

Unit – 2

Personal Ethics

Introduction:

Personal ethics deals about developing your own personal code of ethics. Personal ethics can affect all areas of life, including family, finances and relationships. Personal Ethics are the basic principles and values that govern interactions among individuals. It refers to the rules by which an individual lives his or her personal life. It builds up an individual commitment to a moral life.

Meaning of Personal Ethics:

Personal Ethics is the category of philosophy that determines what an individual believes about morality and right and wrong.

Personal Ethics are standards by which a person judges behaviour as being ‘right’ or ‘wrong’.

Personal Ethics refers to “The basic principles and values that govern interactions among individuals. Sound personal ethics are typically those that positively impact the experience of others when used to govern an individual’s social or business related behaviour, and at the very least, such ethics should not have a negative impact on others.”

Code of Ethics:

A code of ethics is a document, which you can look to each day not only as a reminder of what you believe in but also as an encouragement to carry on with your daily walk. It is a statement of behavioral ideals.

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A code of conduct is intended to be a central guide and reference for users in support of day-to-day decision making.

Personal Code of Ethics:

1. Honesty: The more honest you are, the more trustworthy you become. Having an employee who is overtly honest allows management to trust the employee more implicitly and rely upon him.
2. Responsibility: You must be responsible in life, so that others can rely on you. Workers who are ethical take responsibility seriously and do all that they can to complete the tasks which they are charged.
3. Reliability: The value of truth is immeasurable, because without it, the world would just be filled with lies. When ethical team members say they are going to do something, they follow through. They are reliable at all times.
4. Goal-oriented: Ethical individuals are often goal focused and able to dedicate themselves fully to their job tasks.
5. Courteous: Every act of kindness makes a difference in the life of someone.
6. Respect: One of the most important things is to treat other as you wish to be treated.
7. Trust: Trust is the building block of relationships we create in our lives.
8. Harmonious: To live together and get along with everyone is a delicacy that we all long for.

Principles of Code of Ethics:

- To not purposely cause harm to any other human being.
- To promote and demonstrate my ideals through my actions not through enforcing them on others.
- To respect the ideas, lifestyles, religions, and ideals of others.

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- To abide by the rules, codes of conduct and laws of the community around me as long as they are not in conflict with my higher principles.
- To be honest and trustworthy, and to disclose my feelings.
- To respect the property of others.
- To give proper credit to others.
- To honor confidentiality.
- To not have others fear me.
- To promote a higher quality of life for myself and others.

Importance of Personal Ethics:

1. To know thyself: It allows you to understand yourself and what you stand for. Code of ethics gives beliefs that you can hold tight and which gives you a sense of self.
2. Dealing with others: What you believe and feel constantly affects your opinions and feelings about others. Your belief should be based on facts. Your beliefs should not be based on prejudice.
3. Strength: Code of ethics gives you confidence that what you are doing what you feel is right, which can cut down on a lot of stress and anxiety. Code of ethics helps to make best decisions with morality.
4. Goals: It can help you achieve your goals. Your code of ethics can help guide you in your big decisions. This doesn't guarantee success. Code of ethics justifies your end result.
5. Trusting relationships: Ethical employees built trust in their workplace relationships, allowing people to open up to them, share private information and feel more at ease communicating with them. Gaining trust of your co-workers can enhance your productivity.

Emotional Honesty

Meaning:

Emotional Honesty means expressing your true feelings. To be emotionally honest one must first be emotionally aware. This emotional awareness is related to our emotional intelligence. It is our emotional intelligence, combined with the necessary learning, practice and experience.

Ex: When asked how we feel, most of us reply fine or good even if not true.

Emotional Honesty involves listening and attending to the meaning of each hurt feeling. Emotional Honesty helps to prevent violent and self-destructive responses to emotional pain that threaten to tear apart ourselves and our society.

Steps for Emotional Honesty:

1. Find the feeling in your body: Focus on the feeling in your body and find the places where your body feels wrong in some way. Ex: How do you feel right now?
2. Describe the feeling in your body in the simplest terms: We should say honestly whatever it feels like. Describe your emotions as honestly as one can describe emotions and feelings. Ex: Don't say 'I feel trapped'.
3. Refuse to label these feelings: Don't talk about your feelings, rather deal with the feelings. Ex: 'I feel my throat is tight and a pressure in my head'.

Benefits of Emotional Honesty:

1. It promotes authenticity: Honesty is a reflection of your own thoughts and feelings. If you want people to know who you really are, be honest in your self-expression.

2. It fosters courage: It is doing what you know you want or need to do, despite your fear. It takes an immense amount of courage to say what you feel.
3. Emotional honesty shows you care: Being honest with yourself and with others shows how much you really care. It demonstrates self-respect and respect for others.
4. It creates a circle of love: When you respond with honesty, it can create more interpersonal closeness and authenticity.
5. It shows maturity and self-acceptance: A mature person conveys honest expression in such a way that minimizes painful impact.
6. It fosters a connection: Honesty can bring people closer by creating a safe connection. It forms a context for the relationship within which both parties feel secure enough to be genuine in their interactions.

Virtue of Humility

Meaning of Humility:

Humility is the act or posture of lowering oneself in relation to others. Humility comes from the Latin word ‘humilis’ which means ‘low’.

Oxford American Dictionary defines humility as “a modest or low view of one’s own importance”.

Meaning of Virtue: A virtue is a positive trait or quality deemed to be morally good and thus is valued as a foundation of principle and good moral being. Virtue is conformity of one’s life and conduct to moral.

Meaning of Virtue of Humility:

Humility is one of the most familiar and widely esteemed of human virtues. Humility is not an abstraction to be admired, it is a virtue to be learned and practiced through the often painful circumstances of daily life. Humility is the foundation of entire spiritual life.

How to practice Humility:

1. Give credit where credit is due:

The prideful man will take as much credit for a success as he possibly can. The humble man seeks to shine the light on all the other people and strokes of luck that came together to make that success happen.

2. Perform service and charity anonymously:

Prideful men want everyone to know when they do a charitable act. They are obviously doing service for the wrong reason, to stoke their ego and gain acclamation. Real charity is not self-seeking and is done solely for the benefit of others.

3. Stop one-upping people:

Few things are more annoying than a man who must constantly one-up others during conversation. Resist the urge to take part in this. If you notice someone who wants to engage in this show of one-upmanship, be the better man and let him have his moment of glory.

4. Accept humiliations:

Perhaps the most painful, but also the most effective, way to learn humility is by accepting humiliating and embarrassing. Many souls would like to be humble, but few desire humiliation. It is impossible to gain humility without humiliations. It is by the way of humiliation that we attain to humility.

5. Obey legitimate superiors:

Humility is always manifested by obedience to legitimate authority, whether it be your boss or the government, the first degree of humility is prompt obedience.

6. Think better of others than of yourself:

When we are proud, we inevitably we are better than others. Scripture and the saints both affirm that the only safe path is considering everyone as better than us.

Benefits of virtue of humility:

1. Every day relationships
 - More popular
 - Fewer disagreement
2. Work environment
 - Good team relationships
 - Job success
3. Within self
 - Confidence, contentment
 - Happy with who you are

Promote Happiness

Meaning:

Happiness is a mental or emotional state of well-being characterized by positive or pleasant emotions ranging from contentment to intense joy.

Happiness is absolutely possible at anytime, its free, doesn't depend on age, looks, career or income. Everyone deserves it and it doesn't need to be found, reached, created or anything that requires effort.

“Letting Go + Acceptance + Gratitude = Happiness”

Definition:

According to Mahatma Gandhi – Happiness is when what you think, what you say, and what you do are in harmony.

According to William H Sheldon – Happiness is essentially a state of going somewhere, wholeheartedly, one directionally, without regret or reservation.

According to Aristotle – Happiness is the meaning and the purpose of life, the whole aim and end of human existence.

Factors to promote happiness:

1. Nurturing relationships

Ex: Happiness when we are around with our close friends

2. Nurturing health

Ex: Taking a walk instead of having a drink after work, meditation, and exercise reduces stress.

3. Expressing gratitude

Ex: Appreciation, small Gifts on a regular basis

4. Being kind to others

Ex: Responsible, concern towards others, Good listener

5. Living in the present moment and finding joy

Ex: Forget about past and future

6. Devoting self to a goal

Ex: Commitment towards your own goal

Benefits of being happy:

1. Happiness broadens the focus and expands your thinking:

Positive emotions like love, curiosity, excitement, wonder expand your focus of attention. Your mind opens up and there's free flow of ideas and intellectual possibility. This is the reason why you need a high positivity ratio in the workplace if you want high rate of productivity and healthy bottom line.

2. Happiness improves your ability to problem-solve:

When you're frustrated and you're having trouble solving some problem that confronts you. The mechanism that underlies effective problem-solving is creativity, which is your brains' ability to come up with novel, unique answers to life's many challenges.

3. Happiness builds physical, intellectual and social-resources:

Happiness translates into physical fitness – stronger muscles, improved heart-lung function, and increased flexibility. People learn better when they're in a positive frame of mind.

4. Happiness counteracts negative emotions:

Humor defuses a desire for vengeance. Positive and negative emotions can't exist at the same moment in time. Embracing one negates the other. The next time you find yourself feeling negative, try replacing that with a positive feeling and see what happens.

5. Happiness protects your health:

Getting upset or angry can raise your blood pressure and in the worst scenario, precipitate a heart attack or stroke. Positive emotions can lower your blood pressure.

6. Happiness allows you to forgive: Being happy allow you to forgive people easier.

7. Happiness makes you more likeable:

People like happy and positive people. When you are around happy people you tend to feel good yourself, so if you are happy people are going to want to share that feeling with you and be around you.

8. Happiness creates better relationships:

If you are unhappy then you can't expect to have great relationships. When you are happy though, your relationships naturally improve because you are less likely to blame, criticize and try to make other people feel bad.

9. Happiness makes you a better person:

Being a good person is being unselfish, loving and peaceful. Being loving is easy because you have a lot of happiness to share and give. And being peaceful is easier because you are not worried, anxious or stressed out.

Karma Yoga

Meaning of Karma:

It means Action or Deed. Karma is any physical (doing the work) or mental action (thinking). Karma is total of our acts in the present life and in the preceding births. Karma is not only action but also the result of an action. Hidden power in Karma is termed as “ADRISHTA”.

Meaning of Karma Yoga:

Karma yoga is based on the teachings of the Bhagavad Gita, a sacred Sanskrit scripture of Hinduism. The word “Karma” is derived from the Sanskrit, which means “To do”.

Karma Yoga means doing well/good to the whole world, to love whole world and all beings.

Krishna taught Karma Yoga, Bhakti Yoga and Jnana Yoga (self reflection & meditation)

Karma yoga is described as a way of acting, thinking and willing by which one orients oneself towards realization by acting in accordance with one’s duty (Dharma) without consideration of personal self-centered desires, likes or dislikes.

Kinds of Karma:

- *Sanchita* {or} the accumulated works
It is the accumulated karmas of the past
- *Prarabdha* {or} the fructifying works
It is the portion of the karma which is responsible for the present body.
- *Kriyamana* {or} the current works
It is that Karma which is now being made for the future. It is also called Agami or Vartamana.

Actions are of three kinds:

- Good karmas make you a God or Angel in Heaven
- Bad karmas throw you in lower wombs
- Mixed actions give you a human birth

Principles of Karma Yoga:

1. Right attitude:

It is not what you does that counts, it's the attitude while doing it that determines if a job is Karma yoga job, i.e., a liberating job. Work is Worship. Give your hands to work and keep your mind fixed at the lotus feet of the Lord”

2. Right move:

It is not what you do that counts but your real motive behind it. Your motive must be true.

3. Do your duty:

Often duty is referred to as “Righteousness”. Your duty is towards God, or self or the inner Teacher who teaches you through all the specific circumstances of your life as they appear.

4. Do your best:

Whatever, you have to do, do your best. If you know of a better way to serve, you must use it. Give your best. Do karma yoga increasingly. Try to do things that can bring maximum good and minimum evil.

5. Give up results:

There is no job that is inferior or superior to a different job. Don't be attached to your job. Be ready to give up your job if necessary.

6. Serve God or the self in all:

Do to others what you would like to be done to yourself. Adapt, adjust and accommodate. Bear insult, Bear injury. Unity in Diversity.

7. Follow the discipline of the job:

Each job is a teacher of some sort. You can learn different skills by doing different jobs. Each job has different requirements in terms of time, degree of concentration, skills or experience, emotional input, physical energy, will.

How to Practice Karma Yoga:

- Live in inner peace and act with love for the happiness of all beings
- Find your personal balance of rest and action
- Seek to contribute to making a happy world
- Make inner happiness, not outer happiness the center of your life.

Benefits of Karma Yoga:

1. Karma yoga is concerned with the correct way of doing work. It is based on the teaching that if we do our work in a dispassionate manner, we will be able to achieve an inner tranquility in life.
2. We achieve complete liberation from all of life's temptations and attain the inner mystical wisdom of the absolute.
3. Karma yoga is the path to be followed by those who cannot or do not abandon a worldly life. We have to work simply to earn a living for ourselves and for those for whom we care.
4. Karma yoga is sufficient to lead us to the path of mystical knowledge. Karma yoga acts as the base for the aspirants of all the other paths of yoga also.
5. Karma yoga shows us how to achieve moral guidelines by changing our personality. It tells us, not what to do, but how to do it. It teaches us to have always a positive attitude, free from cruelty, lust, anger etc.

Proactive

Meaning:

Proactive is controlling a situation by causing something to happen rather than waiting to respond to it after happens.

Proactive person is someone who takes an active role in dealing with something before it needs to be taken care of.

Features of Proactive:

1. Pro-activity or Proactive Behaviour by individuals refers to anticipatory, change-oriented and self- initiated behavior in situations, particularly in the workplace.
2. Proactive behavior involves acting in advance of a future situation, rather than just reacting.
3. It means taking control and making things happen rather than adjusting to a situation or waiting for something to happen.
4. Proactive employees do not need to be asked to act, nor do they require detailed instructions.

How to be Pro-active in workplace:

- **Step 1:** List all the things which you want to accomplish in your career and give yourself a deadline for each item.
- **Step2:** Discuss your plans with your manager and what resources the company has to offer.
- **Step3:** Networking with people in your office to get involved in more of the activities within the office.

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- **Step4:** Advantage of trainings that the company offers on any of the topics that may interest you.
- **Step5:** Offer to take on more responsibility with the people

Difference between Pro-active and Reactive:

- The term *Proactive* refers to any attempt to direct a course of events before it occurs. A proactive action takes the initiative in dealing with future problems.
- The term *Reactive* refers to actions taken in response to events that have already happened. A reactive action is a response to an existing problem

Flexibility and Purity of Mind

Flexibility:

Life is a change. But we resist change, because it's scary. We are comfortable with what we are used to, and we don't want to change that would be new, uncomfortable.

Life is change:

- We get new jobs
- We meet new friends or friendship fade away
- We move to a new city or house
- We lose a house in a disaster
- We lose family members or break up with a girl/boy friend

Tips for developing Flexible Mind:

1. Start to watch your mind's reaction – to change, to new situations, to new people. When you feel anxiety or frustration, that's your mind's reaction to stress.

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2. When you see the reaction, find the source - The source of anxiety or frustration or anger is you wanting a certain outcome, a picture in your mind. This might be 'I want things the way they used to be'. This is the outcome you're holding onto, and the source of your pain. See that it's hurting you, and let it go – You can hold onto it, and continue to suffer or you can be compassionate with yourself and let it go and the suffering goes away with it.

Flexibility of mind refers to the ability of mind to cope up or adjust with the situation of varied needs.

Purity of Mind:

Purity is considered to describe unselfishness. It also describes willingness to serve others for the greater good of mankind.

When one is operating from the purity of their heart, they also demonstrate honesty and the ability to see where impurity of actions, thoughts and reasons rest and take the necessary measures to correct them.

Tips to cultivate purity of mind:

All that you have to do to achieve purity in thought, word and deed is to follow these five injunctions:

- See no evil; see what is good
- Think no evil; think what is good
- Hear no evil; hear what is good
- Talk no evil; talk what is good
- Do no evil; do what is good

Traditional Method of Mind Purification:

1. Path of knowledge: Discrimination enables to distinguish lower self from higher self and find out our real nature.
2. Path of Mind control: It operates with mind, aims at perfections of mind control, and then enters into concentration.
3. Path of Devotion: Self surrender to Lord and emotionally one can reach the goal of pure consciousness.
4. Path of action: Selfless action purifies our mind- intellect. Purer mind can concentrate, contemplate (consider, think, Reflect) and meditate to approach perfection

Classification of values for managers

1. Physical values
 - Accuracy: The precision, exactness and conforming to the fact in details of work.
 - Cleanliness: In offices, production and warehouses facilities, equipments, customer service areas raw material and finished product inventory, bathrooms and so on.
 - Maximum utilization of resources: The desire and ability of the company to improve its performance by full utilization of its current resources (time, money, equipment, material, space people etc).
 - Orderliness: In offices drawers file cabinets, shelves, paper work, files, phone numbers, priority of work, daily and weekly plan.
 - Punctuality and timeliness: Punctuality in arriving on time work, from breaks, from lunch, to meetings, in replying to letters and phone calls in paying bills on time, etc. occurring at the most suitable or opportune time.

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- Quality of products and service: In terms of presentation, functionality, choice value, speed, timeliness, suitability, repeatability, life span, courtesy, friendliness etc.
- Regularity: Of meetings, reports, sales calls, performance reviews and so forth.
- Responsiveness: The way people, the organization, systems etc react to a need coming from within or from outside the organization.
- Safety: In office, warehouse, production and research facilities, vehicles for employees, vendors and customers.

2. Organizational values

- Accountability: Of individuals, department and division for performance, results, problems and so on.
- Communications: Up, down and sideways within the company, with customers and vendors, in terms of openness, frankness, clarity, frequency, accuracy, timeliness and brevity.
- Cooperation: Among individuals, departments in terms of plans, activities and system.
- Coordination: horizontally between departments in terms of plans, activities and systems. Discipline in adherence to company policy, rules, systems, procedures, schedules, standards and ethics and so on.
- Freedom for initiative: To make suggestions, develop plans, make decisions, carry out or modify actions and so on.
- Integration: For smooth operation vertically between different levels of the organizations in terms of plans, decisions, priorities.
- Standardizations: In terms of forms, files, procedures, reports, performance evaluation, equipment training, recruitment, orientations, communications and so on.

- Systemization: In sales, marketing, customer service accounting, research, production, engineering, recruitment, training, promotions, communications, coordination, reporting and so on.

3. Psychological values

- Continuous improvement: The desire and ability of the company to develop and incorporate ways to improve itself.
- Creativity: In terms of new products, new ideas, new systems, new production methods, new applications of technology, new methods of financing, new marketing strategies.
- Customer delight: The positive emotional response and joy that the customer feels from interaction with our people and our products and services.
- Decisiveness: In solving problems, planning, executing plans in terms of speed and commitment to decisions once made.
- Develop people: The desire and ability of the company to improve the lot of the employees working for it.
- Agreement: The overall atmosphere and interaction between people, departments, divisions, systems, activities, rules and policies within the company and between these elements and the external environment, customers, vendors, community laws and so on.
- Innovation: The desire and ability of the company to venture into new, breakthrough areas of opportunity.
- Integrity: Keeping to one's word, promise, agreements being truthful, non deceitful etc with employees, customers, vendors, government etc.
- Respect for the individual: In establishing rules and policies, design of systems, making decisions, executing instructions and so on in terms of peoples health, safety, self esteem, feelings and opinion.
- Service to society: Community welfare, environmental protection, developments of products and services that meet real physical, social or psychological needs are the primary activities of managers.
