Q.1. Is code of conduct legal or ethical?

Ans.. Code of conduct can be both legal and ethical.

- It includes core ethical values, principles and ideals of the organization.
- They are wider in nature as compared to legal code of conduct
- It enables employees to make independent judgements about the most appropriate course of action.
- It is also directional document containing specific practices and behaviour, that are followed or restricted under the organisation.
- It is a set of guidelines that influence employee's actions.

Q2. What is the difference between ethics and the professional code of conduct?

Ans..

• It includes core ethical values, principles and ideals of the organisation.	• It is a directional document containing specific practices and behaviour, that are followed or restricted under the organisation.
• Code of ethics is a set of principles which influence the judgement	• Code of conduct is a set of guidelines that influence employee's actions
• Code of ethics are wider in nature as compared to code of conduct	• Code of conducts are narrow.
• Ethical standards generally are non-specific and are designed	• Conduct standards generally provides a fairly clear set of expectations about

Date

to provide a set of values which actions are
on decision making. | required, acceptible or
prohibited.

Q3. what are the 4 principles of on the code of
conduct?

Ans. The four principles of code of conduct:-

1) Integrity and impartiality:-

→ Conflicts of interest:

• when making decisions you must declare
any conflicts of interest that could affect
your objectivity in carrying out your duties.

→ Influences on decision-making:

• All decisions need to be, and be seen to be, fair
and transparent.

2) Promoting the public good:-

→ Customer service:

• employees are expected to strive to provide
excellent customer service and treat members
of the public equitably, and with honestly,
fairness, sensitivity and dignity.

→ Intellectual property:

• employees must respect the copy rights, trademarks
and patents of suppliers and other organisations
outside Council.

3) Commitment to the System of Government:-

→ Acting within the law:

• Employees of council are expected to comply
with applicable legislation, awards, certified
agreements.

→ Privacy:

• council maintains information about individuals,

businesses and commercial issues which is private and sensitive.

4) Accountability and Transparency:-

→ Using council assets:
- An employee must take good care of any assets in their possession and ensure they are used economically and efficiently.

→ Diligence care and attention:
- Employees should ensure that they carry out their duties honestly, responsible, in a conscientious manner and to the best of their ability.

Q4. What needs to be included in a code of conduct?

Ans. Fundamentally a code of conduct fulfills three requirements: it fits the organization, it ~~covers~~ covers its risks, and it remains familiar to all employees/people.
- The regulations in the code of conduct are oriented towards the profile of the company/organisation.
- The text is worded in a comprehensive way.
- Refrain from long and convoluted sentences and rather opt for short, concise statements.
- The code of conduct is regularly updated and maintained.

Q5. How does an organisation benefit from a code of conduct?

Ans. No matter how small or large your business is, having a clear written code of conduct is really important for several reasons:-

- It helps build a strong, value-centered culture.
- It gives employees structure and helps them understand what's expected of them.
- It reassures team members that you will respond appropriately to poor conduct.
- It enables managers and senior leadership to make informed decisions on performance enhancement and disciplinary action.

Q1. Tell about a time you faced an ethical dilemma.

Ans. • One dilemma I faced, which is probably universal among college students, was how to allocate my time and energy among the many learning opportunities available.

• These opportunities include the academic as, of well course, but also gaining social skills and maturity.

• They also included exploration of what I believe in and the ways that is reflected in my actions, and a growing consciousness of the world around me.

• These dilemmas arrived due to involved balancing and weighting many different and competing ethical demands.

Q2. What would you do if you witnessed a colleque acting unethically?

Ans. Following are the steps for dealing with unethical colleques:-

1. Decide what constitutes unethical behaviour to ensure you are not raising concerns over nothing.

2. Learn when to say something.
   • If you notice unethical behaviour in a coworker meet with him in private to discuss the matter.
   • In a tactful way, explain why you think he should stop doing what he is doing and provide positive reasons for intervening.

3. Do not shrink your duties as a way of steering clear of an unethical worker.
   • while you might be worried about guilt by

association, keep in mind that you still have a job to do, even if it means you must work alongside someone whose behaviour crosses the ethical line.

4.. Alert management when unethical behaviour crosses the line into something that could be damaging to your surroundings.

Q3. How would you handle your mistakes at work?

Ans. Here are some appropriate responses for when you make a mistake at work:-

1. Keep things in perspective
   - Despite the embarassment can come out from making a mistake, control your emotions before acting on speaking.

2. Analyze the problem
   - Before making an apology on react at all, analyze the problem and determine possible solutions to rectify the situation.
   - If you're able to address the problem on your own, take immediate action.

3. Be honest
   - When you make a mistake, be upfront about it.
   - Provide your manager with a brief but truthful description of what happened.

4. Make a brief apology
   - when you make a mistake, publicly recognize it and move on.
   - Despite the embarassment you may feel, there's a good chance your manager on coworkers won't

remember it happened after a few days.

Q4. What would you do if a supervisor asked you to perform an unethical task?

Ans. If your supervisor asks you to perform an illegal or unethical action, you need to take steps to protect your personal safety above all else.

- Fully understand the situation and don't overreact to your employer's initial request.
- A knee-jerk reaction can lead to your supervisor to take steps to ostracize or fire you.
- Instead calmly ask the employer to repeat the request and make sure you get all of the facts.
- Then, trust your inner moral compass and gut instincts to tell you if the what your employer is requesting is illegal or moral.

Q5. What would you do if you suspected a manager was behaving unethically?

Ans. The following steps should be taken:-

1. Sizing it Up:-
- Where you are seeing or sensing a breach, you likely need to make some early determinations.
- The most important thing is to be able to first determine what is an ethical issue versus something that you just do not like.

2. Reporting Lines:-
- If you suspect some type of a breach has taken place, there are number of decisions to be made including whether to report up the chain of command, seek the ear of a chief compliance officer, or go directly to a top executive.

3. Taking Compliance:

• Even if you suspect that the top executive may in some way be implicated, it's highly unusual to find that the chief compliance officer is also compromised so reaching out to him or her is wise.

Activity 3

Q1. Explain conflict management with case study.

Ans. • Conflict, a natural outcome of divergent opinions, frequently surfaces within organizational settings.

• This study delves into the realm of conflict management within a department, where a lack of standardized procedures is evident.

• Utilizing a qualitative approach and case study methodology, the research unveils a comprehensive nine-step conflict management process:

→ Identification, Analysis, Brainstorming, Creating Alternative Solutions, Selecting a Solution, Implementation, Reviewing Impact, Closing the case.

• The absence of a standardized approach has resulted in inefficiencies, prompting the proposal of a model to enhance the department's conflict resolution capabilities.

Q2. What would you do if you witnessed a collegue acting unethically?

Ans. Following are the steps for dealing with unethical Collegues:-

1. Decide what constitutes unethical behaviour to ensure you are not raising concerns over nothing.

2. Learn when to say something.

• If you notice unethical behaviour in a coworker meet with him in private to discuss the matter.

• In a tactful way, explain why you think he should stop doing what he is doing and provide positive reasons for interverening.

3. Do not shrink your duties as a way of

steering clear of an ethical worker.

- while you might be worried about guilt by association, keep in mind that you still have a job to do, even if, it means you must work alongside someone whose behaviour crosses the ethical line.

4. Alert management when unethical behaviour crosses the line into something that could be damaging to your surroundings.

Q3. Justify accountability at work.

Ans. Accountability at in the workplace is important because individuals who feel responsible for their actions may be more likely to perform their tasks well and efficiently.

- A workplace that values accountability may also foster greater commitment and increased employee happiness.

- This is because feeling responsible for one's actions and work can create a greater feeling of control and autonomy.

- Individuals who feel that they control their own impact may be more likely to make that impact a positive one.

Q4. what would you do if a supervisor behaved unethically? How would you handle it?

Ans. The following steps should be taken:-

1. Sizing it up:-

- where you are seeing or sensing a breach, you likely need to make some early determinations

- The most important things is to be able to first

determine what is an ethical issue versus something that you just do not like.

2. Reporting lines:-
- If you suspect some type of a breach has taken place, there are number of decisions to be made including whether to report up the chain of command, seek the ear of a chief compliance officer, or go directly to a top executive.

3. Taking compliance:
- Even if you suspect that the top executive may in some way be implicated, its highly unusual to find that the chief compliance officer is also compromised so reaching out to him or her is wise.

Q5. Define approaches used to handle conflicts at the workplace.

Ans. • The following steps should be taken to resolve conflicts at a workplace:-
1. Talk with the other person
2. Focus on behaviour and events, not on personalities.
3. Listen carefully
4. Identify points of agreement and disagreement
5. Prioritize the areas of conflict
6. Develop a plan to work on each conflict
7. Follow through on your plan.
8. Build on your success.

Assignment 4

Q1. Explain ethical behaviour with case study at the workplace.

Ans.
- Workplace ethics pertain to the morals and values that companies expect their employees to hold and demonstrate in their business dealings and work relationships.
- There are a number of principles that typically guide professional ethics.
- Honesty, trust and responsibility are among those principles.
- For example, a company's code of conduct may require that all employees present accurate and honest receipts in order to be reimbursed for business expenses.
- Its ethical code may also spell out expectations around dating, vendor relationships and other ethical matters.

Q2. What would you do if you witnessed a colleague acting unethically?

Ans. Following are the steps for dealing with unethical colleagues:-

1. Decide what constitutes unethical behaviour to ensure you are not raising concerns over nothing.
2. Learn when to say something.
3. If you notice unethical behaviour in a coworker meet with him in private to discuss the matter.
- In a tactful way, explain why you think he should stop doing what he is doing and provide positive reasons for intervening.

3. Do not shrink your duties as a way of steering clear of an unethical worker.
   - While you might be worried about guilt by association, keep in mind that you still have a job to do, even if it means you must work alongside someone whose behaviour crosses the ethical line.
4. • Alert management when unethical behaviour crosses the line into something that could be damaging to your surroundings.

Q3. How would you handle unethical behaviour of clients?

Ans. Handling unethical behaviour of clients:-

1. Have a policy set in place:
   - The first step to curbing unethical behaviour on the workplace is to be sure your employees understand what's expected of them.
   - Use documents to educate employees on unethical behaviour you expect to see.
2. Start with leadership:
   - Employees/Clients whose leaders didn't seem committed to upholding the principles also affects the staff with the same problem.
3. Be firm but polite:
   - When dealing with customers who engage in unethical behaviour, it's important to be firm but polite.
   - Make sure you communicate clearly and calmly, and stand stand by your policies.
4. Keep records:
   - Keeping records of customer behaviour can be helpful, especially in cases of repeated unethical behaviour.

Q4. How will you help your collegue to behave ethically at the workplace?

Ans. Following are the steps:-

1 Decide what constitutes unethical behaviour to ensure you are not raising concerns over nothing

2. Learn when to say something.

3. If you notice unethical behaviour on a coworker meet with him in private to discuss the matter.

4. In a tactful way, explain why you think he should stop doing what he is doing and provide positive reasons for intervening.

5. Do not shrink your duties as a way of steering clear of an unethical collegue.

6. Alert management when unethical behaviour crosses the line.

Activity No 5

Q1. Explain how technology can be used wisely for the betterment of society?

Ans. Here are some steps that can be taken to help ensure that technology is used in a responsible and ethical manner:-

1. Develop ethical guidelines:-
   - Establishing ethical guidelines and codes of conduct for technology development, deployment and use can help ensure that technology is developed and used in a way that aligns with values such as transparency, accountability and social responsibility.

2. Encourage collaboration and diversity:-
   - Encouraging collaboration and diversity in technology development can help ensure that a range of perspectives and voices are represented in the development process, leading to more inclusive and equitable outcomes.

Q2. Explain with case study how technology can be misused in social media

Ans. Social media misuse consequences:-

1. Stalking:
   - Under crimes act 1958 stalking is mentioned as a criminal offense.
   - Stalking happens when an individual gets onto the course of conduct with an idea to harm the opponent physically or mentally.

2. Privacy loss:
   - Individual privacy is lost with social media networking websites and is one of the greatest problems faced these days.

3. Time depletion:
• The biggest disadvantage of social media networking is that it takes up a lot of students time and addicting.
• Time is precious and can be used for a number of productive accomplishments.
4. Lack of social skill development:
• The other disadvantage of social media networking is that individuals do not develop social skills.

Q3. Explain the benefits of using technology effectively.
Ans. Benefits of using technology effectively:-
1. Quick access to information:
• Democratising access to information is undoubtedly one of the greatest advantage
2. ~~Facilit~~ Facilitated learning:
• Some 49% of students would wide stated that they had taken an online course in the last 12 months.
3. Breaking the distance barrier:
• The technology has revolutionized the way we communicate is undeniable.
4. Simplifying tasks:
• Technology turns tedious or complex tasks into interesting and simple ones.
5. Providing entertainment:
• Another advantage offered by technology is the ease with we can access

Q4. How will you handle a situation when your friend is misusing social media?
Ans. Steps to handle such a situation:-

1. Private communication:
   - Initiate a private conversation to discuss your concerns, ensuring a more personal and understanding approach.

2. Express concerns:
   - Clearly communicate the specific behaviours that you find concerning and explain how they might have negative consequences.

3. Encourage reflection:
   - Encourage your friend to reflect on their actions and consider the impact of their behaviour on themselves and others on the online community.

4. Suggest alternatives:
   - Offer suggestions for more positive and responsible ways to use social media, emphasizing the importance of maintaining a positive online presence.

Activity No-6

Q1. As an engineer how would you handle professional situations ethically?

Ans. Engineers in the fulfillment of their professional duties, shall:-

1. Hold paramount the safety, health and welfare of the public.

2. Perform services only in areas of their competance.

3. Issue public statements only in an objective and truthful manner.

4. Act for each employer or client as faithful agents or trustees.

5. Avoid deceptive acts.

6. Conduct themselves honorably, responsibly, ethically and lawfully so as to enhance the honor, reputation, and usefulness of the profession.

Q2. What skills will you require to handle ethical professional situations?

Ans. Following are the skills required:-

1. Communication skills:
   - Communication is not only speaking with the mouth but also some other types to transfer information to the destination.

2. Team work!
   - You should follow a set of rules to attain the objectives as you are assigned by projects and they can be ~~accomplished~~ accomplished by working with a team.

3. Public Speaking:
   - Your entire work results depend on how better or best you explain and organize the content.

Q3. What research ethics you need to follow as an engineer?

Ans. Engineering research is largely subject to the same ethical principles that are relevant to (non-applied) research in the natural sciences.

- The relevant principles of research ethics include:

→ scientific integrity, collegiality, data integrity, constitutional integrity and social responsibility, the protection of human subjects, and animal welfare in cases in which human subjects or animals are involved in the research process.

- Based on these principles, many different professional associations, government agencies, and universities worldwide have adopted specific codes, rules, and policies for research ethics.

Q4. Explain with case study any unethical professional situation.

Ans. There is no universally accepted definition of what constitutes unethical behaviour.

- This is because people and companies have different values, beliefs and moral and standards.

- However, some behaviours that are considered unethical in the workplace are as follows:-

1. Lying to customers or clients
2. Stealing company property or trade secrets
3. Destroying company property or trade secrets
4. Violating company policies and procedures
5. Falsifying records, reports, or statements.
6. Unauthorized use of company resources for personal purposes.
7. Failing to report incidents of misconduct by others.

Qs. How will you guide your friend to avoid conflict and unethical situations at the workplace?

Ans. The following steps should be taken to resolve conflicts at a workplace :-

1. Talk with the other person.
2. Focus on behaviour and events, ~~also~~ not on personalities
3. Listen carefully
4. Identify points of agreement and disagreement
5. Prioritize the areas of conflict.
6. Develop a plan to work on each conflict
7. Follow through on your plan
8. Build on your success.

Activity No-7

Q1. As an engineer how would you handle professional situations ethically?

Ans-

Q1. Explain with example rights and responsibilities in friendship and professional relationships.

Ans.
- In the realm of friendships, people possess entitlements to mutual respect, trust, and the expression of opinions.
- Duties encompass delivering emotional support and upholding honesty.
- As an illustration, friends hold the entitlement to privacy, coupled with the duty to safeguard confidentiality.
- Within professional associations, entitlements encompass equitable treatment, a secure workplace, and the entitlement to voice oness opinions.
- Duties involve meeting job expectations and fostering a favourable work environment.

Q2. Explain with case study any situation for moral dilemma.

Ans.
- A situation that calls for a person to make a choice where any alternative picked results in the same repercussions.
- Dilemmas related to family, friends and issues of close interest to an individual present situations where a dilemma arises.
- It becomes difficult to make choices when a person needs to pick between friends, family members, or careers and general life situations.

- Moral dilemmas are helpful for individuals to interrogate who they really are as individuals.
- It helps them in making choices that they consider correct even when others deem them as incorrect.

Q3. What do you mean by dilemma and how will you handle it?

Ans. A situation that calls for a person to make a choice where any alternative picked results in the same repercussions.

→ Dealing with dilemma :-

1. Stop running from your dilemma :-
- Just look at the dilemma that you have and just handle it without fear and worry.

2. get to know your dilemma :-
- You cannot handle and deal with your dilemma if you do not have the information

3. Understand your options :-
- Every dilemma face has options and you must understand what all of your options are.

4. make your decision and live with the consequences :-
- This is the hardest part because the consequences may prove to be much to handle for the person making the decision.

Q4. List and explain professional ideal behaviour to follow at the workplace.

Ans. Some professional ethics are :-

1. Honour your commitments :-
 • ~~with~~ If you are continually accountable for your assignments and other compartments it will show that you're a ~~re~~ responsible person who can do what needs to be done to accomplish a goal.

2. Be attentive, responsive and proactive :-
 • This includes taking notes during meetings, asking relevant questions or even just using responsive body language.

3. Get to know the workplace culture :-
 • It's important to learn as much as you can about the cultural norms whenever you start a new position.

4. Keep personal matters to a minimum :-
 • Because the overall goal of workplace etiquette is to be respectful of your organization and your coworkers, you'll want to avoid things that might interfere with anyone's productivity.

Activity - 8

Q1 List your code of conduct to follow in professional life.

Ans. Code of conduct :-

1. Honesty:
- always act openly. Never share confidential, privileged or client information unnecessarily

2. Respect:
- maintain a respectful attitude to others at all times, even during stressful times.

3. Meetings:
- Arrive on time and be prepared by reviewing the agenda, or meeting notes in advance.

4. Communication:
- Speak clearly and in language others can easily understand.

5. Time management:
- Don't be late to work, instead arrive a few minutes early to settle

Q2 Discuss ethics to follow for betterment of society.

Ans. Ethics and values play an important role in enhancing human capital which in turn is crucial for any business and society.
- Ethics can give real and practical guidance to an individual.
- Ethical values (i.e. honesty, trust worthiness, and responsibility) help guide us along a pathway to deal more effectively with ethical dilemmas.
- Ethics and values make an individual aware of that their choices have consequences, both for themselves and others.

Q3. Discuss various methods which can be used in maintaining a healthy professional environment at the workplace?.

Ans. The four major components of a healthy working environment are:

1. A healthy work culture:
- Healthy working environments communicate expectations to employees cleanly and are reasonable about job requirements.

2. A safe environment:
- Healthy working environments make sure that employees don't encounter any unnecessary danger when doing their jobs.

3. An emphasis on health and life style:
- Healthy working environments encourage employees to maintain good health.

4. A high level of professional support

Q4. How can an engineer use skills for the betterment of society?

Ans. Engineers in the fulfillment of their professional duties, shall:-

1. Hold paramount the safety, health and welfare of the public.

2. Perform services only in areas of their competance.

3. Issue public statements only in an objective and truthful manner.

4. Act for each employer or client as faithful agents or trustees.

5. Avoid deceptive ~~acts~~ acts.

Q5. How can you handle friendship ethics along with professional et situations in conflict at the workplace?

Ans. The following can be handled as follows:-

1. Clear communication:
   - Maintain open and honest communication with your friend-colleagues.

2. Establish Boundaries:
   - Clearly define professional boundaries to prevent personal matters from impacting work.

3. Conflict resolution:
   - Address conflicts promptly and professionaly.

4. Maintain professionalism:
   - ~~Priot~~ Prioritize professionalism in all interactions at the workplace.

Q6. How have you benefitted from a code of conduct subject?

Ans. I learned the following things:

1. Guidance:
   - Provides clear guidance on acceptable behaviour and standards, reducing ambiguity.

2. Ethical frame work:
   - Establishes an ethical framework, ensuring actions align with moral principles.

3. Consistency:
   - Promotes consistent behaviour creating a standardized approach to various situations.

4. Trust building:
   - Builds trust among stakeholders by demonstrating a commitment to ethical and responsible conduct.

Q7. Summarize a code of conducts which help individuals to be a part of a healthy work culture.

Ans. The four major components of a healthy working environment are:

1. A healthy work culture:
- Healthy working environments communicate expectations to employees clearly and are ~~were~~ reasonable about job requirements.

2. A safe environment:
- Healthy working environments make sure that employees don't encounter any unnecessary danger ~~at~~ when doing their jobs.

3. An emphasis on health and lifestyle:
- Healthy working environments encourage employees to maintain good health.

4. A high level of professional support.