, dishonesty becomes easier with practice. Once you lie about one small matter, it will be that much easier to lie in future situations.

Respecting Employers’ Property

Another way to risk your reputation and job is to be careless with or misuse company property. Do not illegally copy company software for your personal use. Do not take office supplies home for your own use. Do not use company property, such as telephones, for personal use without permission. These items may seem small, but the costs for small items can add up. Using work materials inappropriately can result in being disciplined or fired.

SUMMARIZE: What are common types of unethical behavior at work?
Interacting with Others

Whatever business you enter, you will be talking and working with others. Occasionally, your interactions may involve ethical issues.

Confidentiality

As an employee, you may have information that would harm the company if you told others. This information might have to do with products, expansion plans, promotions, and so on. Your company will expect you to observe confidentiality. In the world of work, confidentiality means not talking about company business with other people.

Confidentiality is behavior your friends, family, and coworkers also expect from you. They do not want their secrets told either. For example, most medical records are confidential. This is so your personal health information cannot be shown to others without your consent.

On the surface, confidentiality seems easy. Sometimes, though, there are conflicting interests. Take the situation involving Sheela Williams. Williams ran into a former coworker and friend at a seminar. They had dinner together. While talking, Williams learned about a new product her friend’s company was developing. It was a product similar to one Williams’s own company was working on. Not only that, but her friend’s company had solved a problem that Williams’s company was stuck on. Her friend did not know Williams’s company was a rival. Should Williams use the information to help her company compete with the rival? If you were Williams, would you use the information to help your company compete? Why or why not?

Everyday ETHICS

SHARING SECRETS

Is it ever okay to share confidential information?

Confidentiality You recently started working at a new software company. Your new supervisor wants you to tell her everything you know about a secret program that you were working on at your old company. You never signed a confidentiality agreement, but you know that the program will be a great accomplishment for your former company once it is released. Your supervisor tells you that you will receive a large bonus and a promotion if you tell her about the program.

What Would You Do? Would you tell your supervisor about the program? Why or why not?

Discuss It Even after you move on to a new job, you may not want to “burn bridges” with your previous employer. How would your previous employer react if he or she found out you violated confidential information at your new job? Brainstorm with a partner to discuss possible actions you could take.
The 21st Century Workplace

Temp Work

Hiring temporary workers instead of full-time employees allows employers to save money by adjusting their staff according to the amount of workload; they don’t need to keep paying a full crew of workers when there’s a lull in work. It also lets businesses avoid providing benefits such as health insurance.

Unfortunately for employees, project work can mean less pay and less job security than full employment. Project workers can be relieved of their jobs for any reason. If they find temporary jobs through an agency, it might also mean having to give up some of their pay in fees.

However, there can be benefits for project workers. Project work allows individuals to survey different fields of work and choose a career more wisely. It also offers variety and lessens the chance of burnout. For a person new to the workplace or unwilling to commit to an industry, temporary employment can be a smart way to go.

CRITICAL THINKING

Why might a person accept a temporary or project-based job rather than full-time employment?

In Your Community

Look in a phone book or on the Internet to find temp agency listings. Compare your findings and create a list of qualities to look for in such an agency. Consider issues such as benefits, pay, and whether the agency serves a particular industry.

Extend Your Learning

What are the tax requirements of temporary employment?

For more related to temporary employment, go to this book’s OLCC through glencoe.com.

Treating People with Fairness

Virtually every business includes men and women of different backgrounds and cultures. You will interact with people as customers, owners, and co-workers. Treat everyone fairly, openly, and honestly.

Prejudice, which is a negative attitude toward a person or group, is an ethical issue. Prejudice comes in many forms, including racist or sexist comments, stereotyping, name-calling, and generalizations. Prejudice in any form is hurtful, offensive, and unacceptable; it cannot be tolerated in today’s workplace. Not only can employees be disciplined or fired for making prejudicial comments, but they and their companies or organizations can face legal action.

EXPLAIN What are possible consequences for employees and employers who display prejudice?

Handling Unethical Practices

What should you do if you are the victim of unethical practices?

What if you experience prejudice in the workplace? What if you observe unethical business practices?

Consider the incident. Was it one-time or is it an ongoing practice? Can the matter be cleared by a calm, open discussion?

If the offense is deliberate, do not ignore it. But, do not act rashly, either. First, consider your options. If you are dealing with a customer, you might simply walk away. You do not have to sell a product to an abusive or dishonest customer. Report the incident to your supervisor.
If you are dealing with a coworker, you might tell him or her you will not tolerate his or her behavior. If that does not work, talk to your supervisor. Look for solutions.

What if your employer is unethical? You can choose to live with the situation. You can keep quiet and find another job. You can report it to the appropriate authority. The choice may not be easy. Remember that in the end other people’s opinions of you will largely reflect how ethically you act. If you decide to take action, these pointers may help.

- Keep a written record. Describe each incident. Record the date and time.
- Check your observations with trusted others. They may be able to explain or help.
- Get advice from people you trust.
- Check your motives. Are you acting for the right reasons?
- Collect any evidence you can, such as receipts, invoices, or contracts.
- Decide whether you want to remain anonymous or to speak up openly.
- Report only facts or observations. Do not exaggerate or speculate.

**Section 9.2 After You Read**

**Review Key Concepts**
1. Describe ways that employee ethics can affect a company
2. Give an example of how you might demonstrate fairness to another employee.
3. Summarize the actions you would take if a coworker told a lie about you.

**Practice Academic Skills**

**English Language Arts**

4. How important is it that your personal ethics be similar to the ethics of a company for which you work? For example, assume you are an animal lover. A company has offered you a job as a lab technician, but the company performs animal testing. Write a one-page paper that explains why you would or would not take the job.

5. Scan current issues of newspapers or magazines to find one example of unethical behavior on the part of both an employer and an employee. Write a summary that explains the case and the actions taken.

@ Check your answers at this book’s OLC through glencoe.com.
Q: Describe your job.
A: I am the facilities supervisor for a K-12 school. I take care of everything having to do with the facility’s building and grounds, including the supervision of the security, maintenance, grounds, and janitorial staffs.

Q: Describe a typical workday.
A: I typically get in at 7 a.m., but I have people on site 24 hours a day, so I may get emergency phone calls at any time, day or night. I begin by putting on my cell phone, walkie-talkie, flashlight, and multi-tool. Then I walk around the campus, looking for safety hazards, burnt-out lights, holes in the walls, and anything else that needs repairing or maintaining. At about 8 a.m., I meet with my crew and we discuss projects for the day. These can vary from simply replacing light bulbs to managing a multi-day project involving wall building. We also discuss any special events happening that day or evening and the rooms where they will be held.

Q: What skills are most important to you in your job?
A: Communication skills are the most important. I take requests and communicate them to my crew. Knowing how to communicate well with non-native speakers is very useful.

Q: What academic skills and lifelong learning skills are helpful in preparing for your career?
A: I use math every day: I calculate square footage and surface coverage, and I also use geometry to figure out angles and shapes. Also, I’m constantly scheduling, I schedule security shifts, figure out when janitorial and grounds staff members can work without disturbing teachers, students, and other staff groups, and determine when the maintenance crew can gain access to classrooms to perform repairs.

Q: What is your key to success?
A: I have impeccable references from previous jobs, and I have built up a varied skill set. I also have supervisory experience, which is very important. It’s important to know how to make the different staff members work as one to benefit the school as a whole.

Q: What training and preparation do you recommend for students?
A: An engineering degree wouldn’t hurt, but the best training simply comes from working. Work on a carpentry crew, assist a plumber or electrician, and do whatever you can to learn more skills. Many schools offer courses on these types of trades, but real-world experience is invaluable.

Q: What are some ways you recommend students prepare for this career?
A: Build your resume with varied experiences to make yourself more skillful, versatile, and valuable to a potential employer.

Q: What do you like most about your work?
A: It’s flexible, I do something different every day, and I’m outside a lot. Also, the kids always love the maintenance guys.

For more about Career Clusters, go to this book’s OLC through glencoe.com.
**CAREER FACTS**

- **Education or Training**: Most facilities workers learn their skills on the job. As they gain more experience, they are assigned more complicated tasks. In some cities, programs run by unions, government agencies, or employers teach janitorial skills.
- **Academic Skills Required**: English Language Arts, Mathematics, Science, World Languages
- **Technology Needed**: Students learn how to operate and maintain machines, such as construction, electrical, and industrial tools as well as building systems.
- **Aptitudes, Abilities, and Skills**: The ability to coordinate, schedule, and supervise the activities of grounds and facilities staff as well as perform maintenance duties. Good communication skills to assign tasks. Also, the ability to issue supplies and equipment, and inspect building areas to see that work has been done properly.
- **Workplace Safety**: Workers must follow safety and health regulations and be familiar with the dangers of electrical work, plumbing, and other repairs.
- **Career Outlook**: Overall employment of facilities managers is expected to grow at an average rate for all occupations over the next ten years, as more office complexes, apartment houses, schools, factories, and hospitals are built to accommodate a growing population and economy.
- **Career Path**: School facilities managers can move on to similar positions at private businesses with campus-like settings.

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**Academic Skills Required to Complete Tasks**

<table>
<thead>
<tr>
<th>Tasks</th>
<th>English Language Arts</th>
<th>Mathematics</th>
<th>Science</th>
<th>World Languages</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maintain facilities and grounds</td>
<td>★</td>
<td>★</td>
<td>★</td>
<td></td>
</tr>
<tr>
<td>Manage staff</td>
<td>★</td>
<td>★</td>
<td>★</td>
<td>★</td>
</tr>
<tr>
<td>Oversee supplies</td>
<td>★</td>
<td>★</td>
<td></td>
<td>★</td>
</tr>
<tr>
<td>Prepare rooms for events</td>
<td></td>
<td></td>
<td>★</td>
<td></td>
</tr>
<tr>
<td>Receive requests for work</td>
<td></td>
<td></td>
<td></td>
<td>★</td>
</tr>
<tr>
<td>Schedule security and other staff</td>
<td>★</td>
<td>★</td>
<td></td>
<td>★</td>
</tr>
<tr>
<td>Make repairs and install or create projects</td>
<td></td>
<td>★</td>
<td></td>
<td>★</td>
</tr>
</tbody>
</table>

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**Critical Thinking**

What are some businesses, institutions, or other places that might utilize a facilities manager?
CHAPTER 9 Review & Activities

CHAPTER SUMMARY

Section 9.1
Employers look for employees who can do many things and who will fit well into the company’s structure. Cooperativeness, a willingness to follow directions, initiative, a willingness to take responsibility, and a willingness to learn are key traits that you should strive for in the workplace. Employers also value effective self-management skills and loyalty.

Section 9.2
Ethical behavior is essential in the workplace. As an employee, you should strive to be honest, especially regarding time, money, and your employer’s property. Respecting the confidentiality of your employer and coworkers, and acting fairly with everyone are also critical to your success. When you are the victim or observer of unethical behavior, there are several ways to respond. Choosing the correct response can be challenging.

Key Terms and Academic Vocabulary Review

1. Use each of these key terms and academic vocabulary words in a sentence.

Key Terms
- cooperativeness (p. 205)
- initiative (p. 206)
- responsibility (p. 207)
- self-management (p. 208)
- ethics (p. 211)
- confidentiality (p. 213)
- prejudice (p. 214)

Academic Vocabulary
- structure (p. 205)
- conduct (p. 211)
- community (p. 211)
- cultures (p. 214)

Review Key Concepts

2. Describe three skills and personal qualities employers look for in employees.
3. Describe two ways you can demonstrate desirable personal qualities on the job.
4. Explain the importance of ethics in the workplace.
5. List two ethical principles and ways to apply them in a work setting.
6. Describe a strategy for handling unethical practices.

Critical Thinking

7. Predict How might learning tasks that are not part of your regular job make you a more valuable employee?
8. Analyze What are some positive and negative consequences that might result from reporting a coworker’s unethical behavior?
Real-World Skills and Applications

Information Literacy
9. Performing Research Use library or Internet resources to research one of the following topics: (1) Dishonesty in the workplace; (2) Ethics in the workplace; or (3) Prejudice in the workplace. Use at least two sources and write a one-page report summarizing what you have learned.

Scientific Literacy and Civic Responsibility
10. Investigating Options In most communities, special care must be taken when disposing of toxic materials such as chemical cleaning products, solvents, and paint. Research the local legal requirements for the disposal of such toxic materials, and share your findings with the class in a five-minute oral report.

Technology Applications
11. Creating a Self-Assessment Spreadsheet Use a spreadsheet software program to prepare a personal inventory form that could be used to assess a prospective employee’s personal qualities. Select at least five different personal qualities and design an evaluation scale for assessment. For example, a scale of poor to excellent could range from 1 to 5. Use the form to take your own personal inventory.

12. Investigating a Company Arrange a field trip with your class to a local business show. Pick up information from booths of the companies that have jobs that interest you. Write down what interests you about the company or the jobs they offer. After the show, highlight what interests you in the brochure. Take the brochures and your written thoughts to class with you. Organize into groups of four to discuss the different companies, the jobs being offered, and each group member’s thoughts about the company.

13. Offering Helpful Advice
Situation You and your friend Donato are working at an office as administrative assistants for the summer. At first, Donato was very diligent about his job. Lately, though, he has been receiving a lot of personal calls, taking long lunches, and even has left work early twice without permission. You have noticed that your supervisor has been taking note of Donato’s behavior.

Activity Role-play a conversation in which you tactfully offer advice to Donato. Plan what you will say in advance and try to avoid making comments that will cause Donato to feel defensive or angry. Offer suggestions as to how Donato can regain his good standing at work.

Evaluation You will be evaluated based on how well you meet the following performance indicators:
- Choose an appropriate approach for making suggestions to Donato.
- Offer helpful, realistic advice.
- Present suggestions and advice in a tactful and caring manner.
Academic Skills in the Workplace

English Language Arts
14. Form a Written Opinion Consider a situation in which a company recalled all of its disposable contact lenses after it discovered that some users were diagnosed with a rare eye disease, even though no concrete link had yet been discovered between the lenses and the occurrences of the disease. Write a one-page essay that states your position on the recall. For example, you could condemn the company for overreacting and losing money, or you could praise the company for customer-sensitive business practices.

Mathematics
15. Calculate Bonuses Janet’s boss is so pleased with Janet’s ability to work with others and help solve problems between her coworkers that he is going to give her a 20% bonus at the end of the year on top of her $500 holiday bonus. If her salary is $34,000, what will her total earnings for the year be with the two bonuses, before taxes?

Starting Hint To set up this problem, first write an equation for the amount of the end-of-the-year bonus: $34,000 \times 0.20 = x$. Then write an expression for her total earnings: $34,000 + x + 500$, and solve.

Science
16. Ethics in Science All reputable scientists follow a guide of ethics and laws when doing their research. For instance, many scientists will not perform experiments that knowingly harm or kill living beings. Scientists who falsify data or lie about research conclusions or who engage in other unethical practices are discredited and lose their authority. How could these same ethical principles benefit other professions? Write a one-page response.

Social Studies
17. Conduct Interviews Conduct interviews with two local employers to determine the importance of work ethics such as fairness, promptness, respect, and honesty. Write a two-page report that details your findings and demonstrates your understanding of productive work habits and attitudes.

Standardized Test Practice

Multiple Choice

**Directions** Choose the phrase that best completes the following statement.

**Test-Taking Tip** In a multiple-choice test, the answers should be specific and precise. Read the questions first, then read all the answer choices. Eliminate answers that you know are incorrect.

1. According to this chapter, initiative means
   a. to follow someone else’s example.
   b. to do what needs to be done without being told.
   c. to get going.
   d. to prohibit from doing something.
Writing Skills Practice

18. Taking Notes Taking notes can help you follow directions thoroughly and correctly. Notes can be used to prompt you on what you need to do, or you can use your notes to create step-by-step instructions explaining how to complete a more complicated task.

Practice Ask a teacher or coworker to explain a process you would like to know more about. Take notes on what they tell you and write a step-by-step list on how you would complete the project.

Follow the steps below when taking notes:
- Use note cards or a pad to record important information.
- Ask questions about what you do not understand or when you need more details.
- Organize your notes into a concise list.
- Use your own words to summarize your findings.

Net Connection

19. Select a day at work or school and record all the ethical and unethical behavior you observe. At the end of the day, reflect on the items you have listed. Which type of behavior did you observe most frequently—ethical or unethical? Share your findings with the class.

Log On Many organizations are devoted to fostering ethical standards for specific groups or society in general. Visit the Web site of such an organization and use a word-processing program to write a one-page report about what you discover. For help finding links, go to this book's OLC through glencoe.com.

Personal Academic and Career Portfolio

Adding Your Ethics Information

Knowing what qualities employers look for in employees and what employee ethics align with your own can help you decide which jobs will be a good fit. The following guidelines will help you organize and add information about desirable employee qualities and ethical behavior to your portfolio:
- Create a new section for your portfolio, using a divider for hard copy material and a computer folder for electronic files.
- Label the section Ethics.
- You may wish to create subsections or subfolders with names such as Ethical Employers and My Personal Ethics.
- Add the section to your table of contents.
- Add the following: information about companies or organizations that have good ethical practices; examples of checklists you can follow if you encounter unethical behavior in the workplace, government or other local sources for information on best business practices and workplace ethics; and information you found through these resources.
- You can also include ethical practices specific to a particular job or industry. For example, if you work in the field of health care, it is useful to be aware of the ethical requirements for licensed health care providers.
- Update your research results as you continue to explore your career options.