



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

UNIT 3.4: Explain and apply the code of conduct in a variety of situations

- Learning outcome 46 (LO46): Demonstrate ability to explain and apply the organisation's Codes of Conduct within a 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 relationships
Unit Code:	3.4
Unit Title:	Explain and apply the code of conduct in a variety of situations
Learning Outcomes Nos:	46
Learning Outcomes titles:	Demonstrate ability to explain and apply the organisation's Codes of Conduct within a social, economic and cultural context
Recommended Duration:	2 hours
Trainer:	



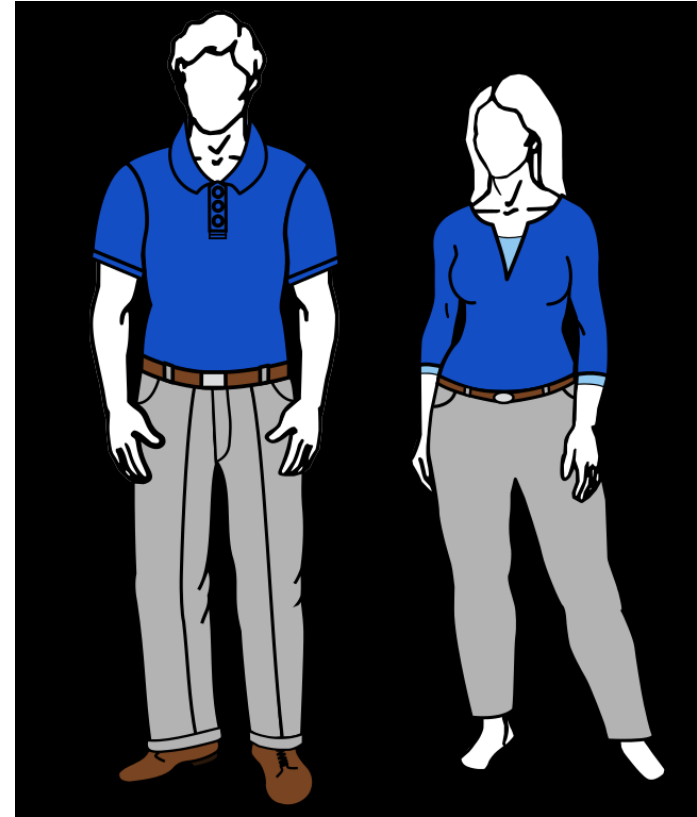
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What is a code of conduct?

- A **code of conduct** is a set of rules outlining the social norms and rules and responsibilities of, or proper practices for, an individual, party or **organization**. Related concepts include ethical, honor, moral **codes** and religious laws.



Types of dress codes



Streetwear



Casual



Business
Casual



Smart
Casual



Business
Attire



Semi-Formal



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- Have you ever read a code of conduct?
- Why is it important for an organisation in your opinion?
- What is usually included?

Group Discussion



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Code of contact in business environment

- Common items covered in a workplace code of conduct may include:
 - employee dress codes,
 - attendance policies,
 - health and safety standards,
 - use of company property
 - appropriate workplace behaviors



- **Organizational culture** is a system of shared values, beliefs and principles
- It includes the organization's vision, values, norms, systems, symbols, language, assumptions, beliefs, and habits.
- These elements are shared between all the members of an organisation
- They are also related and influenced by history, product, market, technology, strategy, type of employees, management style, and national culture

All these elements are included in the code of conduct

Code of conduct and organizational culture

HOW?

All these elements are included in the code of conduct

In the form of a document

This document usually includes:

Policy brief & purpose

Scope

Policy elements

Disciplinary actions



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What are the components of an Employee Code of Conduct Policy?

- Compliance with law
- Respect in the workplace
- Protection of Company Property
- Professionalism



[*https://resources.workable.com/employee-code-of-conduct-company-policy](https://resources.workable.com/employee-code-of-conduct-company-policy)

- Personal appearance
- Corruption
- Job duties and authority
- Absenteeism and tardiness
- Conflict of interest
- Collaboration
- Communication
- Benefits
- Policies



[*https://resources.workable.com/employee-code-of-conduct-company-policy](https://resources.workable.com/employee-code-of-conduct-company-policy)

How is organisational culture affected by code of conduct?



- A study found that 73 percent of workers in an organization with a written code of conduct or ethics believe that it improves the organization as a workplace.
- Clarifying Values and Beliefs
- Clarifying expectations and acceptable/unacceptable behaviors
- Accountability - Responsibility

- Social implications
 - Handling conflicts within the organisation
- Economic implications
 - Safeguarding the interest of the organisation
 - Managing conflict of interest between different organisations (copyright issues, etc.)
- Cultural implications
 - Ensuring fair and non-discriminative behavior
 - Managing diversity in the workplace



- Codes of conduct should:
 - Be clear and precise. If they are vague, they will not be understood by employees
 - Include all relevant aspects to the particular organisation
 - Be followed by all the members of the organisation
- In order to:
 - Achieve mutual understanding on what is acceptable and what is not between the members of an organisation
 - Ensure that everyone is aware of regulations and expectations, as well as disciplinary actions in cases of non-conformance



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Examples:

- Dress Code
 - Important for the image of the organisation
- Legal requirements
 - Important for health and safety, non-discriminative behavior, compliance with law
- Duties and responsibilities
 - Important for smooth operation, appropriate division of labor, etc.
- Socially Expected Behavior
 - Important for healthy, professional relationships

Code of conduct vs personality

- Developing and implementing codes of conduct is a difficult task.
- Each organization's culture and atmosphere is different, therefore there is no uniform manner to implement a code of conduct to an organisation.
- The implementation should be performed to the entirety of the business including all areas of operations.



[*https://en.wikipedia.org/wiki/Organizational_ethics](https://en.wikipedia.org/wiki/Organizational_ethics)

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Code of conduct vs personality

- A code of conduct should be adapted to:
 - the needs, desires, and personalities of the stakeholders,
 - the culture,
 - the employees, in terms of:
 - Culture
 - Gender
 - Age
 - Family conditions
 - Physical/mental ability
 - Etc.

Otherwise, it could be conflicting with their values and beliefs, which will lead to conflicts and non-productivity

- When the code of conduct is not followed by all or most employees, this can result to:
 - Harassment
 - Discrimination
 - Lawsuits against the company
 - Heterogeneous handling of similar issues



- When the code of conduct is not followed by one employee, usually:
 - Actions for the person to conform (e.g. warning, unpaid time-off) are being taken
 - Termination of cooperation/contract takes place



- In any case, the procedure that is being followed in cases of non compliance should be stated clearly in the code of conduct



Methodological tool

Scenario: Code of conduct vs. diversity

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- Review Question 1
 - What is a code of conduct?
- Review Question 2
 - What are the areas affected (implications) by the code of conduct?



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- Key Point 1
 - Sub-point 1
 - Sub-point 2
 - Sub-point 3
- Key Point 2
 - Sub-point 1
 - Sub-point 2
 - Sub-point 3



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Well Done!

You have completed this unit



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