



JEFF HAVENS

ETHICS VIDEO SERIES

INSTRUCTOR GUIDE



INSTRUCTOR GUIDE

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INSTRUCTOR INTRODUCTION

Hello, and welcome to the Ethics Series, presented by Jeff Havens and Big Pow Training. This manual is designed to help you teach various elements of ethical behavior in a manner that is simultaneously educational and entertaining. Countless studies have shown that people remember information better and for a longer period of time if it is presented in an entertaining way, and so we've dedicated ourselves to providing you the tools to do exactly that.

This training is designed to provide education in four core areas:

- 1.** How to handle gifts, favors, and other things that are sometimes called bribes
- 2.** How to deal with conflicts of interest
- 3.** How to address (and avoid) issues of workplace discrimination and harassment
- 4.** How to talk about company property and information, and who to talk about it with

Each section has been provided with the following:

- A short video to introduce the topic and outline some major points.
- A summary of the text associated with each video in the Participant's Workbook. This is so you'll always be able to see what your participants are seeing.
- Guidelines for how to use each video (along with the associated questions in the Participant's Workbooks) to teach each topic to your participants.
- Ideas and exercises to help you make each lesson as entertaining as possible.

Again, the point of this series is to help you teach an important subject in an entertaining and memorable way. We have designed this training to be plug-and-play; that is, you should be able to read this book and immediately begin your training without any additional prep work. However, feel free to incorporate as many of your own ideas as you wish in order to augment what is presented here.

Sorry this introduction was boring. It won't happen again.

INSTRUCTOR GUIDE

GRAPHICS KEY



We are encouraging you, the instructor, to provide the group with certain information whether through lecture or examples provided.



These are suggestions and examples of ways you can illustrate the points being made in a given lesson through humor.



This marks the beginning of a suggested group exercise.



We are encouraging you to start a group discussion with the participants.



This marks a time when we suggest you play a video from the accompanying video series.

It goes without saying, but we'll say it anyway, that these are simply suggestions to help you organize this course. Feel free to use what you like and ignore what you don't.

JEFF HAVENS

SPEAKER & TRAINER

"Most Ethical Person Alive"





PART ONE



GIFTS, FAVORS, AND OTHER THINGS OCCASIONALLY CALLED BRIBES

SECTION #1

This section will utilize the following video:

EPISODE 1

WHY EVEN BOTHER WITH ETHICS TRAINING



SUGGESTED INSTRUCTOR OUTLINE



Begin training by either handing out workbooks or making sure that all participants have their workbooks with them. Introduce yourself and the course. If you are handing out workbooks for the first time, read the introduction in the Participant Workbook together as a group. This should take no more than 5 minutes. If you like, you can begin by saying something like the following: “Thanks for coming. Not like you had a choice, since it’s mandatory, but thanks for not conveniently being sick today.”



To begin the course, have your group answer the questions in the introduction, then share their answers from to Question #3. You can introduce this by saying something like the following: “We’re here today to focus on ethics, and we’re all guilty of occasionally being unethical. And to prove it, I’d like everyone to stand up, say their name, and then say one unethical thing they did when they were younger. I’ll get us started.” Then share a funny story from your past – something light and harmless that will break the ice and make people comfortable sharing their own stories.



Show **EPISODE 1: WHY EVEN BOTHER WITH ETHICS TRAINING**



Discuss your company's rationale for participating in (or requiring) ethics training.



Go through the questions in the participants' workbooks as a group, and encourage them to take notes in their books when they hear answers they would not have come up with.

WAYS TO MAKE IT **ENTERTAINING**



As you answer Question #1 as a group, ask "What are some of the things about prison that don't sound appealing?" Encourage people to come with as many answers as possible before moving on to the more serious questions.



HOMEWORK!

These questions, along with video summaries, are included in the participant workbook.

EPISODE 1: WHY EVEN BOTHER WITH ETHICS TRAINING

1. Why should we even care about being ethical?
 - a. Because doing the right thing is intrinsically important
 - b. Because sometimes you get caught when you're unethical and get fined a lot or even have to go to prison, and even the nice white-collar prisons are still pretty crappy
 - c. I kind of think that both answers are OK. Can I circle both answers please?
2. Have you ever chosen not to buy things from a particular business for ethical reasons? What business (or businesses), and what were your reasons?
3. What is one instance relating to your particular job where you think there is absolutely a right way to do things, and a wrong way to do things?
4. Can you think of an instance in which the ethical decision also turned out to be the best business decision? (Hint: the answer to this question is "Yes I can!" You just need to think long enough to pick one of those examples and write it down here.)

SECTION #2

This section will utilize the following video:

EPISODE 2

THE REMARKABLY OBVIOUS DIFFERENCE BETWEEN
A GIFT AND A BRIBE



SUGGESTED INSTRUCTOR **OUTLINE**



Show **EPISODE 2: THE REMARKABLY OBVIOUS DIFFERENCE BETWEEN A GIFT AND A BRIBE**



Discuss your company's policies regarding acceptable and unacceptable gifts or favors. If you have printed materials about these policies, pass them out here. Then go through the questions in the participants' workbooks as a group and encourage them to take notes in their books when they hear answers they would not have come up with.

WAYS TO MAKE IT **ENTERTAINING**



While discussing your company's gift policies, let your group know that all of these rules exist because sometime in the past, someone sued someone about something related to this stuff. So if they get upset that they have to abide by these rules, tell them to blame those people, not you.



To reinforce the effect that unacceptable gifts can have on our ability to think objectively, ask your group the following questions. This should lead to some entertaining answers and an easy ability to talk about why your company has limits on what it is and is not acceptable to take from others.

a) Would you eat a live cricket for \$5? For \$100? For \$1,000? For \$10,000?

b) Would you punch a complete stranger in the face for \$100? For \$10,000? For \$100,000?

c) How much money would it take for you to tell someone else's 4-year old that there is no such thing as Santa Claus?



HOMEWORK!

These questions, along with video summaries, are included in the participant workbook.

1. Which of the following statements are true regarding acceptable and unacceptable gifts? Circle as many as you like!
 - a. If a transaction takes place at night in a dark alley somewhere, it is acceptable.
 - b. If the gift-giver is expecting something in return for giving you something, it is unacceptable.
 - c. It is no big deal if the 'gift' in question affects your ability to make an objective decision.
 - d. If a client hands me a brown paper bag stuffed with 10s and 20s, I see no reason not to treat myself to a steak dinner.

2. One of your employees offers to let you use their speedboat for the weekend. You really really want to, and you know that your employee really really wants you to give them a promotion for which you're obligated to consider at least three candidates. What should you do? (You know the answer! Don't make me shake my head in sadness at you!)

3. A vendor you frequently work with is coming to town for the weekend, and she offers to take you and your family to a basketball game. Or a vineyard, or an amusement park, or a dolphin-riding excursion, or an underground cage fighting tournament – whatever. The point is, is it ethical to take her up on it, and why?

4. A vendor you've never worked with is coming to town and wants to take you to dinner and talk about their products. Is it ethical to accept? What if they want to take you on an expensive sleigh ride through the city while showering you with jewelry and handmade alpaca furs?

5. If you ever don't know what you're supposed to do in a given situation, who can you ask for guidance? What if that person is trapped in a mine somewhere?

SECTION #3

This section will utilize the following video:

EPISODE 3

PROBABLY THE BEST REASON EVER FOR NOT TAKING BRIBES



SUGGESTED INSTRUCTOR **OUTLINE**



Show **EPISODE 3: PROBABLY THE BEST REASON EVER FOR NOT TAKING BRIBES**



Discuss your company's policies regarding people who have been caught accepting bribes or otherwise unacceptable gifts. You may have already done this along with the previous video. If you have printed materials about these policies, pass them out here.



Go through the questions in the participants' workbooks as a group, and encourage them to take notes in their books when they hear answers they would not have come up with.

WAYS TO MAKE IT **ENTERTAINING**



Have your group share their answers for Questions #1 and #2. Several of their answers should be entertaining.



Conduct the following role-play. Pick two participants to partner with you. You will be the boss, and the two participants will be businesspeople. Engage in as many of the following role plays as you care to.

a) "All right. Person 1, you're our employee. Person 2, you're a vendor. Person 2, I want you to offer (something inappropriate) to Person 1 in exchange for (some kind of normal contract, deal, or other service common to your industry). Person 1, I want you to accept the offer. Go." As soon as Person 2 makes the offer and Person 1 accepts, you need to walk in, point at Person 1, and say, "I caught you. You're fired. Thanks for playing. You two can sit down. OK, let's do this again." Then pick two more people to participate. The faster this all happens, the more entertaining it will be.

b) "All right. Person 1, you're our CEO. Person 2, you're a (relevant government official to your industry). Person 1, I want you to offer (something inappropriate) to Person 2 in exchange for (some kind of political consideration that would be useful to your industry). Person 2, I want you to reject the offer. Go." As soon as Person 1 makes the offer and Person 2 rejects it, you need to walk in, point at Person 1, and say, "I caught you. You're under investigation. You've just made a lot of lawyers very happy. Thanks for playing. You two can sit down. OK, let's do this again." The faster this all happens, the more entertaining it will be.

c) "All right. Person 1, you're the boss. Person 2, you're his/her employee. Person 2, I want you to offer (something

absurdly inappropriate) to Person 1 in exchange for (a lucrative promotion, assignment, contract, or other professional advantage). Person 1, I want you to accept the offer. Go.” As soon as Person 2 makes the offer and Person 1 accepts it, you need to walk in, point at Person 1, and say, “Good work! No problem with that at all. Just kidding, you’re fired. Thanks for playing. You two can sit down.” The faster this all happens, the more entertaining it will be.



Ask your group how many things they can think of that would be more fun to spend money on than a legal inquiry resulting from bribery allegations. Start off by giving examples (a pony, rocket boots, a bed made out of gold, etc.) Continue until you’ve received a few entertaining answers.



HOMEWORK!

These questions, along with video summaries, are included in the participant workbook.

1. What's your favorite example of somebody doing something dumb and inappropriate and getting caught for it?
2. Assume that you're the kind of person who's inclined to accept favors from people who want something in return. (Whoops! Did I say favors? I meant bribes.) In your honest opinion, what are the odds that you get caught and that it eventually comes back to haunt you?
 - a. Zero
 - b. Slightly higher than zero.
 - c. Significant enough that it's probably not worth the risk, especially since other people will eventually learn that I like taking bribes and then I'll be offered more of them and sooner or later one of those will become public knowledge.
 - d. Knowing my luck, it's inevitable.
3. I'm normally a huge fan of the 'it's better to ask for forgiveness than permission' school of thought. My guess is that you are, too. But in ethical situations, what's the problem with operating this way?



PART TWO



**DEALING WITH THE
ADORABLE MINEFIELD
KNOWN AS
'CONFLICTS OF INTEREST'**

SECTION #4

This section will utilize the following video:

EPISODE 4

EVERYTHING YOU EVER WANTED TO KNOW ABOUT CONFLICTS OF
INTEREST BUT WERE TOO LAZY TO ASK



SUGGESTED INSTRUCTOR **OUTLINE**



To introduce this section, read the following aloud:

We move on now to the racy, sexy, seductive world of conflicts of interest. These basically happen for one of two reasons: first, One side wants one thing, and another side wants a different thing. If you've ever fought with anyone about who had to sit in the middle in the back seat of a car, then you are well-versed in this type. If you've never fought about this, then you are either lying or were an only child. Second, someone is in a position where parts of their job conflict with other parts of their job. This is generally why realtors aren't allowed to represent both the buyer and the seller of a house, why lawyers can't represent both the plaintiff and defendant in a given case, why financial institutions aren't supposed to offer services to stockholders and to the companies issuing the stock, and why parents shouldn't be allowed to referee any game that their own kids are playing in. And now, another super awesome video!



Show **EPISODE 4: EVERYTHING YOU EVER WANTED TO KNOW ABOUT CONFLICTS OF INTEREST BUT WERE TOO LAZY TO ASK**

INSTRUCTOR

Discuss your company's policies regarding conflicts of interest. If you have printed materials about these policies, pass them out here. Then go through the questions in the participants' workbooks as a group, and encourage them to take notes in their books when they hear answers they would not have come up with.

WAYS TO MAKE IT ENTERTAINING

MAKE IT FUN!

To illustrate the importance of being honest and straightforward whenever conflicts of interest arise, when you get to Question #3 in the Participant's Workbook ask your group what they really did whenever that situation happened to them in their past. Then ask how well it all worked out. Their answers should be entertaining and give you a way to discuss a better approach than what we all did in junior high and high school.

MAKE IT FUN!

Ask your group what are some possible conflicts of interest that might arise at work. Solicit several answers, and then refer back to the solutions presented in Question #3 and ask if they think any of those would be an effective solution.



HOMEWORK!

These questions, along with video summaries, are included in the participant workbook.

1. What can cause a conflict of interest?
2. In your own words, what is the best way to resolve a conflict of interest?
(Hint: You can go back and use my words if you want to. They're all in there. You just have to find them. It's just like Where's Waldo?, except with fewer pictures!)
3. You're in 8th grade, and you have a huge crush on someone, and nobody knows. One day, your best friend tells you that they happen to have a huge crush on the same person. What should you do?
 - a. Go behind your friend's back, ask him/her out, and assume your friend will never find out.
 - b. Ignore your feelings, encourage your friend to ask him/her out, and cry yourself to sleep every night once you watch your best friend walk away with the boy/girl of your dreams
 - c. End your friendship immediately. There are better friends out there, and you can sell the present you got for their birthday and buy yourself something awesome.
 - d. Shut off your feelings entirely, since crushes only lead to complications. Live an empty, bitter, lonely life, all because of your stupid friend and their stupid feelings.

- e. Tell your friend that you feel the same way about the person in question, then do your best to work out a solution that satisfies everyone, which probably won't happen but at least you won't be making the problem worse by not saying anything.

4. Think of a conflict of interest that has occurred at work. What was it, and how was it resolved?

5. Why might you have to excuse yourself from a decision-making position? There's more than one right answer!

- a. If you're a judge and your daughter is the defendant.
- b. If your company is considering different vendors and you own stock in one of the companies in question
- c. Whenever you're tired and don't want to be bothered
- d. Anytime a situation seems to be pulling your loyalties in opposite directions



PART THREE



HOW TO DEAL WITH (AND AVOID) DISCRIMINATION AND SEXUAL HARASSMENT

SECTION #5

This section will utilize the following video:

EPISODE 5

HOW TO AVOID SEXUAL HARASSMENT IN UNDER FOUR MINUTES!



SUGGESTED INSTRUCTOR **OUTLINE**



To introduce the next section, read the following aloud:

The author of this series has asked me to read the following aloud. Are you ready? Here we go.

All right, people, now we're going to cover sexual harassment. The reason we have to do this is because – and I know this is going to sound crazy, but it's true – it turns out that not everybody wants to have sex with every other person on the planet. Now normally this training takes hours, and the reason it takes hours is because people ask dumb questions. Questions like, "Are you telling me I can't whistle about anything?" "How will I know I've invaded someone's personal space unless they actually shove me away?" Or how about, "Basketball players smack each other on the butt all the time, so why can't we do it here? I'm just trying to motivate the team!" It's because of dumb questions like these that sexual harassment training often lasts hours. Fortunately for you, we've found a way to cover all the essentials in just a few minutes. I think you'll agree that this covers just about everything there is to know. Here we go.



Show **EPISODE 5: HOW TO AVOID SEXUAL HARASSMENT IN UNDER FOUR MINUTES!**



Discuss your company's policies regarding sexual harassment. If you have printed materials about these policies, pass them out here. Then go through the questions in the participants' workbooks as a group, and encourage them to take notes in their books when they hear answers they would not have come up with.

WAYS TO MAKE IT ENTERTAINING



Spend some time on Question #4 in the Participant's Workbook. This should lead to several very good comments, along with enough entertaining ones that it will make this discussion easy and enjoyable. Continue this for as long as you'd like.



Announce that you're going to do a role-play exercise. Pick two people – one male, and one female – and bring them to the front of the room. Then say you want the male to act out touching the female in an inappropriate way, so that everyone can see what sexual harassment looks like. This should make everyone in the room immediately uncomfortable. Immediately after laying out the rules for your "role-play," say the following: "I'm just kidding, we're not going to do that, but that was awkward, wasn't it?" People should laugh nervously.

Continue with the following: “It’s that awkwardness I want you to be aware of. Anytime you feel that way when someone else does or says something to you, you’re probably experiencing sexual harassment. That doesn’t mean they’re doing it intentionally – sometimes those moments happen by accident – but you still need to be aware of them so that you can know how to respond. And we’ll talk about that, we’ll talk about how to respond, after the next video.”



To reinforce what kind of touching is acceptable at work, hold up your hands. Remind people that this is the only part of another person anyone should touch, then demonstrate how it works by walking around the room and giving everyone a high-five. While doing so, say something like, “Excellent, well done, one hand at a time, nice work, I completely do not feel harassed right now, my hand is starting to sting, but I do not feel harassed. Good work, everybody! Now let’s get this thing moving!”



HOMEWORK!

These questions, along with video summaries, are included in the participant workbook.

1. Finish this sentence! (Author's note: If you get this wrong, I'm going to figure out where you live.)

"If you have to ask if something is OK...

2. In your opinion, what is the worst consequence of sexual harassment?
(Don't worry – there are so many right answers! I'm pretty sure yours will be right, too!)

3. Where is it acceptable to touch a co-worker?
 - a. In the bathroom
 - b. On their hands with your hands, but not both at once
 - c. Anywhere you might touch someone at a super-crowded nightclub after several drinks
 - d. Only their face

4. Write down as many inappropriate ways to touch someone at work as you can think of. Don't get too graphic, though! Other people are going to probably look at this sometime. I'll get you started!

a. Rubbing someone's belly as though hoping you'll be granted wishes!

b. Desk massages! (Sorry, desk massagers!)

c. Patting someone on any one of their four cheeks!

d.

e.

5. Using your answer to questions #3 and #4 as a basis, which of the following is an acceptable kind of physical contact in a business setting?

a. Performing a Vulcan mind-meld by placing three of your fingers in specific chakra points on your partner's forehead, nose, and neck

b. Sitting on someone's lap whenever they're talking, so that everything feels like storytime

c. A handshake

d. A congratulatory massage, with or without the hot towels and incense

SECTION #6

This section will utilize the following video:

EPIISODE 6

HOW TO DEAL WITH ANYBODY FOR WHOM EPIISODE 5
WAS HARD TO UNDERSTAND



SUGGESTED INSTRUCTOR **OUTLINE**



Show **EPISODE 6: HOW TO DEAL WITH ANYBODY FOR WHOM EPISODE 5 WAS HARD TO UNDERSTAND.**



Continue discussing your company's policies regarding sexual harassment. Go through the questions in the participants' workbooks as a group, and encourage them to take notes in their books when they hear answers they would not have come up with.

WAYS TO MAKE IT **ENTERTAINING**



Ask people to brainstorm some of the stupid things they could say at work that might get them in a little bit of trouble. This will get people thinking about how ridiculous some comments and behaviors are. If you have trouble getting responses, use the following to get people thinking.

"Did it hurt....when you fell from Heaven?" (Using cheesy bar pick-up lines like this one will be a great way to get the appropriate point across in an entertaining way.)

"Oh my goodness, you are ridiculously ugly." (Since sexual harassment can go both ways, it's important to make sure people know that negative comments are just as inappropriate as positive ones.)

"Have you ever considered corrective surgery? They have it, you know."

"I have a picture of you on my wall at home. I've pasted your face in front of my spouse's."



If anyone asks about the difference between a "harmless joke" and an "inappropriate comment" – or more specifically, if anyone asks why it's so impossible to make a joke anymore – read the following. If nobody asks, you can ask the question yourself, solicit responses from your participants, and then read the following:

"The author of this training has asked me to read the following....

'I don't know what happened. I, too, miss the days when you could punch someone directly in the nose and pass it off as a sign of affection. I, too, yearn for the day when we can once again deny people a promotion because we don't like the glasses they wear and then convince them that it's all really in their best interests. But until those days return – which, I have it on good authority, should happen sometime shortly after the world explodes – you're just going to have to accept the fact that not everyone laughs at exactly the same things as everyone else. Which also explains why Howdy Doody is not making a massive comeback tour. Bottom line

– if someone doesn't appreciate what you're saying or doing, you need to respect that, just like you would expect them to respect it if you were the one with the problem."

MAKE IT
FUN!

To discuss the financial penalties associated with discrimination and harassment, read the following statistic:

"The average sexual harassment lawsuit costs \$150,000 per plaintiff."

MAKE IT
FUN!

Then ask your group to come up with as many things as they can think of that you can buy for \$150,000. Use the accompanying list to get people thinking, and encourage people to come up with as many answers as you'd like.

5 normal cars, 3 nice ones, or 1 car so beautiful you'll be scared to drive it

A starter house for the kids!

75% of a trip into outer space!

16,666 pounds of jelly beans!

2 or 3 hot air balloons – the beginnings of your own balloon armada!

A 30-foot statue of yourself!

1 sexual harassment lawsuit!



HOMEWORK!

These questions, along with video summaries, are included in the participant workbook.

1. How easy is it to get sued or otherwise have your life screwed up by a discrimination or sexual harassment lawsuit? (Hint: almost all of these are right answers. See if you can notice the common thread!)
 - a. Easier than it is to read that question
 - b. Easier than punching a bowl of Jell-o
 - c. Harder than kissing your own elbow (try it sometime – it's hard)
 - d. Easier than taking candy from a baby, which is an incredibly mean thing to do but still very easy because babies don't have a lot of upper body strength

2. Which of the following groups of people is it OK to make fun of (not strictly a sexual harassment issue, but definitely a harassment issue)?
 - a. Old people – they have bad ears and won't hear what you say anyway
 - b. The opposite sex – everyone knows they're crazy and so it won't be a big deal if you say it out loud
 - c. All foreign workers – they probably haven't learned enough English to know what you're talking about
 - d. Men – it's impossible to hurt their feelings, because they don't have any
 - e. If you answered any of the above, you're probably going to get fired someday. Seriously. This is the right answer. If I were there right now I would actually smack you in the forehead with a bamboo stick until you circled this one. I'm not kidding. What are you waiting for?

3. What actually constitutes discrimination or harassment?
 - a. Physical violence
 - b. Administering mild electric shocks to certain people and not others
 - c. Pretty much anything at all that makes someone feel uncomfortable
 - d. The answer is C!!!!
4. When should you tell people if something bothers you?
 - a. When it bothers you
 - b. Once you've stewed on it for long enough to be seriously considering slashing someone's tires
 - c. Never – it's your fault for not liking everything everyone else does. What is wrong with you?
5. What should you do if someone tells you that something you've said or done is a problem for them?
 - a. Tell them to man up, grow up, shut up, or some other kind of up
 - b. Loudly protest your innocence, then turn it around and say that in fact you have been feeling harassed by them
 - c. Stop doing whatever it is they don't like, then whisper to your other coworkers how annoying so-and-so is. Or better yet, post your opinions on Facebook!
 - d. Stop doing whatever it is they don't like. Period.
6. Have you ever felt harassed or discriminated against at work, either here or at some other job? What was the situation? How did it get resolved – or did it?
7. To the best of your knowledge, has anyone you worked with ever felt harassed or discriminated against? If so, why? What can be done to correct the situation?



PART FOUR



WORDS OF WISDOM ABOUT COMPANY PROPERTY AND INFORMATION

SECTION #7

This section will utilize the following video:

EPISODE 7

TO BORROW, OR NOT TO BORROW? THAT IS THE QUESTION, AND
THIS VIDEO IS THE ANSWER!



SUGGESTED INSTRUCTOR **OUTLINE**



Show **EPISODE 7: TO BORROW, OR NOT TO BORROW? THAT IS THE QUESTION, AND THIS VIDEO IS THE ANSWER!**



Share your company's policies on using company property, and make sure everyone knows who to contact in case they need to borrow a piece of equipment. Encourage participants to take notes in their books during your discussion of company practices. If you have printed materials to pass out, do so now.



Go through the questions in the participants' workbooks as a group.

WAYS TO MAKE IT **ENTERTAINING**



Conduct a role-play. Choose one participant. Place an object at the front of the room (book, wallet, etc.) and tell everyone that it is a super-secret flash drive that would be worth a lot of money to your biggest competitor. Say that it has been placed in

a secure vault surrounded by cameras and laser-activated sensors and so forth, like in an action movie. Then tell your participant to try and “break in” to the secure vault. Encourage them to look and act like characters in action movies. At some point during the “break-in,” sound an alarm and say that he/she has been caught and is now going to be interrogated.



To get people to start thinking about company property the way they think about personal property, have all participants take out their wallets or purses and hand them to the person on their left. Now tell everyone they can leave the room and take a ten minute break and that they can return the wallet/purse after the break. (However, don’t actually let them leave.) This will most likely make everyone uncomfortable, but should make a strong point.



HOMEWORK!

These questions, along with video summaries, are included in the participant workbook.

1. Should you steal things?
 - a. Yes
 - b. No

2. What will happen if you get caught stealing company property or selling company information?
 - a. You won't get caught, for you are a stealthy ninja.
 - b. They'll thank you for discovering holes in their security procedures, and you'll probably get a raise.
 - c. You'll probably get a stern talking-to, but then they'll feel guilty for yelling at you and buy you ice cream to make up for it.
 - d. You'll be looking for a new job with what I can only assume will be a less-than-glowing recommendation from your current employers!

3. If you want to borrow company property, what should you do?
 - a. Rent a big enough vehicle to cart all your company's stuff home
 - b. Ask for permission
 - c. Assume I won't get caught, for I am a stealthy ninja

4. What are some things you should probably not do with company property?
- a. Sell it
 - b. Send personal, inappropriate, or illegal communications with your company's email accounts
 - c. Provide detailed technical specifications to the kindly-sounding and extremely curious person you met last weekend on that tech forum chatroom.
 - d. Wild guess, but none of these sound like a great career move

SECTION #8

This section will utilize the following video:

EPISODE 8

PRIVACY - OR THE TOTAL LACK OF IT, DEPENDING ON WHAT YOU DO!



SUGGESTED INSTRUCTOR **OUTLINE**



Show **EPISODE 8: PRIVACY - OR THE TOTAL LACK OF IT, DEPENDING ON WHAT YOU DO!**



Discuss your company's policies and procedures for proper use of its information systems and for monitoring communications. If you have printed materials, pass them out now. Encourage people to take notes.



Go through the questions in the Participant's Workbooks as a group.

WAYS TO MAKE IT **ENTERTAINING**



To reinforce the kinds of communications that are and are not acceptable, spend some time soliciting answers for Question #2 in the Participant Workbook. Here are some ideas that can help you get the conversation started: All of These Are Really Really Dumb Things to Talk About!

- a) Sending off-color jokes to a colleague, or a customer, or your boss, using your company e-mail address!
- b) Starting a home business on company time – especially if you make your ‘business’ number the same as your current office phone number!
- c) Sending disparaging emails about your boss and/or colleagues to a friend!



To reinforce the point that one slip can have significant consequences, reference any contemporary example of a sports figure, entertainer, political, or other public figure posting something inappropriate on the Internet. There will always be several recent examples, and they can illustrate the point in an entertaining yet very relevant way.



HOMEWORK!

These questions, along with video summaries, are included in the participant workbook.

1. What legitimate reasons might your company have for monitoring your business emails, phone calls, and other communications?
2. What are some things you should probably not do while you're using your company's information systems? I'll get you started!
 - a. Look for another job while being paid at my current job!
 - b.
 - c.
 - d.
3. Why might `fairyprincess@email.com` not be the best email for you to have if you want to be taken seriously as a professional?
 - a. Because it's probably already taken and will be really expensive to buy from whoever owns it
 - b. Because it's hard to take someone seriously when the only thing you know about them is that they really wish they were a fairy princess. Same goes for `vampirebunny12@email.com`, or `doobiedoobiewheresmydoobie@email.com`.
 - c. Because it's unfair to all the men who want to be fairy princes, which don't even exist. Seriously, how can you have a fairy princess if there are no fairy princes to marry them? It's so unfair!!!

SECTION #9

This section will utilize the following video:

EPISODE 9

HOW TO HANDLE CUSTOMER INFORMATION
BORING TITLE, AWESOME VIDEO



SUGGESTED INSTRUCTOR **OUTLINE**



Show **EPISODE 9: HOW TO HANDLE CUSTOMER INFORMATION BORING TITLE, AWESOME VIDEO**



Discuss your company's policies and procedures regarding confidentiality. If you have printed materials, pass them out now. Encourage people to take notes.



Go through the questions in the Participant's Workbooks as a group.

WAYS TO MAKE IT **ENTERTAINING**



At some point during the discussion about confidentiality, read the following aloud to your group:

"The creator of this training wants to impress upon you the importance of keeping customer information confidential. So he wants me to share a story with you. He wants me to stress that this actually happened to him. Something you

just saw in the video is a fictionalized version of a thing that honestly really happened to him. Enjoy. So, these are his words.”

Hello, group! I want you to know why confidentiality is such a big deal. You see, I am married to a woman from Spain – or, as I like to call it, Spainland. Back when we were engaged, we went to Barcelona for a week to visit her family and see the city. On one of those days, we spent a few hours at the beach.

And now, if you remember the video you just watched, you might see where this is going.

I, in the spirit of doing as the Romans do (or in this case, as the Spainlanders do), decided to enjoy the beach in local fashion, which means that I wore the kind of bathing suit that nobody other than professional swimmers should ever, ever wear. Europeans think it’s totally normal, but what do they know? As of the writing of this training manual Europe is in the grips of a killer recession, and I believe their preferred style of male bathing suit might be the reason.

But I digress. The point is, I wore the stupid thing, and my wife’s family took photos – not specifically of me, but I was in them. And then they shared those photos with other members of her family. Who then shared them with their friends, who then (yay for six degrees of separation!) managed to share them with people who know me back in the United States. And I haven’t heard the end of it since.

So don’t share privileged information with anyone. Because if you do, I’ll figure out a way to take compromising photos of you and your family, and then we’ll see who’s laughing.

A circular icon with a grey background and a white border. Inside the circle, the word "EXERCISE" is written in white, uppercase letters.

After reading the story above, break your group into groups of 3 or 4 people, then tell them to spend 5 minutes coming up with an embarrassing story from their own experience along the lines of the story above. It can be something that happened to one of them personally, or it can be something they invent for the purposes of this exercise – it doesn't matter.

A circular icon with a grey background and a white border. Inside the circle, the words "GROUP DISCUSSION ITEM" are written in white, uppercase letters, stacked vertically.

After five minutes, reconvene and have someone from each group share what they came up with. This will be very entertaining and allow you to say, "See, some things are better kept secret! Which is why we have a confidentiality policy."



HOMEWORK!

These questions, along with video summaries, are included in the participant workbook.

1. Should you share customer information with the world at large?

- a. Yes!
- b. No!

2. Why did you answer #1 the way you did?

- a. Because people don't like it when you share private information.
- b. Because people love it when you tell unauthorized persons about their secrets, just like I do!

CONCLUSION

This section will utilize NO VIDEOS



Once this is finished, you have finished the training! Congratulate everyone on surviving, and encourage your group to turn to the final page in their Participant Workbook and fill in the certificate printed there. Tell them that they are now officially better than everyone else.

Remind them that everything you've just covered is important, but that you tried to make the process of learning about these things as enjoyable as possible. Re-iterate who they should talk to if they ever have any questions about these or other ethical issues.

As they leave the room, high-five everyone using only one hand, and remind them not to use two. That is a callback to the sexual harassment training that will be an entertaining way to end the session.

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