ETHICS 101 FOR NEW PROFESSIONALS
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Learning Objectives

- Understand the impact of values and ethics on work quality, satisfaction and stress
- Increase awareness of the APSE Ethical Guidelines and the 2017 CRCC Ethics Code
- Apply ethical principles to ethical decision making
- Learn to dialogue about ethical challenges we typically face on a day-to-day basis

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Poll Questions

How many of you woke up this morning consciously wanting to make good choices for the day?

How many of you chose to make bad choices for the day?

Then how does it happen that we make good or bad choices in our work?

Influencers

- Personal factors (i.e., fatigue, good/bad mood, need money, new relationship, genetics)
- Peer/coworker/supervisor pressure or modeling
- Information (comprehensive vs. lacking)
- Values

Values

VALUES = What is important to us

Sources of Values

- Family/culture
- Political
- Religious
- Personal past experiences
- Professional

What Would You Do If...

A worker you support breaks an expensive piece of equipment on the job, and they tell you not to say anything to anyone.
- and someone else gets blamed and is docked pay
- and that person can't afford to get to work now and will likely lose their job
- and the worker you support says "I don't care" and braggs about getting away with it
- and the boss asks you if you saw what happened or knows who did it

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Ethics

What comes to mind when you hear the word "**ethics**"?

Ethics

Ethics = Shared professional values

Why are Ethics Important?

- Respect and professionalism
  - Job seekers, employers, other professionals, community
- Values consensus
- Defines the nature of the work we do
- Reduces negative community evaluation
- A model for our goals/aspirations
- Protection in litigation

Values Exploration

If you were to create your own professional code of ethics, what top 3 values would you pick?

Group exercise:
- Where did they come from?
- What beliefs/experiences do you have to support them? Family or cultural history?
- When have they been challenged in your position or life?
- Come to a group decision to choose only one value to represent the group and be prepared to defend your choice.
- How did this decision-making process itself reflect your own values?

2017 CRCC Ethical Principles

- Autonomy
- Beneficence
- Fidelity
- Justice
- Nonmaleficence
- Veracity

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APSE ETHICAL GUIDELINES

- Individuality
- Choice
- Respect
- Participation
- Competence
- Social inclusion

Ethics

Ethical Dilemma = two+ competing ethical principles

Sources of Ethical Conflicts

- Whose best interest is given primary status?
- Mediocrity vs. Excellence
- Lack of knowledge vs. Competence
- Management of fear/safety (lawsuits, CYAs)
- Management of personal wants/needs (relationships, caretaking)
- What is a "true" choice?

What Would You Do If…

- You're at a team meeting in which you are reviewing caseloads.
- One jobseeker you are discussing has a hearing impairment.
- A team member says, "What?" as a lighthearted joke.
- Another staff person says, "Good one."

Ethical Decision Making Model

- Identify the problem or dilemma
- Identify the potential issues involved
- Review the relevant ethical codes
- Know the applicable laws and regulations
- Obtain consultation
- Consider possible and probable courses of action
- Enumerate the consequences of various decisions
- Decide on what appears to be the best course of action
  (Corey, Corey & Haynes)

What Would You Do If…

- You are supporting a worker who asks you for your phone number as they are starting a job, in case they have a question
- Calls to you are infrequent but gradually getting more personal as they are trying to become friends with someone at work
- In future calls, the conversations quickly move to talking about baseball, occasionally a topic you talk about in person
- As you get on Facebook one night, you see a friend request from the worker

Dual Relationships

- Maintaining another relationship with the person you serve outside of the professional context
- Not always avoidable or bad but it must be clearly defined
- Joining mutual forums in which your opinion is shared
- Shared "Likes" and subsequent comments
- Some individuals we serve can learn of the "special" online relationship you have with others and want it too
- Friending a consumer on social media IS considered unethical

Sometimes it is not about if it is ethical or unethical, it's about what is more ethical.

Ethical Dilemmas

What current ethical issues are posing
the greatest concerns for you?

Recommendations for Ethical Practice

- Build professional networks
- Keep scheduled supervision time sacred
- Consult, consult, consult

If Ethics are Compromised

- Own it
- Don't sweep the fact that it is a potential ethical violation under the rug-Don't let this be an ethical cultural shift
- Lay out what the ethics are that you are not willing to give up
- Remain diligent to get back to "good to great" ethical practice
- Personal financial/time investment in training

Questions

Contact Information

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