



PERSONAL
EFFECTIVENESS

Work Ethics

DESCRIPTION

This course teaches work ethics fundamentals and shows how, through ethical behavior, we can foster win-win situations and positive results for employees, customers and organizations. Frontline associates and supporting service staff will learn the basic practices, directives and techniques required to behave ethically.

OBJECTIVES

ALLOWING THE PARTICIPANT TO:

- Identify the basic notions in work ethics.
- Create a healthy work environment based on shared values.
- Identify the basic notions in customer service.
- Acknowledge the importance of integrating values and ethics to all aspects of work.

COURSE CONTENT

ETHICS

- Definitions
- From values to principles
- Applying ethics
- Why respect ethical values?
- 10 benefits of ethics management in the workplace

ETHICAL DECISION-MAKING

- How can I identify an ethical issue?
- How can I make my decisions more ethical at work?
- 8 steps to ethical decisions
- The Golden Rule

PERSONAL ACTION PLAN

THE SIX PILLARS OF ETHICAL PERSONALITY

- Loyalty
- Respect
- Responsibility
- Equity
- Kindness
- Civic-mindedness



COURSE SPECIFICATIONS



FORMAT

- In-house



DURATION

Training is given in a half day (3 hours)

(The content and the duration of this session can be adapted for a personalized on-site training.)



TARGET AUDIENCE

Frontline associates and service staff with back-up or support roles.



DELIVERY METHOD

Instructor-led, group-paced, classroom-delivery learning model with structured, hands-on activities. Participants' experiences are used as support to put new notions into action.

Highly personalized and interactive approach, the groups are limited to 15 participants.



LANGUAGE

Available in:

- French
- English



CERTIFICATION

Training Certificate

Emploi
Québec



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