

Reality Workplace Ethics for Adults

Summaries and Themes

Reality Workplace Ethics follows four friends in their work situations. Cindy, Hank, Vonda and Maria encounter problems involving dependability, honesty, responsibility, pride and many other issues. A brief summary of *Reality Workplace Ethics* issues is given below. For a Free Lesson Download visit our Web site.

Who Said Anything About Paying? - Issue No. 1

Theme: Honesty

Summary: Hank is a construction worker. His friend, Maria, asks him to slip her a new window from his company so she won't have to pay. Hank says no, and she tries to change his mind.

My Day is Shot! - Issue No. 2

Theme: Dependability

Summary: Cindy, who recently started a new job, finds a flat tire on her car, so she can't drive to work. Her mother suggests alternatives. Cindy is unable to cope with the unexpected event and considers staying home.



8 Modules for \$349

Each issue of *Reality Workplace Ethics* covers an important career readiness skill. A comprehensive Instructor's Guide with useful teaching suggestions, three applied academic activities for each issue, and a transparency master for each issue is included. *Reality* is available in PDF on CD that can be stored on a computer server or printed.

Issue No. 1 Theme: Honesty

No. 2 Theme: Dependability

No. 3 Theme: Attitude

Issue No. 4 Theme: Perseverance

Issue No. 5 Theme: Theft

Issue No. 6 Theme: Accountability

Issue No. 7 Theme: Responsibility

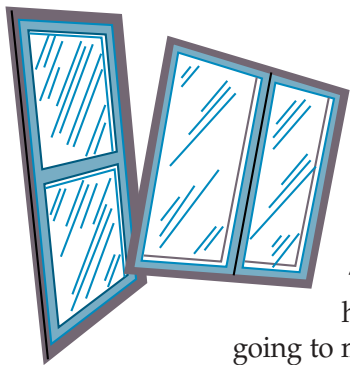
Issue No. 8 Theme: Confidentiality



Who said anything about paying?

No. 1

Broken Window



Vonda and Maria were standing by a building waiting for the afternoon bus when Hank walked up. "Where's Cindy?" he asked. "She's going to miss the bus again."

"It's payday," replied Vonda. "She's probably buying more stuff for Jennifer."

The four friends met on the bus, and now they ride home together every day. Hank works for a construction company and lives alone. Cindy, an administrative assistant, lives with her mother and her daughter, Jennifer.

Vonda, a nurses' aide, is married, after being a single mom on welfare for eight years. Maria lives with her boyfriend and baby and is attending a training class.

"Hi," said Cindy as she walked around the corner. "Where's the bus? It's late."

Hank teased her, "You'd better be glad it's late, or you'd be walking home."

As the bus pulled up, Maria turned to Hank and said, "My window's busted. Can you get me one from your job?"

"Sure," replied Hank. "You come by and pick out anything you want, and I'll tell my boss to be real nice to you on the price."

Maria laughed, "Who said anything about paying? Windows are expensive." Then she added, "You just pick one up and bring it to me."

"Nope, I can't do that," Hank frowned. "It would get me in trouble."

Maria begged him, "Oh, come on Hank. You're supposed to be my

friend." She kept on, "Your boss won't miss it. Besides, he's so rich, it won't matter."

Hank thought about it. His boss doesn't supervise him closely. He really could bring a window out without anyone knowing. And Maria is his friend.

As Maria waits for an answer, Hank has to decide quickly what to tell her.

What would you do?

If you were in Hank's place, what would you do?

The Boss's Point of View

- Giving something of mine to your friend is stealing.
- I will lose money if you give away my goods.
- I won't trust you again if I catch you giving materials away.
- I will deduct the cost of the window from your pay.
- I may fire you.



Vonda, Maria, Hank, and Cindy

Dishonesty at Work

Every year in the U.S. people who consider themselves "honest" steal millions of dollars in goods and services from their employers. In most cases, employees don't think twice about taking small items like pens or paper. They don't realize how taking unauthorized items lowers their company's profit.

Sometimes, the consequences can be harsh. For example, the Philadelphia newspapers reported that a Villanova University basketball star was given a university phone card to make one call to a reporter for an interview.

According to the papers, he continued to use the card without permission, charging \$3,100 in calls. He was suspended for three games and had to repay the entire amount. His actions not only stained his reputation but threatened his school's ranking in the NCAA basketball championships.

Employee dishonesty can be found everywhere people work. Look at the following workplaces and list some items that employees take without realizing how much money it costs their employer.

Library

Bank

Construction Site

Clothing Store

Church Office

Grocery Store

Behind the Scenes

SuperAmerica Sports Center employs several people. The owner trusts the employees because they work hard and are cooperative. But they take supplies and arrive late to work. Multiply the cost of items taken each day by

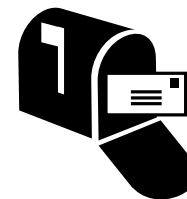
220 working days in a year. How much is SuperAmerica losing to employee dishonesty? If more employees take time or merchandise, will SuperAmerica be able to afford annual raises and company bonuses?

Items Taken by Employees Each Day	Employer Cost	Loss to Company
Three pens	.79 each	\$ _____
One 15-minute personal long-distance call	.22 per minute	\$ _____
74 personal photocopies	.05 per copy	\$ _____
30 minutes spent in casual conversation	\$8.50 per hour	\$ _____
15 minutes late to arrive	\$5.75 per hour	\$ _____
15 minutes extra time at lunch	\$6.50 per hour	\$ _____
10 minutes for early departure from work	\$8.25 per hour	\$ _____
One can of tennis balls	\$2.89	\$ _____
Total daily loss		\$ _____
Multiply this number by 220 working days		_____
Total annual loss		\$ _____

Excuses, Excuses, Excuses...

List some of the reasons that employees give for taking products or using services.

1. "It's only a memo pad. No one will care."
2. _____
3. _____
4. _____
5. _____



Ask Gina

Dear Gina,

Yesterday I made copies of some important personal papers on the copier at work. My boss stared at me the whole time, then he said I was costing the company money. You would have thought I was stealing. Don't you think he was acting like a jerk?

Worried

Dear Worried,

Did you ask your boss for permission? If not, keep your hands off the copier. Most businesses have a policy against using the copier for personal papers.

Dear Gina,

A person I work with is really nice, and I like him. The problem is he comes to work 10 minutes late sometimes because he has to drop his daughter off at school. He asks me to punch his time card so he won't get in trouble for being late. What should I do?

Willing to Help

Dear Willing,

You both could get fired because he is stealing time from your company and you are being dishonest. Tell your friend to talk with your boss and work out a compromise. Maybe he could stay 10 minutes after work.

Need help with a problem? Write to: Ask Gina, c/o Career Solutions Training Group, 13 East Central Ave., Paoli, PA 19301.



"GEE, MY DADDY HAS BOXES OF THESE SAME PENCILS AT HOME."



Issue 1

Who said anything about paying?

Supplemental Activities 1, 2, and 3 and Transparency Master 1

Reality supplemental activities and transparencies are self-instructional and may be used for individual work, group work, or homework. You have permission to make 20 copies of the supplemental activities to accompany the 20 tabloids you purchased. Teaching suggestions, solutions, and suggested evaluation for each activity are provided below.

Suggestion - Activity 1

In order to evaluate reading comprehension, trainees are asked to fill in five pieces of information about the story "Broken Window."

It's Your Decision asks students to describe how they would react in different workplace situations involving honesty. Allow trainees to discuss their answers in small groups. Encourage them to consider each situation thoughtfully before giving an answer.

Suggestion - Activity 2

Activity 2 requires trainees to calculate the amount of money a pizza store would lose if employees failed to charge friends for a pizza. This activity comes in two versions.

Side 1: For a class with limited math skills, use Side 1 where most of the math calculations are provided. Trainees are asked to do simple addition and multiplication.

Side 2: For a class with strong math skills, use the Side 2-Challenge. Trainees will need a background in fractions, decimals, and percentage to solve this more complex problem.

- You may wish to blank out all the lists under Ingredients, Wages, and Other items, then engage the trainees in a brainstorming session to identify what expenses go into making and selling one pizza.

Suggestion - Activity 3

Divide trainees into cooperative learning groups. Ask them to make a telephone appointment or personal appointment with the human resource manager, a supervisor, or an owner of a local workplace. You can customize the activity by providing the names of local establishments you want trainees to call or visit.

In addition to the information trainees learn from their workplace visit, even greater value comes from comparing what each group learned. Use the chalk board or a flip chart to list the responses from employers to each group's interview questions. Then ask the trainees to identify all the common answers; for example, at several workplaces, the penalty for dishonesty may be a reprimand the first time, followed by job dismissal for a repeated offense. By discovering this information through interviews and identifying the common responses across industries, trainees can relate more clearly to the penalty.

Career Education Option

Most trainees do not know how much money each of person earns who is listed under the Wages section of Activity 2, nor do they have a clear understanding of each person's duties and responsibilities, training, and education. Consider asking your trainees to research the salaries, duties and responsibilities, and training and education of the people identified. They may do this by interviewing local workers in your town, searching the career education data bases on the Internet, or surveying employment agencies.

Suggestion - Transparency 1

A survey of executives showed that dishonesty by employees tops the list of behaviors that upset them most. Use the information from this survey to confirm that Hank did the right thing when he said no to Maria. The survey results also name several additional traits that lead to job failure. Engage your trainees in a discussion of each item on the list.

Solution and Suggested Evaluation - Activity 1

1. Cindy, Hank, Vonda, and Maria met on the bus and now ride home together everyday.
2. Vonda thinks Cindy was probably shopping, buying things for her daughter Jennifer.
3. Hank works at a construction company.
4. Maria needed a new window because one of hers was broken.
5. Hank says "Nope, I can't do that, it would get me in trouble."

It's Your Decision possible answers. Accept others as appropriate.

6. Accept any answer indicating that trainees understand that making extra cinnamon buns to give away is dishonest.
7. Look for answers showing that the trainees notified the church and the homeowner about finding the money.
8. Responses should indicate that the company pays the charge on 800 numbers and that it is dishonest to allow personal telephone calls to be charged to the company.
9. Responses should indicate that using a company car and company time for personal visits is dishonest.
10. Answers should stress that giving away free food is dishonest.

Scoring

Items 1-5 5 points each = 25 points

Items 6-10 15 points each = 75 points

Total = 100 points

Solution and Suggested Evaluation - Activity 2 and Activity 2-Challenge

Activity 2		
Ingredients: Pepperoni Pizza		
Two cups of flour for dough @ \$.07 a cup		\$.14
Salt and pepper @ \$.01 each		.02
1/2 cup tomato sauce @ \$.40 a cup		.20
1/4 cup spices @ \$.60 a cup		.15
1/4 pound pepperoni @ \$.30 a pound		.75
1 cup mozzarella cheese @ \$.38 a cup		.38
Total cost of ingredients		\$ 1.64
Wages		
	To prepare one pizza	
Pizza maker who earns \$6 an hour	(6 minutes)	\$.60
Person who orders supplies @ \$6 an hour	(2 minutes a week)	.20
Person who stocks supplies on shelf @ \$4.50 an hour	(2 minutes a week)	.15
Bookkeeper who pays bills and manages bank account @ \$9 an hour	(1 minute a week)	.15
One employee's time while serving her friends @ \$3 an hour	(10 minutes)	.50
Manager's time for keeping Luigi's Pizza running @ \$430 a week (assume 40 hours a week)	(2 minutes a week)	.36
Maintenance staff for cleaning up @ \$.50 an hour	(5 minutes a week)	.46
Subtotal of wages of employees who are needed to make pizza		\$ 2.42
Taxes and other employment costs for each employee (.333 of the total wages)		\$.81
Total amount of wages		\$ 3.23
Other items (hidden costs)		
Rental for store space	(\$1.50 for each pizza)	\$ 1.50
Electricity for baking and keeping Luigi's Pizza Shop open	(\$.13 for each pizza)	.13
Cost of the electricity to bake the pizza	(\$.02 for each pizza)	.02
Tables and chairs for sitting, paper products and plastic ware	(\$.08 for each pizza)	.08
Total other items		\$ 1.73
Grand total for one pizza		\$ 6.60
Calculate the total cost if employees fail to charge for three pizzas in one week. (Show how you reached this total.)		\$ 19.80
Calculate the total cost if employees fail to charge for three pizzas a week each week of the year. (Show how you reached this total.)		\$ 1,029.60

Activity 2 - Challenge		
Ingredients: Mushrooms and Extra Cheese Pizza		
Two cups of flour for dough @ \$.08 a cup		\$.16
Salt and pepper @ \$.01 each		.02
1/2 cup tomato sauce @ \$.38 cents a cup		.19
1/4 cup spices @ \$.80 a cup		.20
1/2 pound mushrooms @ \$.29 a pound		1.15
2 cups mozzarella cheese @ \$.48 a cup		.96
Total Cost of Ingredients		\$ 2.68
Wages		
	To prepare one pizza	
Pizza maker who earns \$6 an hour	(6 minutes)	\$.60
Person who orders supplies at \$9 an hour	(2 minutes a week)	.30
Person who stocks supplies on shelf @ \$4.90 an hour	(1 minute a week)	.08
Bookkeeper who pays bills and manages bank account @ \$12 an hour	(1 minute a week)	.20
Kelly's time while serving her friends @ \$3.00 an hour	(15 minutes)	.75
Manager's time for keeping Luigi's Pizza running @ \$480 a week (assume 40 hours a week)	(2 minutes)	.40
Maintenance staff for cleaning up @ \$.90 an hour	(5 minutes a week)	.41
Subtotal of wages of employees who are needed to make pizza		\$ 2.74
Taxes and other employment costs for each employee (.333 of the subtotal)		\$.91
Total amount of wages		\$ 3.65
Other items (hidden costs)		
Rental for store space	(\$1.25 for each pizza)	\$ 1.25
Electricity for baking and keeping Luigi's Pizza Shop open	(\$.16 for each pizza)	.16
Cost of the oven to bake the pizza	(\$.02 for each pizza)	.02
Tables and chairs for sitting, paper products and plastic ware	(\$.11 for each pizza)	.11
Total other items		\$ 1.54
Grand Total for one pizza		\$ 7.87
Calculate the total cost if employees fail to charge for three pizzas in one week. (Show how you reached this total.)		\$ 23.61
Calculate the total cost if employees fail to charge for three pizzas a week each week of the year. (Show how you reached this total.)		\$ 1,227.72

Scoring — Activity 2

Total cost of ingredients	10 points
Subtotal of wages	10 points
Calculation of taxes	10 points
Total amount of wages	10 points
Total other items	10 points
Grand total for one pizza	20 points
Total for three pizzas in one week	10 points
Math calculations shown	5 points
Total for three pizzas a week for one year	10 points
Math calculations shown	5 points
Total	100 points

Scoring — Activity 2 - Challenge

Ingredients: 6 individual calculations @ 2 pts.	12 points
Total cost of ingredients	10 points
Wages: 9 individual calculations @ 2 pts.	18 points
Total amount of wages	10 points
Other items: 4 individual calculations @ 2 pts.	8 points
Total other items	10 points
Grand total for one pizza	12 points
Total for three pizzas in one week	8 points
Math calculations shown	2 points
Total for three pizzas a week for one year	8 points
Math calculations shown	2 points
Total	100 points

Solution and Suggested Evaluation - Activity 3

Trainees will receive a variety of responses from their interviews. The responses should be comprehensive and written in an easy-to-understand form. Identifying commonalities for dealing with dishonest behavior among companies is the most important part of this activity.

Scoring

Complete information obtained	30 points
Common items between groups identified	40 points

Clear written information provided	30 points
Total	100 points

Who said anything about paying?

No. 1

Activity 1

Check Your Reading

How well do you remember what you read in "Broken Window"? Without looking back, write your answers in the blanks below.

1. How did Cindy, Hank, Vonda, and Maria become friends? _____
2. Why was Cindy late arriving at the bus stop? _____
3. Where does Hank work? _____
4. Who needs a new window and why? _____
5. What does Hank say to his friend's request? _____

It's Your Decision

What would you do in each of the following situations? Compose complete sentences for your answers.

6. You work in a bakery making cinnamon buns. The manager has given permission for employees to take home all leftover fresh cinnamon buns when the store closes. Another employee asks you to make extras today. She wants to trade the leftovers with a friend who works at a bagel store that has the same "take home policy." _____

7. Your neighbor who lives next door to a church has hired you to rake leaves. You find a \$20 bill hanging in the wooden fence between the yard you are raking and the church. _____

8. You work in an insurance office that pays extra for an 800 number that allows customers to call free of charge. You want to give your family and friends who live out of town this 800 number and tell them to call you any time. _____

9. As a driver for a florist, you are told to fill the car with gas at the beginning of each work shift and to use the car for florist deliveries only. Your girlfriend or boyfriend who bags at a grocery only a short distance away wants you to drive by and say hello. _____

10. Near the end of a movie, your friend stops by the refreshment counter in the theater and says, "How about a free box of popcorn? I'm out of money." You are the only person working the counter, and no one else is around. _____



Who said anything about paying?

No. 1

Activity 2

How Much Does One Pizza Cost?

The owners of Luigi's Pizza have learned that some employees are serving their friends pizzas without paying. Before they confront the workers, they want to determine how great the store's loss is. Calculate the total cost of one pizza, including ingredients, labor, and hidden costs of running a business. Complete the calculations below.

Ingredients: Pepperoni Pizza

Two cups of flour for dough @ \$.07 a cup	\$.14
Salt and pepper @ \$.01 each		.02
1/2 cup tomato sauce @ \$.40 a cup		.20
1/4 cup spices @ \$.60 a cup		.15
1/4 pound pepperoni @ \$3.00 a pound		.75
1 cup mozzarella cheese @ \$.38 a cup		.38

Total cost of ingredients \$ _____

Wages

To prepare one pizza

Pizza maker who earns \$6 an hour (6 minutes)	\$.60
Person who orders supplies @ \$6 an hour (2 minutes a week)		.20
Person who stocks supplies on shelf @ \$4.50 an hour (2 minutes a week)		.15
Bookkeeper who pays bills and manages bank account @ \$9 an hour (1 minute a week)		.15
One employee's time while serving her friends @ \$3 an hour (10 minutes)		.50
Manager's time for keeping Luigi's Pizza running @ \$430 a week (assume 40 hours a week) (2 minutes a week)		.36
Maintenance staff for cleaning up @ \$5.50 an hour (5 minutes a week)		.46

Subtotal of wages of employees who are needed to make pizza \$ _____

Taxes and other employment costs for each employee (.333 of the total wages) \$ _____

Total amount of wages \$ _____

Other items (hidden costs)

Rental for store space (\$1.50 for each pizza)	\$	1.50
Electricity for baking and keeping Luigi's Pizza Shop open (\$1.13 for each pizza)		.13
Cost of the electricity to bake the pizza (\$0.02 for each pizza)		.02
Tables and chairs for sitting, paper products and plastic ware (\$0.08 for each pizza)		.08

Total other items \$ _____

Grand total for one pizza \$ _____

Calculate the total cost if employees fail to charge for three pizzas in one week. (Show how you reached this total.) \$ _____

Calculate the total cost if employees fail to charge for three pizzas a week each week of the year. (Show how you reached this total.) \$ _____



Who said anything about paying?

No. 1

Activity 2 – Challenge

How Much Does One Pizza Cost?

The owners of Luigi's Pizza have learned that some employees are serving their friends take pizzas without paying. Before they confront the workers, they want to determine how great the store's loss is. Calculate the total; cost of one pizza, including ingredients, labor, and hidden costs to run a business. Complete the calculations below.

Ingredients: Mushrooms and Extra Cheese Pizza

Two cups of flour for dough @ \$.08 a cup		\$ _____
Salt and pepper @ \$.01 each		_____
1/2 cup tomato sauce @ \$.38 cents a cup		_____
1/4 cup spices @ \$.80 a cup		_____
1/2 pound mushrooms @ \$2.29 a pound		_____
2 cups mozzarella cheese @ \$.48 a cup		_____
Total Cost of Ingredients		\$ _____

Wages

Pizza maker who earns \$6 an hour	To prepare one pizza (6 minutes)	\$ _____
Person who orders supplies at \$9 an hour	(2 minutes a week)	_____
Person who stocks supplies on shelf @ \$4.90 an hour	(1 minute a week)	_____
Bookkeeper who pays bills and manages bank account @ \$12 an hour	(1 minute a week)	_____
Kelly's time while serving her friends @ \$3.00 an hour	(15 minutes)	_____
Manager's time for keeping Luigi's Pizza running @ \$480 a week (assume 40 hours a week)	(2 minutes)	_____
Maintenance staff for cleaning up @ \$4.90 an hour	(5 minutes a week)	_____

Subtotal of wages of employees who are needed to make pizza \$ _____

Taxes and other employment costs for each employee (.333 of the subtotal) \$ _____

Total amount of wages \$ _____

Other items (hidden costs)

Rental for store space	(\$1.25 for each pizza)	\$ _____
Electricity for baking and keeping Luigi's Pizza Shop open	(\$.16 for each pizza)	_____
Cost of the oven to bake the pizza	(\$.02 for each pizza)	_____
Tables and chairs for sitting, paper products and plastic ware	(\$.11 for each pizza)	_____

Total other items \$ _____

Grand Total for one pizza \$ _____

Calculate the total cost if employees fail to charge for three pizzas in one week. \$ _____

(Show how you reached this total.)

Calculate the total cost if employees fail to charge for three pizzas a week each week of the year. \$ _____

(Show how you reached this total.)



Who said anything about paying?

No. 1

Activity 3

What is Dishonesty?

Divide into teams of three and interview the human resources manager, a supervisor, or an owner of one of the workplaces named below. Ask the person the questions about honesty listed below. Write his or her answers and compare them with what other teams learned when they interviewed people at different types of workplaces.

Workplaces to interview: Pharmacy, restaurant, hotel, health care center or hospital, retail store, veterinary center, insurance company, consulting business

Questions:

- 1. Name some of the things that employees do that you consider dishonest.

- 2. What is the penalty for dishonesty in your company?

- 3. What do you consider the gray areas that might be considered dishonest at some companies but not all? _____

- 4. What do you think about someone who takes pads, pens, food, supplies, or other items from your company?



Who said anything about paying?

No. 1

What Upsets Employers Most

Dishonesty and lying

**Irresponsibility, goofing off, and attending to
personal business on company time**

Arrogance, egotism, and excessive aggressiveness

Absenteeism and lateness

Not following instructions or ignoring company policies

A whining or complaining attitude

Absence of commitment, concern, or dedication

Laziness and lack of motivation and enthusiasm

And, to a lesser extent:

**Lack of character, disrespect, making ill-informed decisions,
and taking credit for work done by others**

*Information taken from a nationwide survey of 100 Fortune 1000
company vice presidents compiled by Accountemps.*

