



Work Area 3 Communication and social, telephone handling, code of conduct, equal opportunities and relations

2.6 UNDERSTAND AND APPLY CODE OF CONDUCT ACCORDING TO ORGANIZATIONAL PRINCIPLES

- **LO009: Demonstrate ability to define, describe and follow the organisation's Code of Conduct within the social, economic and cultural context.**



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Module Details

Work Area Code:	3
Work area title:	Communication and social, telephone handling, code of conduct, equal opportunities and relations
Unit Code:	2.6
Unit Title:	UNDERSTAND AND APPLY CODE OF CONDUCT ACCORDING TO ORGANIZATIONAL PRINCIPLES
Learning Outcomes Nos:	LO009
Learning Outcomes titles:	<ul style="list-style-type: none">Demonstrate ability to define, describe and follow the organisation's Code of Conduct within the social, economic and cultural context.
Recommended Duration:	3 hours
Trainer:	



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- It is a set of rules that guide behaviour and decisions of employees in organizations. It is focused on ethical and socially responsible issues.



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- It is important to have in mind that, except from some basic codes which more or less apply to every organisation, each organisation can have **its own additional codes that serve their mission and vision**. Additionally, communication can be used by management to manipulate attitudes and behaviours within organisations.
 - Code of conduct can also vary depending on country, culture, religion, economical situation, social and political situations.



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- A Code of Conduct can be an important step in establishing an inclusive culture
- An ethical culture is created by the organization's leaders who manifest their ethics in their attitudes and behavior.



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- Its effective implementation must be part of a learning process that requires training, consistent enforcement, and continuous measurement/improvement.
- Simply requiring members to read the code is not enough to ensure that they understand it and will remember its contents.



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Common sections of a code of conduct

- Use of company assets and resources guidelines
- Use of telephones, email and the internet
- Avoiding actual and potential conflicts of interest



Common sections of a code of conduct

- Protecting the company's confidential information
- Retaining and disposing of records and documents
- Prohibiting discrimination and harassment
- Prohibiting use of alcohol and illegal drugs



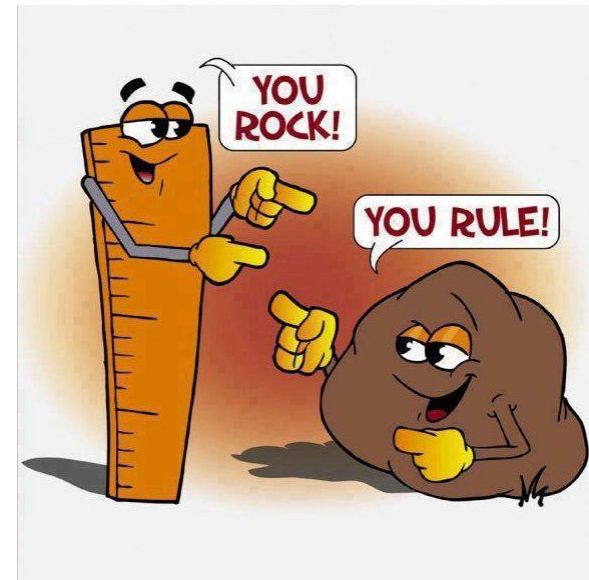
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Role and importance of a code of conduct

- To make sure that everyone in an organisation have a common and shared understanding of the rules and procedures
- To ensure homogeneous handling of similar cases
- To ensure that the people are following legal procedures



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Role and importance of a code of conduct

- To discourage harassment and discrimination
- To clarify the consequences for non compliance
- TO ENSURE EVERYONE FOLLOWS THE SAME RULES



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Role and importance of social and cultural context

- Not all societies have the same ways of doing things
- E.g. in some countries, people are allowed to smoke inside buildings, while in some this is illegal.
- The code of conduct has to be able to adapt to different circumstances



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First impression is based on appearance

- Level of education
- Professional success
- Personality
- Level of culture
- Responsibility and reliability
- Humour
- Social Position



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Successful personal image

- It should fit with the person's current work position, but also to any prospects for promotion
- It should fit with the person's personality and lifestyle
- It should make others pay attention to the person as a person, not on what the person wears. Through appearance, it is possible to develop a positive image of a professional and successful person.
- It promotes and reinforces a person and also develops the person's self confidence.

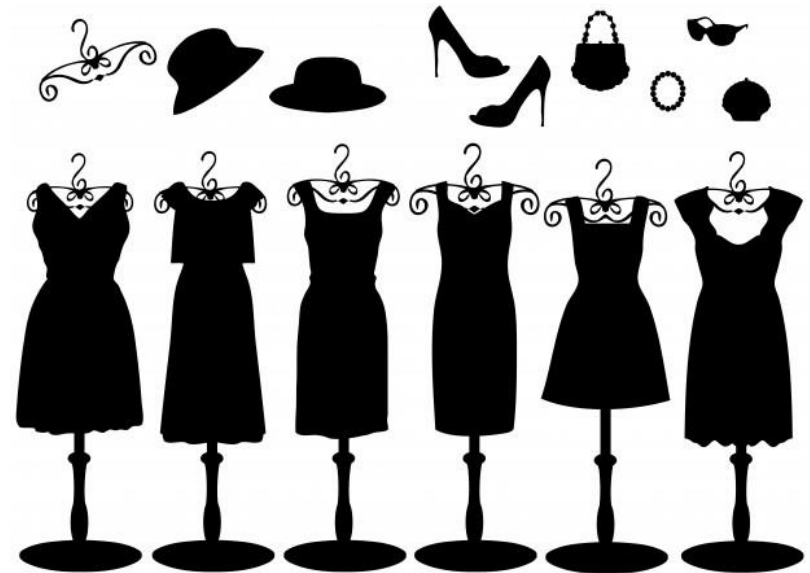


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- A few years back, the dress code at work used to follow strict principles. Nowadays, however, this has changed and dress code now depends on:
 - Position
 - Area
 - Type of client
 - Business event
 - The message one wants to transmit



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Professional Dress Code

Conservative

Flexible

DEPENDING ON:

The sector

1	2	3	4	5	6	7	8	9	10
Banking/ Financial	Insurance	Sales/ Sales/			Agencies		Advertising		

The department

1	2	3	4	5	6	7	8	9	10
Management Design			Financial		Sales/Marketing		Human Resource		

The position

1	2	3	4	5	6	7	8	9	10
Managing Directors		Managers		Company Employee			Retail	Support	



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“Basic Biz”

- trouser, below knee skirt , sandals, sleeveless shirts

“Top Drawer Casual”

- blazer with trousers or a skirt at knee level, shirts or blouses with sleeves, high heels



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“High Quality Business”

- suit, high heels, suitcase

“After hours casual”

- black colours, black blazer, formal blouse (silk, details), high heels

“Weekend casual”

- v-shaped blouses, t-shirts, jeans and flip-flops (usually this type of clothing is inappropriate for work)



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Methodological tool

Can you recognise the dress code?

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What is the dress code for the picture?

Basic Biz

Top Drawer Casual

High Quality Business

After hours casual

Weekend casual



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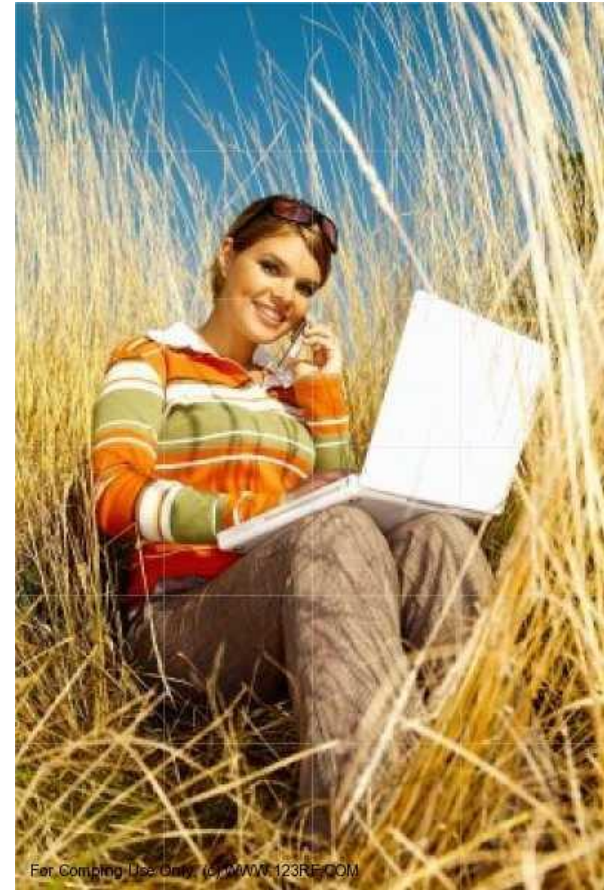
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Methodological tool

Creative Social Skills

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- Define and describe code of conduct (e.g. dress code, handling of confidential information, harassment, and conflict of interest)
- Describe the role of a code of conduct in a work environment
- Present examples of code of conduct
- Describe different types of dress code.
- Describe how the social, economic and cultural context should be taken into account.



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- A code of conduct usually defines:
 - dress code,
 - handling of confidential information,
 - harassment,
 - conflict of interest
- Its role is primarily to ensure everyone in the organisation has a common understanding of the rules
- The social, economic and cultural context should always be taken into account.





Well Done!

You have completed this unit



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