5 Steps to Ethical Problem Solving

Sep 2019

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SCCE
Society of Corporate Compliance and Ethics

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e-Factor!® / EUC – Marcy Maslov

CPA (Illinois), MBA (Duke), Certified Professional Co-Active Coach
25 years Fortune 500 accounting
16+ years as Business and Executive Coach
12+ years using Gamification to enhance results
Agenda and Learning objectives

- Recognizing ethical dilemmas
- How & where we learn to solve ethical dilemmas
- 5-step framework for solving ethical dilemmas and business problems

Ethical Problem Solving

<table>
<thead>
<tr>
<th>What do you want to happen most as it relates to unethical behavior?</th>
<th>What’s really happening in your organization?</th>
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Recognizing ethical dilemmas

- How people recognize ethical issues depends on their own
  - Background
  - Experience
  - Education
  - Religious beliefs
  - Interpretations

Ethical Dilemma

You are informed that the stockroom manager is taking her toolbox home with her and using the tools for private use. You decide to do nothing because you see the stockroom manager return the toolbox every day.

What are ethical dilemmas in this scenario? Earn 1 PEP for each dilemma you identify.

(Scenario courtesy of e-Factor!®)
Identifying core ethics issues

- Ethics issue is the core of every conflict
- Lack of respect, honesty, accountability, or trust (or fill in your own ethics values)
- If we do not address the personal issues around ethics we’ll never change the professional behavior

Where we learn about dilemmas

- Home
- School
- Work
Which do you prefer?

Character 1
Character 2
Character 3

Character & Values

- Which character did you choose?
- How did you make your choice?
- What did you discern about the character’s values and ethical standards?
5 Step Framework
- Common sense approach
- Includes analysis of consequences
- Allows freedom of choice
- Promotes self awareness and opting in to problem solving

5 Steps to Ethical Problem Solving
- D – _________ the ethical dilemma
- O – _________ for resolution
- S – _________ involved
- C – _________ for each option
- A – _________ and decisions
Interactive Exercise

- Solve Ethical Dilemmas
  - Read the scenario on your card to your buddy
  - Use the framework to evaluate the ethical dilemmas
  - Identify criteria for making decision
  - Decide how to solve the dilemma(s)

- How does this compare to your own organization and decision-making process?

What Did We Learn?

- We recognize ethical issues based on our own experience and background
- Every conflict has an ethics issue at its core
- How we solve ethical dilemmas depends on personal ethical values
- A simple framework can engage everyone in improving ethical problem solving
Your Action Plan

What is one idea from today’s program you can apply immediately?

What’s next?

Challenge: write your own framework

- Simplify what you have or create new
- Involve others to help create it
- Be open to various options

My gift: 30 minutes strategy session on framework
https://go.oncehub/MarcyMaslov
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