

# ETHICS AND LEADERSHIP

Dr P A Bhoodram

BA(Phy.Ed.), UHDE, DSE(SMCS), B.Ed.,MA(HMS), PhD.

Education Portfolio

*Ensuring excellence in Employee Assistance Programmes*

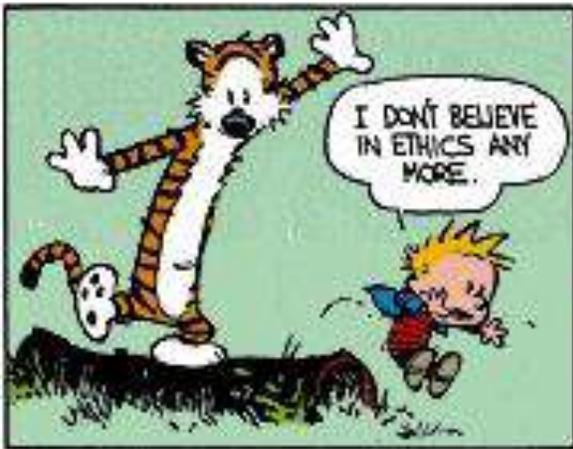
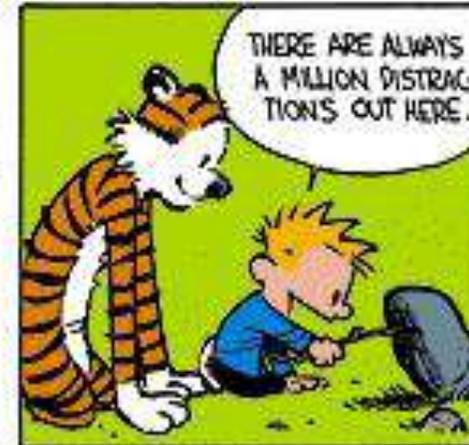


# holistic model of ethics



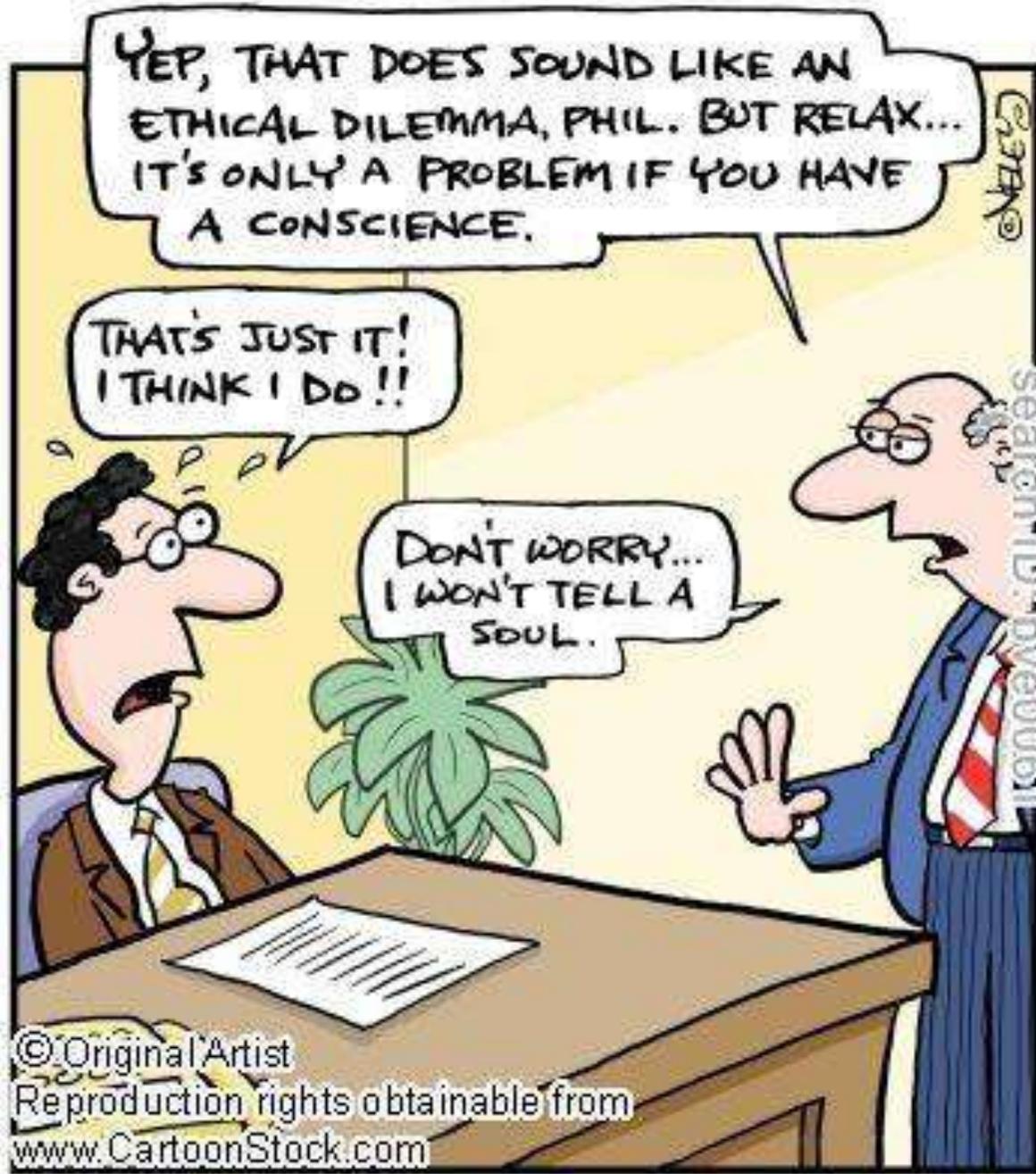
# calvin and Hobbes

BY NEWMAN



GET WHAT YOU CAN WHILE THE GETTING'S GOOD - THAT'S WHAT I SAY! MIGHT MAKES RIGHT! THE WINNERS WRITE THE HISTORY BOOKS!





TODAY I WILL DO WHAT  
OTHERS WON'T SO  
TOMORROW I CAN DO WHAT  
OTHERS CAN'T



**MORALITY** (from the Latin *moralitas* "manner, character, proper behavior")

The philosophy of morality is **ETHICS**.

**Ethics**, also known as **moral philosophy**, is a branch of philosophy that involves systematizing, defending, and recommending concepts of right and wrong conduct. The term comes from the Greek word ethos, which means "character".

- The difference between ethics and morals can seem somewhat arbitrary to many, but there is a basic, albeit subtle, difference.
- Morals define personal character, while ethics stress a social system in which those morals are applied.
- In other words, ethics point to standards or codes of behavior expected by the group to which the individual belongs.
- This could be national ethics, social ethics, company ethics, professional ethics, or even family ethics.
- So while a person's moral code is usually unchanging, the ethics he or she practices can be other-dependent.

## WHAT DO YOU THINK?

1. Ethics has to do with what my feelings tell me is right or wrong.“
2. "Ethics has to do with my religious beliefs.“
3. "Being ethical is doing what the law requires.“
4. "Ethics consists of the standards of behavior our society accepts.“
5. "I don't know what the word means."



# Law

## Level 1 (Pre-conventional)

- 1. Obedience and punishment orientation (How can I avoid punishment?)
- 2. Self-interest orientation (What's in it for me? What do I get out of it?) (Paying taxes)

## Level 2 (Conventional)

- 3. Interpersonal and institutional orientation (Social order, authority, and the good of the community) (The Golden Rule)
- 4. Authority and social order orientation (Law and order)

## Level 3 (Post Conventional)

- 5. Social contract orientation
- 6. Universal ethical principles (Principled conscience)

# DOUG WALLACE ASSERTS THE FOLLOWING CHARACTERISTICS OF A HIGH INTEGRITY ORGANIZATION:

1. There exists a clear vision and picture of integrity throughout the organization.
2. The vision is owned and embodied by top management, over time.
3. The reward system is aligned with the vision of integrity.
4. Policies and practices of the organization are aligned with the vision; no mixed messages.
5. It is understood that every significant management decision has ethical value dimensions.
6. Everyone is expected to work through conflicting-stakeholder value perspectives.

**The ethical behaviour and conduct of an EAP practitioner/professional is concerned with the well being of individuals served and this code extends to activities and relationships with employees, colleagues, unions, professionals from other disciplines, the local community and society as a whole.**

The EAPA SA Board and EAPA SA membership hold each other, as well as each individual member responsible for conducting their professional and personal activities within the spirit of the Code. The Code therefore serves as a set of rules and standards by which Employee Assistance Professionals/Practitioners shall conduct their professional behaviour.

EAPA SA members shall conduct themselves in their professional activities in a way that does not denigrate other professionals for the sake of promoting their own interests. They shall also conduct themselves in a manner that does not undermine public confidence in their ability or that of other professionals, to carry out their professional duties.

EAPA SA members shall regard all client related information as confidential and release of information will only be done in compliance with a court order, a subpoena or with the written permission and consent of the client

EAPA SA members recognise the boundaries of their own competence and do not attempt to provide services for which they do not have an appropriate preparation or specialist qualification.

EAPA SA members must take all reasonable steps to safeguard the security of any records, including those on computer. Where they have limited control over access to records, discretion must be exercised over the information entered on the records, particularly identifying information.

Members should not give or receive financial consideration for referring clients to particular therapists or treatment programmes.

All complaints in South Africa will be brought before the nearest branch, unless a conflict of interest exists prohibiting the processing of complaints. In these circumstances, the complaints may be passed to the EAPA SA Board and thereafter to the Ethics Committee in the USA

# PURPOSE OF PROFESSIONAL CODES

## Practitioner Behavior and a Profession's Identity:

identity is

A profession's built upon the cumulative effect  
of the practitioner behavior

# PURPOSE OF PROFESSIONAL CODES

## The Fundamental Tenets:

- ❖ Foster Good (Benevolence)
- ❖ Do No Harm
- ❖ Resolve controversial issues

Codes of ethical conduct date back to at least 400 B.C. (Hippocratic oath)

# ETHICAL CONDUCT: PROFESSIONAL

- ❖ Boundaries of competence
- ❖ Representation of credentials
- ❖ Referral and follow-up practices
- ❖ Withdrawal of service
- ❖ Proprietary information and products

# ETHICAL CONDUCT: CLIENTS

- ❖ Confidentiality
- ❖ Management or mandatory referrals
- ❖ Documentation
- ❖ Informed consent

# 3 STAGE MODEL FOR RESOLVING ETHICAL DILEMMAS

## Component 1

- **What are the facts?**
- **Is it technical or ethical?**
- **How significant is the problem**
- **Who is affected?**
- **What is my role?**
- **How might I state the dilemma?**

## Component 2

- ▶ **Deciding what is praiseworthy and blameworthy**
- ▶ **Rule based ethics**
- ▶ **Consequences based ethics**
- ▶ **Virtue based ethics**

## Component 3

- ▶ **Choosing a moral plan**



# EAPA-SA ETHICS AND STANDARDS

- To administer the Code of Ethics and complaints procedure for EAPA-SA members.
- To provide regular opportunities for EAP professionals and practitioners to network and jointly contribute to the successful development of employee and organisational programmes.
- To affiliate with South African national initiatives as this embraces the furtherance of the broader EAP objectives.
- To promote awareness and recognition of Employee Assistance Service Benefits.
- To organise and promote research in the EAP field.
- To promote the effective and efficient professional training of relevant professionals.





# EAPA-SA ETHICS AND STANDARDS

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# ETHICAL PRINCIPLES

- Confidentiality; Professional responsibility; Professional competency; Professional development;
- Record-keeping; Client protection; Staffing; Business practice; Professional relationships;
- Neutrality; Timely intervention; Conflict of interest.

# ETHICAL PRINCIPLES

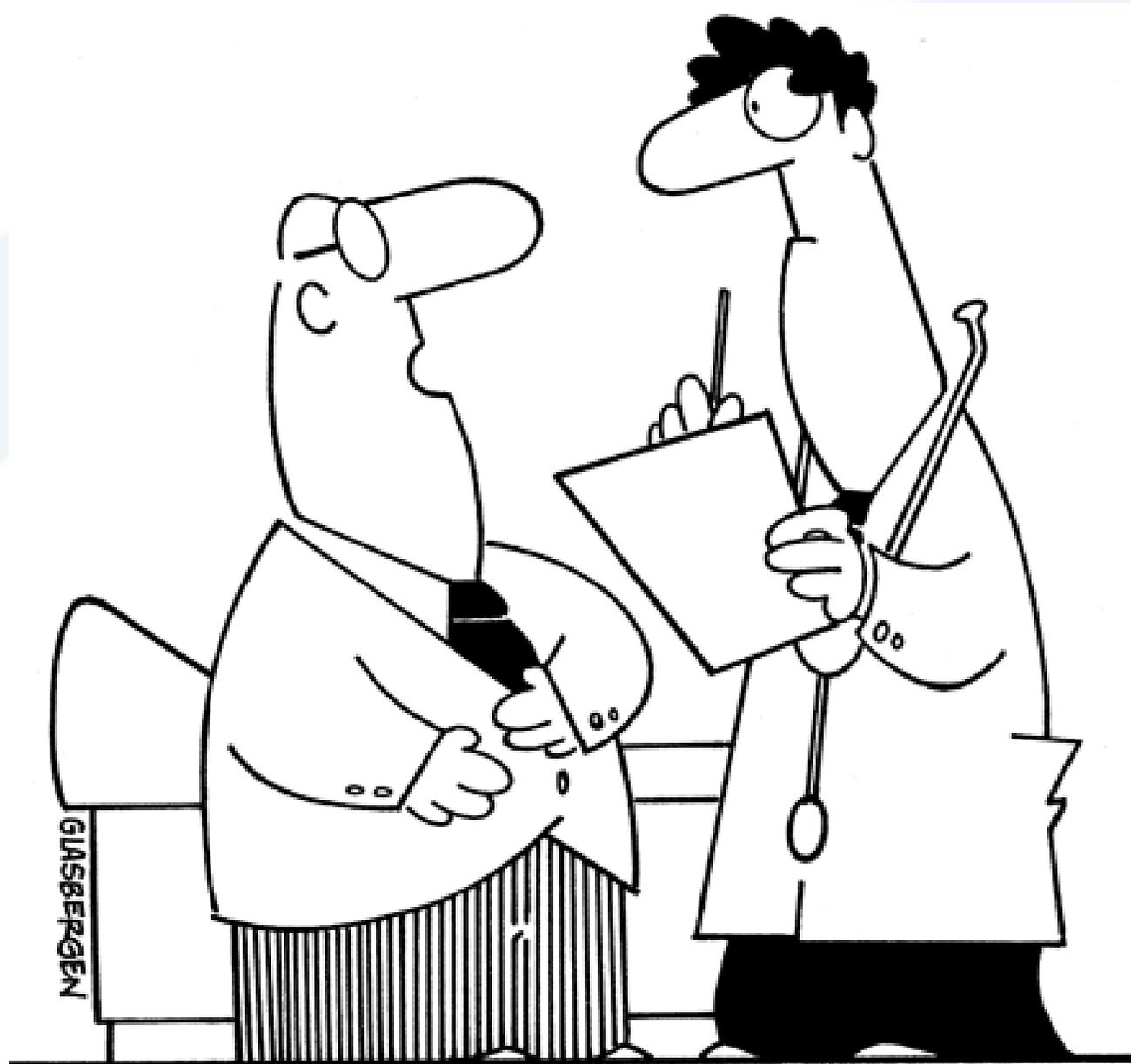
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# WHAT WILL SUCCESS LOOK LIKE?

- Open and transparent company
- Enhanced services and delivery based on sound policies and procedures
- Proper reporting structure
- Effective whistle blowing process
- Successful disciplinary action and prosecution
- Revised procurement processes

# HOW WILL YOU SUSTAIN THE RESULTS?

- Proper, consistent application of revised policies and procedures
- Training and development for inductees as well as staff
- Regular internal audits and inspections
- Vetting of employees
- Monitoring and evaluation of the use of company vehicles
- Code of conduct



**“Lately I’ve been feeling ethical.  
Can you prescribe something for that”**