



Code of Conduct for Managers

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LECTURE # 3



Code of Conduct for Managers

- A code of conduct is important for managers in every industry, as a workforce can't move forward without integrity from its leaders. The best managers place a high value on fairness and ethics, as well as their own performance. Not only do managers who create their own code of conduct benefit their workers, but they also often benefit the entire company's public image.



Honesty

- Managers in every industry must understand their company's policies and guidelines, as well as its mission, and how they are expected to go about accomplishing their goals. They also need to know and follow the laws of the government, particularly as they pertain to business. Mostly, effective managers must be honest about aspects such as production and profit at all times. While being dishonest isn't always a federal offense, it can result in numerous issues for a company.



Accountability

- Good managers expect their workers to take responsibility for their actions and overall performance, and demand the same of themselves. That means answering to ownership or executive boards when things don't go right, accepting the blame, and coming up with solutions to avoid future issues.



Integrity

- Managers who perform their jobs with a high level of integrity are widely the best type of supervisors to work for. That's because managers who possess integrity are often consistent in their decision-making and resolution of issues. These managers also make their goals clear and assist employees when it comes to reaching those goals.



Respect

- Appropriate behavior is a key factor in a code of conduct for a manager, who must demonstrate acceptable behavior in the workplace. That doesn't mean managers need to act like robots and display little signs of personality. Quite the opposite, actually, as many managers are expected to be energetic and lead in areas of teamwork and motivation. But they also need to treat staff members, customers and their own supervisors with the same respect they would expect for themselves.



Flexibility

- While most companies don't expect their managers to display sympathy to employees who aren't meeting expectations, most businesses prefer leaders who are patient and work with those in need of assistance. Good managers show their workers how jobs are best performed, then monitor workers and offer suggestions and tips. After all, the goal of managers in every industry is to make sure workers stay productive and the company stays profitable.



What Are the Key Components of a Code of Ethics in Business?

- Your business code of ethics, also commonly referred to as a code of conduct, is the set of rules you determine to establish both the legal and moral character of your company. When writing your company's code of ethics, look at both the legal, compliance and value-based components that are important in defining and running your company successfully.



Legal Issues



- You may think that clearly expressing all employees must follow the law is something that shouldn't need to be said. It does. While some industries or specific occupations have legal requirements, all employees in any business must follow state and federal laws. Bank employees are screened for money laundering. Delivery drivers are subject to periodic driver's license reviews for excessive speeding tickets or DUIs.



Compliance and Regulations

- Compliance and regulation is another aspect of legal requirements that some industries must follow. Failure to do so results in fines, penalties, and potential legal action against the company, its leaders, and the employee breaking the rules. Highly regulated industries include the financial services industry, banking, real estate, health care and senior care providers.



Compliance and Regulations

- For example, the mortgage industry has compliance regulations for advertising, disclosure and privacy. If a mortgage representative is not advertising interest rates according to the Truth in Lending Act, there could be significant repercussions. Your company's code of ethics should clearly state that all industry compliance and regulatory rules must be followed



Value-Based Components

- Value-based components in a code of ethics can range widely. The code of ethics usually includes the six universal moral values that state you expect employees to be trustworthy, respectful, responsible, fair, caring and good citizens. You can also include values such as celebrating diversity, using green standards in the workplace, or dress codes. Include anything that is important to the overall mission and vision of company success as part of the code of ethics.



Violation of the Code of Ethics

- When business owners discuss any component in the code of ethics, the course of action for violating it should also be addressed. It isn't enough to say that someone can't have a DUI. You must state what the process is and the potential disciplinary actions that could result from the action. The disciplinary actions should be fair and justifiable for the violation, meaning you wouldn't treat stealing the same as you would for not wearing the company shirt to a client's house.



Professional Appearance Policies

- Your company may have a dress code or dress policy. This could include a uniform shirt for service providers, a suit and tie for account representative or business casual for Fridays. What a person wears is part of the value-based code of ethics section. You could also state that you want employees' clothing to be clean and pressed; a cleaning service coming into someone's home appears more professional when the employees show up wearing company shirts that are clean and wrinkle-free.



Promoting Green Business Practices

- Another value-based code of ethics topic is promoting green and environmentally sound business practices. This often includes limiting paper consumption but also has to do with recycling, waste disposal and the types of products a company uses to reduce its carbon footprint. That same cleaning company could require that all products follow specific environmental standards of safety for people, pets and the environment.



Obeying the Law

- Obeying the law is a code of ethics subject that seems as if you shouldn't need to state it. However, finding out that employees have broken the law either during or after work can affect a company's brand. For example, a flower shop might require that all delivery drivers maintain a clean driving record. If an employee gets a DUI after work, this could affect his ability to do his job, even though the activity wasn't during his shift but this is a necessary part of the code of ethics.



Caring and Consideration Policies

- Consumers often feel that businesses are just in it for the money and a quick sale. They are inundated with sales pitches all day long. As part of its code of ethics, your company could establish, that employees conduct business in a caring, considerate manner. Think about a home-care provider who is working with senior citizens and their loved ones; treating the patient and family in a way that demonstrates care can greatly increase the ability to get new clients.



Caring and Consideration Policies

- This type of value-based code of ethics is a topic that employers should explain clearly in the document and to train employees as to what the expectations are for being a caring, considerate employee.