

5 Steps to Ethical Problem Solving



Marcy Maslov
Creator of e-Factor!®

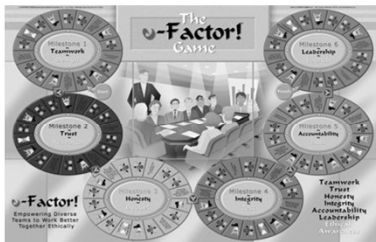


Sep 2019



1

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



Empowerment Unlimited Coaching, LLC Copyright 2008-Present All Rights Reserved

2

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

3

3

Ethical Problem Solving

What do you want to happen most as it relates to unethical behavior?

What's really happening in your organization?

Empowerment Unlimited Coaching, LLC Copyright 2008-Present All Rights Reserved

4

4

Recognizing ethical dilemmas

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



Empowerment Unlimited Coaching, LLC Copyright 2008-Present All Rights Reserved

5

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!®)

Empowerment Unlimited Coaching, LLC Copyright 2008-Present All Rights Reserved

6

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

Empowerment Unlimited Coaching, LLC Copyright 2008-Present All Rights Reserved

7

7

Where we learn about dilemmas

- Home
- School
- Work



Empowerment Unlimited Coaching, LLC Copyright 2008-Present All Rights Reserved

8

Which do you prefer?

Character 1

Character 2

Character 3



Business Ethics
Coaching

Empowerment Unlimited Coaching, LLC Copyright 2008-Present All Rights Reserved

9

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?

Empowerment Unlimited Coaching, LLC Copyright 2008-Present All Rights Reserved

10

10

5 Step Framework

- Common sense approach
- Includes analysis of consequences
- Allows freedom of choice
- Promotes self awareness and opting in to problem solving



Empowerment Unlimited Coaching, LLC Copyright 2008-Present All Rights Reserved

11

5 Steps to Ethical Problem Solving

- D – _____ the ethical dilemma
- O – _____ for resolution
- S – _____ involved
- C – _____ for each option
- A – _____ and decisions



Empowerment Unlimited Coaching, LLC Copyright 2008-Present All Rights Reserved

12

12

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?

Empowerment Unlimited Coaching, LLC Copyright 2008-Present All Rights Reserved

13

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

*Empowerment Unlimited Coaching, LLC
Copyright 2008-Present All Rights Reserved*

14

Your Action Plan

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



Business Ethics
Coaching

Empowerment Unlimited Coaching, LLC Copyright 2008-Present All Rights Reserved

15

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>



Business Ethics
Coaching

Empowerment Unlimited Coaching, LLC Copyright 2008-Present All Rights Reserved

16

5 Steps to Ethical Problem Solving



Marcy Maslov
Creator of e-Factor!®



SCCE™
Society of Corporate
Compliance and Ethics

Sep 2019



Business Ethics
Coaching