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.

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 Issue No. 5 Theme: Theft
No. 2 Theme: Dependability Issue No. 6 Theme: Accountability
No. 3 Theme: Attitude Issue No. 4 Theme: Perseverance
Issue No. 7 Theme: Responsibility
Issue No. 8 Theme: Confidentiality
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?
Dishonesty at Work

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.

<table>
<thead>
<tr>
<th>Library</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Construction Site</td>
<td></td>
</tr>
<tr>
<td>Church Office</td>
<td></td>
</tr>
<tr>
<td>Grocery Store</td>
<td></td>
</tr>
</tbody>
</table>

Items Taken by Employees Each Day

<table>
<thead>
<tr>
<th>Items</th>
<th>Employer Cost</th>
<th>Loss to Company</th>
</tr>
</thead>
<tbody>
<tr>
<td>Three pens</td>
<td>.79 each</td>
<td>$________________</td>
</tr>
<tr>
<td>One 15-minute personal long-distance call</td>
<td>.22 per minute</td>
<td>$________________</td>
</tr>
<tr>
<td>74 personal photocopies</td>
<td>.05 per copy</td>
<td>$________________</td>
</tr>
<tr>
<td>30 minutes spent in casual conversation</td>
<td>$8.50 per hour</td>
<td>$________________</td>
</tr>
<tr>
<td>15 minutes late to arrive</td>
<td>$5.75 per hour</td>
<td>$________________</td>
</tr>
<tr>
<td>15 minutes extra time at lunch</td>
<td>$6.50 per hour</td>
<td>$________________</td>
</tr>
<tr>
<td>10 minutes for early departure from work</td>
<td>$8.25 per hour</td>
<td>$________________</td>
</tr>
<tr>
<td>One can of tennis balls</td>
<td>$2.89</td>
<td>$________________</td>
</tr>
</tbody>
</table>

Total daily loss: $________________
Multiply this number by 220 working days: $________________
Total annual loss: $________________

More Than Meets the Eye

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.

But they take supplies and arrive late to work because they work hard and are cooperative. The owner trusts the employees. Who are they to use their employer’s property so casually?

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. 

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?

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.
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

<table>
<thead>
<tr>
<th>Ingredients: Pepperoni Pizza</th>
</tr>
</thead>
<tbody>
<tr>
<td>Two cups of flour for dough @ $0.70 a cup</td>
</tr>
<tr>
<td>Salt and pepper @ $0.05 each</td>
</tr>
<tr>
<td>1/2 cup tomato sauce @ $0.40 a cup</td>
</tr>
<tr>
<td>1/4 cup oregano @ $0.50 a cup</td>
</tr>
<tr>
<td>1/4 pound pepperoni @ $3.00 a pound</td>
</tr>
<tr>
<td>1 cup mozzarella cheese @ $3.30 a cup</td>
</tr>
</tbody>
</table>

Wages: To prepare one pizza
- Pizza maker who earns $6 an hour (6 minutes) @ $6.00 (2 points)
- Person who orders supplies @ $6 an hour (2 minutes a week) @ $7.00 (2 points)
- Person who stocks supplies on shelf @ $5.50 a week (5 minutes a week) @ $27.50 (5 points)
- Bookkeeper who pays bills and manages bank account @ $9 an hour (1 minute a week) @ $9.00 (1 point)
- Other employees’ time while serving her friends @ $3.00 an hour (7 minutes) @ $21.00 (7 points)
- Manager’s time for keeping Luigi’s Pizza running @ $35 a week (35 minutes a week) @ $35 (35)
- Maintenance staff for cleaning up @ $5.50 an hour (5 minutes a week) @ $27.50 (5 points)

Subtotal of wages of employees who are needed to make pizza @ $2.42 (5 points)

Other items (hidden costs)
- Electricity for baking and keeping Lac’s Pizza Shop open @ $0.02 per pizza @ $0.02 (1 point)
- Cost of electricity to bake the pizza @ $0.02 per pizza @ $0.02 (1 point)
- Table and chairs for sitting, paper products and plastic ware @ $0.06 per pizza @ $0.06 (1 point)

Total of wages @ $3.42 (7 points)

Total cost of ingredients @ $1.44 (3 points)

Subtotal of wages of employees who are needed to make pizza @ $2.42 (5 points)

Total other items @ $5.60 (10 points)

Grand total for one pizza $19.80 (20 points)

Calculate the total cost if employees fail to charge for three pizzas in one week.
(Show how you reached this total) $7.87 (10 points)

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) $1,079.60 (10 points)

Scoring — Activity 2

| Total cost of ingredients | 10 points |
| Subtotal of wages | 10 points |
| Calculation of trainees | 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 |

Solution and Suggested Evaluation - Activity 2 - Challenge

<table>
<thead>
<tr>
<th>Ingredients: Mushrooms and Extra Cheese Pizza</th>
</tr>
</thead>
<tbody>
<tr>
<td>Two cups of flour for dough @ $0.70 a cup</td>
</tr>
<tr>
<td>Salt and pepper @ $0.05 each</td>
</tr>
<tr>
<td>1/2 cup tomato sauce @ $0.38 a cup</td>
</tr>
<tr>
<td>1/4 cup oregano @ $0.50 a cup</td>
</tr>
<tr>
<td>1/2 pound mushrooms @ $2.29 a pound</td>
</tr>
<tr>
<td>2 cups mozzarella cheese @ $3.40 a cup</td>
</tr>
</tbody>
</table>

Wages: To prepare one pizza
- Pizza maker who earns $6 an hour (6 minutes) @ $6.00 (2 points)
- Person who orders supplies @ $6 an hour (2 minutes a week) @ $7.00 (2 points)
- Person who stocks supplies on shelf @ $5.50 a week (5 minutes a week) @ $27.50 (5 points)
- Bookkeeper who pays bills and manages bank account @ $9 an hour (1 minute a week) @ $9.00 (1 point)
- Other employees’ time while serving her friends @ $3.00 an hour (7 minutes) @ $21.00 (7 points)
- Manager’s time for keeping Luigi’s Pizza running @ $35 a week (35 minutes a week) @ $35 (35)
- Maintenance staff for cleaning up @ $5.50 an hour (5 minutes a week) @ $27.50 (5 points)

Subtotal of wages of employees who are needed to make pizza @ $2.42 (5 points)

Other items (hidden costs)
- Electricity for baking and keeping Lac’s Pizza Shop open @ $0.02 per pizza @ $0.02 (1 point)
- Cost of electricity to bake the pizza @ $0.02 per pizza @ $0.02 (1 point)
- Table and chairs for sitting, paper products and plastic ware @ $0.06 per pizza @ $0.06 (1 point)

Total of wages @ $3.42 (7 points)

Total cost of ingredients @ $1.64 (3 points)

Subtotal of wages of employees who are needed to make pizza @ $2.42 (5 points)

Total other items @ $5.60 (10 points)

Grand total for one pizza $7.87 (10 points)

Calculate the total cost if employees fail to charge for three pizzas in one week.
(Show how you reached this total) $2.28 (10 points)

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) $2,077.72 (10 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 |
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.

_____________________________________________________

_____________________________________________________
## 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** $ _________

<table>
<thead>
<tr>
<th>Wages</th>
<th>To prepare one pizza</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pizza maker who earns $6 an hour (6 minutes)</td>
<td>$ .60</td>
</tr>
<tr>
<td>Person who orders supplies @ $6 an hour (2 minutes a week)</td>
<td>.20</td>
</tr>
<tr>
<td>Person who stocks supplies on shelf @ $4.50 an hour (2 minutes a week)</td>
<td>.15</td>
</tr>
<tr>
<td>Bookkeeper who pays bills and manages bank account @ $9 an hour (1 minute a week)</td>
<td>.15</td>
</tr>
<tr>
<td>One employee’s time while serving her friends @ $3 an hour (10 minutes)</td>
<td>.50</td>
</tr>
<tr>
<td>Manager’s time for keeping Luigi’s Pizza running @ $430 a week (assume 40 hours a week) (2 minutes a week)</td>
<td>.36</td>
</tr>
<tr>
<td>Maintenance staff for cleaning up @ $5.50 an hour (5 minutes a week)</td>
<td>.46</td>
</tr>
</tbody>
</table>

**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 ($.13 for each pizza) .13
- Cost of the electricity to bake the pizza ($.02 for each pizza) .02
- Tables and chairs for sitting, paper products and plastic ware ($.08 for each pizza) .08

**Total other items** $ _________

**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.) $ _________
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 (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 ($1.60 for each pizza) __________
- Cost of the oven to bake the pizza ($0.02 for each pizza) __________
- Tables and chairs for sitting, paper products and plastic ware ($0.11 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.) $ _________
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?
   ____________________________________________________________
   ____________________________________________________________
   ____________________________________________________________
   ____________________________________________________________
What Upsets Employers Most

Dishonesty and lying

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

Arrogance, egotism, and excessive aggressiveness

Absenceeeism 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.