



JEFF HAVENS

ETHICS VIDEO SERIES

PARTICIPANT WORKBOOK



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INTRODUCTION

Hello, and welcome to the only ethics training that will not make you wish you were in a full body cast. This stuff is usually about as exciting as a thimble, which I think we can all agree is not a terribly exciting toy. Indeed, in the history of humanity, no one has ever said, “As long as I have my thimble, I shall be filled with joy.” Likewise, no one has ever gotten excited reading about ethics – until now.

Now I’m not just saying this training program is going to be awesome because I wrote it – and I’m not just saying it’ll be awesome because I happen to be the most ethical person alive, which you’ll soon see is 100% true. I’m saying it because ethics

training is fraught with opportunity for hilarity. You see, pretty much the only way to teach you how to do things the right way is to spend some time showing you how to do things the wrong way. And trust me, that stuff is hilarious.

This training is going to cover four key ethical areas:

- **How to handle gifts, favors, and other things that are sometimes called bribes**
- **How to deal with the always-exploding minefield known as conflicts of interest**
- **How to address (and avoid) issues of workplace discrimination and harassment**
- **How to talk about company property and information, and who to talk about it with**

Now I know you're still skeptical. You're only reading this stupid training manual because somebody else is forcing you to do it, and you probably think the videos you're about to watch are going to be as boring as watching someone else watch paint dry. But I guarantee you'll like it. I guarantee you'll laugh a few times. And although I won't actually guarantee this, I'm pretty sure that you'll laugh so hard at least once that a tiny little booger flies out of your nose. That's how awesome this training is going to be.

And to prove it, let's show you the kinds of questions you're going to have to answer.

QUESTIONS:

1. Name (or assumed name if you are currently fleeing from the law):
2. Level of enthusiasm about being subjected to ethics training
 - a. Wish I were dead
 - b. Wish I were wounded in a non-fatal way that would simultaneously get me out of this stupid training and also give me access to some really fun painkillers
 - c. I'll survive, but only because I've given up all hope of having a happy life
 - d. Excited because this gives me a great excuse to not to do anything else productive today. "Gosh, boss, I wish I could have worked more today, but I had to go that ethics training, you know?"
 - e. Enthusiastic about the opportunity to learn more about ethics and use that knowledge to make other people feel inferior to me
 - f. Something different (if so, please explain – I feel like I covered pretty much everything in the other choices):
3. Most unethical thing you did as a child. (I'll tell you mine – I stole a bunch of baseball cards from a grocery store. I didn't suffer any moral agony, by the way; I wanted them, and I took them. But my mom caught me, and she made me return them. And apologize! My mom was mean.)
4. Your current understanding of what ethics is and why it's important.

See? That wasn't so bad, was it? And it's about to get a whole lot more amazing.

JEFF HAVENS

SPEAKER & TRAINER

"Most Ethical Person Alive"





PART ONE



GIFTS, FAVORS, AND OTHER THINGS OCCASIONALLY CALLED BRIBES

EPISODE 1

WHY EVEN BOTHER WITH ETHICS TRAINING?

And now you know why we're doing this ethics training and what my tongue looks like. Seriously, could you possibly be any happier right now?

Anyway, there are basically two reasons that ethics training exists:

1. People think that being ethical is bad for business. If you ever served watered-down lemonade at a sidewalk lemonade stand in an effort to slash costs and maximize profits, you'll know what I'm talking about.
2. People want to do things just because we want to do them, and we don't care if other people like it. And don't even pretend that you've never acted this way. I know you occasionally stole toys from your brothers or sisters so that you could play with them. That's the reason Santa Claus stopped bringing you presents. It's not that he isn't real; it's

that he eventually got tired of you being such a bad boy or girl and crossed you permanently off the list.

People act in one of the above two ways all the time – and if nothing bad ever came from it, then there wouldn't be any need to have this conversation in the first place. We'd just live in a profit-at-all-costs, do-what-I-want world, and everything would be glorious and filled with sugar and honey and bacon bits and every other delicious condiment you can think of. But alas! There are occasions when the above ideas are incorrect, hence the whole ethical dilemma thing and the need for this training.

Bottom line – being ethical can improve your bottom line, both in terms of actual dollars and in terms of the environment you're able to create with your colleagues.



CLASSROOM DISCUSSION NOTES



SELF-REFLECTION QUESTIONS

Don't worry! These are easy, and they'll make sure that you actually pay attention to what you're supposed to be reading (and staring at). I'd love to not have to put questions and short answers in here, but unfortunately I do. We're only at the beginning of our ethics training. That means you are currently not fully ethical, which means you can't fully be trusted yet. So get to work!

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.)

EPISODE 2

THE REMARKABLY OBVIOUS DIFFERENCE BETWEEN A GIFT AND A BRIBE

Congratulations! By virtue of having seen what you've just seen, you are now more moral than ever. You also know why you shouldn't buy presents for someone before they say they'll go out with you. Helpful tip in case you're single.

The distinction between 'acceptable gift' and 'unacceptable bribe' is easy to answer just by asking yourself the following questions:

- **Is the gift or favor being offered in conjunction with an expectation to do something in return for the person offering it?**
- **Is the value of the gift or favor excessively high?**

If the answer to both of these questions is yes, then you should not accept whatever it is they're trying to give you. And the answer to the first question is always a yes. If

someone does something nice for you, they always want something from you. That doesn't mean they're being malicious or deceitful or anything negative. A lot of people do nice things simply because they like doing nice things. But they always hope that they'll get nice things in return, whether that involves love, attention, money, luxuries, or anything else.

Which means the real question you have to ask yourself is whether the gift they're offering you is above an acceptable amount. If you ever have trouble figuring out the difference between 'acceptable offer of paying for dinner' and 'unacceptable bribe of stolen gold ingots,' ask around. There's a person at your company who knows what your company's guidelines are. That person probably has 'supervisor' or 'HR' or 'ethics' or 'king' in their job description.

But sometimes your company's ethics king will break their legs in a heli-skiing accident or take a vacation to Papua New Guinea. So if you need an immediate answer and can't find one, go with your gut (or remarkably well-kept washboard stomach, whichever one you have). If you even think that a particular offer comes with strings attached, then you should probably turn it down, even if it turns out that you were imagining the whole thing. Because let's be honest – you weren't imagining the whole thing.



CLASSROOM DISCUSSION NOTES



SELF-REFLECTION QUESTIONS

Can you distinguish between gift and bribe? Let's find out!

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?

EPISODE 3

PROBABLY THE BEST REASON EVER FOR NOT TAKING BRIBES

Boom! Did you see how I threw that guy back in jail? That was awesome, wasn't it? I HAVE SUCH POWER!!!!

In case you forgot the first section of this training, here's a friendly reminder: if you accept bribes or offer them to others, you might end up in prison. Or fired, or reprimanded, or put on administrative leave without pay, or you get the point. I can't guarantee that it will happen, but it might. It has before, and it will again.

See, it works like this. You know how we're always telling kids not to text and drive because it could lead to a car accident, and they're always like, "Yeah yeah, I've heard that before, but I've done it and I've never gotten into

an accident, so I don't see the problem." And then you're like, "That's the dumbest logic ever! Just because it hasn't happened yet doesn't mean it won't happen in the future! Why are you so cripplingly stupid that you can't see that?" Pretty much the exact same thing with bribe-taking.

And there you go! You now know everything you need to know in order to handle the occasionally thorny issue of entertainment, gifts, favors, and other things occasionally known as bribes. And yet, there's the outside chance that you just flipped through the pages without reading anything. If so, I hope you got a paper cut. But in case you didn't, here are some questions to make you actually have to go back and read all the awesome stuff I just wrote. Enjoy it!



CLASSROOM DISCUSSION NOTES



SELF-REFLECTION QUESTIONS

So, you think you're slick enough to avoid getting caught, do you? Well, let's take a look at history and see if that's actually the case!

- 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?

**CONGRATULATIONS! YOU ARE 25% ETHICAL!
ONWARD!**



PART TWO



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

EPISODE 4

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

Excellent! You now know how much I love hot tubs. You also hopefully picked up on what conflicts of interest are and how ridiculously easy they are to avoid. If you didn't, though, here's a refresher:

Embarrassingly Simple Way to Avoid Conflicts of Interest: Excuse Yourself From a Potentially Career-Destroying Situation!

That's it! It turns out that all you really need to do to avoid conflicts of interest is to...wait for it...avoid them! You've been doing this your entire life, and you can continue doing it with almost no effort. At the very least, you need to let everyone else know what your potential conflicts are so that they can act accordingly. In some cases, your company might remove you from a decision-making process even if you're dead certain you could participate without your integrity being compromised. If they do that,

don't get mad at them. They're just trying to play it safe. They're basically doing what all of us do when we get in a car and buckle our seat belt and then go drive somewhere without crashing. Seriously, what's the point of a seat belt if you're not going to get in a fiery auto collision?

(The answer is 'peace of mind,' by the way, which is what your company might have in mind if they ever excuse you from a particular situation.)

And that's pretty much exactly how you'll need to deal with any workplace conflicts of interest – offer full disclosure about the conflict in question and then work toward a solution. You've probably noticed that there's a good chance this whole situation ends without everyone being perfectly happy, and that's unfortunately true; conflicts of interest are almost always resolved by someone making a concession about something.

Like me, for example. I don't want to ask you any more questions. I don't even want to be writing this right now – it's pretty outside, and I'd rather be sitting by a lake or having lunch with my friends or taking a nap. There's a lot of things I'd rather do right now, and it would be easy for me to avoid writing the questions I'm about to write. But alas, I have an obligation to your employer to give them a training program that isn't a giant blob o' crap, and so I've conceded and thrown some questions in here. Sorry!



CLASSROOM DISCUSSION NOTES



SELF-REFLECTION QUESTIONS

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

HALFWAY THERE!



PART THREE



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

EPISODE 5

HOW TO AVOID SEXUAL HARASSMENT IN UNDER FOUR MINUTES!

And there you go! In case you missed it, let me punch you in the face again with the core takeaway from this video:

"If you have to ask if something is OK, the answer is NO."

"Wait a second!" you might be saying. "That's impossible. Surely it can't be that simple!"

Yes it can. It's as easy as punching cotton candy – which, in case it's not obvious, is very easy because that stuff has terrible reflexes. You shouldn't say anything to anyone about their physical appearance that you aren't 100% confident will be received with joy and enthusiasm. You shouldn't touch anyone anywhere except for their hands, but not both at once because that would be creepy. And, as a fascinating and completely predictable corollary to

that last point, you shouldn't get closer to anyone than you would if you were going to shake their hand, since that's the only universally acceptable kind of touching you should ever do with anybody at work. Nobody likes a close talker!

CLASSROOM DISCUSSION NOTES





SELF-REFLECTION QUESTIONS

I'm going to ask you a couple questions that should require only slightly more brainpower than it takes to tie your shoes. A sea sponge could answer these correctly, is what I'm saying. So, are you smarter than a sea sponge? Let's find out!

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

EPISODE 6

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

And now you know everything else you're not supposed to do – woo-hoo! Basically, anything you do that makes other people feel uncomfortable can be construed as harassment, and that can end up turning into a crazy expensive court case. Sometimes the simple threat of a sexual harassment lawsuit is enough to cost you and your company tens of thousands of dollars. Woo-hoo yet again!

And now you're probably freaking out. "This is impossible! I can appreciate not being an idiot, but it seems possible that I could get sued over a legitimate misunderstanding! What if I say someone looks nice – just nice, not desirable or edible or anything like that, just nice – and they take it the wrong way and decide to drop a lawsuit on my desk? I can't handle that!"

And that where listening to other people comes in. Nobody ever goes from "I feel uncomfortable" straight to "I'm gonna sue the crap out of you." Somewhere, at some point, there

will be a conversation, and that's when you'll be able to let them know that you've heard their complaint and will take steps to ensure it doesn't happen again, whatever the "it" happens to be. So whenever anyone says anything to let you know that they don't appreciate a particular form of communication or behavior, you should do whatever is necessary to make sure they don't experience the same discomfort again. I don't care if you think the other person is being annoying or uptight or intentionally difficult or whatever – if they say they don't like a certain kind of behavior or conversation, you need to respect that. All of us have limits, including yourself, which is why you need to respect the limits of others.

And if you don't believe me, just show me a picture of your spouse, your kids, your dogs, or any other thing you happen to care deeply about. I'm pretty sure I could figure out how to say enough mean or derogatory things about them that you would eventually get annoyed with me – and I seriously doubt the whole "Relax, can't you take a joke?" thing would go over very well with you at that point.



CLASSROOM DISCUSSION NOTES



SELF-REFLECTION QUESTIONS

Bottom line, it's really not that complicated. First, don't touch anyone anywhere except their hands, but only one at a time because touching both at once is weird. And second, let people know when something bothers you, and respect the wishes of people who say they feel uncomfortable with something you're doing. You don't have to make it confrontational; I know that a lot of times sexual harassment involves very difficult, very uncomfortable situations where you're afraid of making matters worse by saying what's bothering you. But if you don't say anything, the behavior will almost certainly continue, and then the problems will only get worse and more difficult to deal with.

- 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?

ONLY ONE MORE SECTION TO GO!



PART FOUR



WORDS OF WISDOM ABOUT COMPANY PROPERTY AND INFORMATION

EPISODE 7

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

The video pretty much says it all, so in the interest of brevity I'll knock this out for you choose-your-own-adventure style:

Question:

Did your company issue the equipment to you personally?

Answer:

If yes, please turn the page to "Use it all you want!"

Answer:

If no, please turn the page to "Get permission before you use it!"

It's kind of exactly the same as it is when using your friends' stuff. For example, let's imagine that your neighbor shoves his chainsaw into your hands and says, "Here. I bequeath this to thou and thine, as a friendship gift betwixt our two

clans. Use it, and prosper.” If that happens, then chainsaw the crap out of everything you can find, and prosper away. Otherwise, you’ll probably get in trouble for just walking into their garage and taking stuff.

And if you think borrow-stealing a wheelbarrow might be frowned upon, you should try stealing company secrets! In almost every industry – government, finance, insurance, cattle-trading, oil-drilling, chemical manufacturing, skydiving schools, theater troupes, bellydancing studios, and so on – the company information is more important than the actual physical assets. That explains why the theft of company information is a multi-multi-billion-dollar-a-year issue. And because all that information is worth so many billions of dollars, most companies get a bit touchy when they find out that someone up and sold their secrets to a competitor, or left them on a flash drive in a public library, or you get the point.

CLASSROOM DISCUSSION NOTES





SELF-REFLECTION QUESTIONS

Question time! This one's pretty easy!

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

EPISODE 8

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

And now you know that your company is ALWAYS ALWAYS WATCHING YOU!!!!!! It's Big Brother time!

I don't mean they're doing it maliciously, and I also don't mean that they're paying attention to every single thing you say. But they could if they wanted to. And just in case you think your company is being horrible and overbearing and oppressive, just remember that they're doing exactly what parents do when they put the house computer in the living room and force their kids to add them as 'friends' on Facebook. Only instead of worrying about bullying or whatever else it is parents of teenagers worry about (which I assume is everything), your company is worried about anything you might say or do that will compromise your company's ability to be successful in the future.

And if it annoys you that they don't trust you fully and implicitly – and it would be totally fine for that to annoy you – go ahead and blame the crappy employees that came before you. It's their fault. If none of them had done anything stupid, odds are you wouldn't even be doing this training.

CLASSROOM DISCUSSION NOTES





SELF-REFLECTION QUESTIONS

You already know you're not supposed to steal things. Now let's see if you know how to use the stuff you've been asked to use. We wouldn't even have to do this, except that I happen to know for a fact that the first time you held chopsticks you put them behind your ear or stuck them in your mouth like fangs and then pretended to be a walrus. What am I trying to say? That your company information systems are like chopsticks. Use them correctly, or you'll end up getting eaten by a polar bear.

- 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!!!

EPISODE 9

HOW TO HANDLE CUSTOMER INFORMATION

BORING TITLE, AWESOME VIDEO

Congratulations! You are now significantly less likely to get arrested. Way to go!

And that's pretty much the summary. That's because this lesson is so simple it's almost insulting to summarize it. Besides, by this point you're an old hand at all this ethics stuff. So let's just move onto the questions and get to the prize at the end of this book! (There really is a prize, by the way, and it is amazing.)



CLASSROOM DISCUSSION NOTES



SELF-REFLECTION QUESTIONS

Here are the only two I could come up with:

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

YOU SHOULD BE ETHICAL BY NOW

And thanks for playing! I hope you've enjoyed this, and I hope you accidentally paid attention to some of it. If you did, then you are well on your way to becoming the kind of person others would call a "role model." Don't be surprised if people stop you in the hallways to ask for your autograph. It's not entirely impossible that your colleagues will soon commission a statue in your honor. That's how amazing you now are.

And to prove it, turn the page and receive your reward! Yes, yes, your real reward is the knowledge that comes from having completed this course, but it never hurts to get something tangible too. Santa Claus never put 'happiness' and 'good cheer' in your stocking, unless you had a crappy Santa Claus that forgot to go to the grocery store the day before and buy a bunch of candy. And the best thing about the candy on the next page is that you can frame it!

ETHICALLY APPROVED

2ND MOST ETHICAL PERSON ALIVE!

This certificate hereby certifies that:

Is the 2nd Most Ethical Person alive, right behind the inventor of this certificate. The rest of the world should now defer to your judgment in all matters of right and wrong, and this thing is going to come in seriously handy whenever you get into your next argument with a loved one.

Jeff Havens

Most Ethical Person Alive



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