Ethics: is there an APP for that?

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Were it so easy!
Ethical Conduct….

Greed

Illinois treasurer stole $30 million from small town to fund her hobby
Professional Lapses

Personal Failings
Business as Usual

• This council member declined a $2,000 cash “offering” but failed to report it
• His COS caught in FBI sting...

What were you thinking?

• DUI... while texting
• Debit/credit card abuses
• Inappropriate Facebook, twitter
• Cheating
Leadership

Who inspires you?

Who do you inspire?

Blind Spots

“When it comes time to make a decision, our thoughts are dominated by thoughts of how we want to behave; thoughts of how we should behave disappear.”

Max H. Bazerman & Ann E. Tenbrunsel, “Blind Spots”
6 Steps to Test your Decision

1. **The Law**: Is it legal? Does it meet the spirit of the law?
2. **The Rules**: Am I violating a policy/breaking a rule that everyone else must follow?
3. **Integrity**: Am I breaking my word, a trust, a promise, or a value?
4. **Appearances**: Do I have a conflict of interest in fact or appearance? Am I the only or prime beneficiary of an offer or service?
5. **Clear Thinking**: Is emotion or bias clouding my judgment?
6. **Perspective**: When I look back on this situation, will I be proud of my conduct? Is it my finest hour or one I might regret?

Test Your Skills!!!

Solve these real world cases
The Public Service Code

- Respect the democratic process
- Treat all persons with dignity and respect
- Be impartial and fair
- Seek no favor: Don’t leverage position, information, position or affiliation for personal gain
- Avoid activities with real or perceived conflicts of interest
  - 3 D Test: Discern, Disclose, Disengage
- Build great communities through good stewardship
- Model and foster courage to do the right thing

Because...........

- It’s managements fault!
- Uncharted territory or inexperience
- Peer pressure: tight teams and subcultures
- Lack the courage to admit mistakes
- Personal loyalties
- Personal cost to do the right thing is too high
- Emotions
- Arrogance: rules don’t apply to me
- Lost perspective
Strategies for Building an Ethical Organization

1. Walk the talk
2. Hire people with strong ethical values

The Right Who

In looking for people to hire, look for three qualities: integrity, intelligence and energy.

If they don't have the first, the other two will kill you.

Warren Buffet
Strategies for Building an Ethical Organization

- Walk the talk
- Hire people with strong ethical values
- Be clear that “how” we achieve results matters
- Have good policies
- Discuss ethical dilemmas
- Provide advice
- Conduct an ethics audit
- Don’t punish the messenger!!!!

Test the Culture

“I am...

- “Expected to report questionable ethical behaviors of others”
- “Clear about where to go for advice about ethical issues”
- “Surrounded by co-workers who know the difference between ethical and unethical behaviors, and seem to care”
Leaders....

- Set the tone and model the conduct you want to see in others
  - You are always on active duty
  - Don’t embarrass your organization
  - Don’t walk by something wrong
  - Don’t create ethical dilemmas for others
- Be clear that “how” we achieve results matters
- Test how we are doing...relentless focus
- Moral Compass points North

When An Ethical Problem Comes to Light, Be Ready to Answer......

- What did you know?
- When did you know it?
- What did you do about it?
Tips….

• Tell the truth, always
• Be crystal clear in communications
• E-mail/twitter is not private
• Friends and fans are not forever
• Dating at work doesn’t work
• Stress management is important
• Stay out of politics
• No one is above the law
• Seek advice before you act

Ask Yourself

• Can you live with your Google legacy when it hits the media?
• Are you being candid or just answering the question asked?
• Will you think well of yourself when you look back on this decision in ten years?
• Is it keeping you up at night? If you have to think twice about it, don’t do it?
Take the High Road

“In the long run, it’s not important who on this Earth judges you or how you are judged. It is important to do what’s right, listen to your conscience and to keep to the high road. I have and will walk away with my head held high.”