

TKM COLLEGE OF ARTS & SCIENCE, KOLLAM

DEPARTMENT OF COMMERCE

BUSINESS ETHICS

SYLLABUS

Course Objectives:

1. To foster an ethical business group
2. To make students aware of Ethical and Moral issues concerning business.
3. To develop among students, the right ethical practices in the conduct of business.

Duration of the Course: Two months

Total Hours: 30

Module I

Introduction to Ethics: Meaning, Definition and Benefits of Ethics in management- Identifying Types of Responsibilities of Business- Ethical Management -Unethical Behaviour- Meaning- Recognize and Identify- Address-Preventing- interventions (10 Hours)

Module II

Ethics in Business: Ethics in Management, HRM, Marketing, advertising- Business Ethics and customer relationship- an Introduction to Corporate Social Responsibility. (10 Hours)

Module III

Ethical Decisions: ethical dilemma- the ethical decision-making process- different ethical standards- Balancing Personal and Organizational Ethics- Whistle Blowing. (10 Hours)

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Details of the topics:

Ethical Standards

- Utilitarian approach
- Rights approach
- Fairness approach
- Common Good approach
- Virtue approach

➤ Common Dilemmas

We will be looking at the different ethical dilemmas in business. Examples of the common dilemmas that every organization will face include:

- Honest accounting practices
- Responsibility for mistakes such as accidents, spills, and faulty product
- Advertising that is honest and not misleading
- Collusion with competitors
- Labour issues
- Bribes and corporate espionage

➤ Making Ethical Decisions

Determine the ethics of each decision and its different effects and legal ramifications. This starts by collecting information and deciding based on the different ethical standards.

Overcoming Obstacles

Making ethical decisions are difficult to make, given the numerous temptations to act unethically. Below are some of the examples of how to overcome obstacles:

- Sympathize
- Make them responsible
- Reason
- Stay firm
- Take precautions

Whistle Blowing

Whistle blowing can be two things, stating what is right or a petty act of tattle-telling. Getting the attention of others by blowing the whistle can be difficult. This is especially true when going up against people in power.

Criteria and Risk

Legal protection has been provided for whistleblowers, and these laws have been updated with the times. But even with this protection, whistleblowers will always stand the risk of retaliation.

The Process

There are two types of whistleblowers - internal whistleblowers and external whistleblowers. Internal whistleblowers report to someone within the organization while external whistleblowers go to the authorities or media.

When You Should “Blow the Whistle”

To be legally protected, you should have a reasonable belief that a violation occurred with company knowledge. This should be done when the rights, health, or safety of others is being compromised.

➤ Ethical Management

Ethical management balances the different responsibilities of modern business organizations. These responsibilities include:

- Profit
- People
- Planet
- Principles

➤ Identifying the Characteristics

There are many different characteristics of ethical management. Below are three traits that people identify with ethical management.

- Integrity
- Transparency
- Utilitarianism

Unethical Behaviour

This part of the course discusses the different ways to identify unethical behavior and how to address it. The role of a successful manager is not only to address it but, more importantly to detect it early and prevent it from escalating.

Recognize and Identify

Allowing employees to continue with their unethical behaviour can have a damaging effect on the company. Below are some of the signs that an employee may be exhibiting unethical behaviour:

- Abusing sick leave
- Lying to customers
- Cutting corners
- Covering up mistakes

Preventing

Prevention will always be ideal compared to curing unethical behavior. Creating and implementing a code of ethics and ethical policies can go a long way toward preventing unethical behaviour in the workplace.

Address

You must address these situations carefully. It is also important that you allow the person to explain their actions. Never jump into conclusions and decisions based on facts and guided by your company's ethics policy.

Interventions

Interventions are performed to promote the general welfare of all the people in the organization. Before intervening, below are certain steps that you should follow:

- Call an interventionist
 - Create an action plan
 - Meet
 - Intervention
 - Treatment
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