



This College Africa Group course will enhance the user's skills on the subject and teaches fundamentals as well as strategies in an easy to follow, easy to understand format and includes practical exercises which will assist in developing your skills in the workplace.

## COURSE OUTLINE - A Guide for Managers, First Edition

**Course Number:** AX084-138SG

**Days:** One Day

**Description:** In this book you will learn the five rules of ethical behavior, explore ethical approaches to employee discipline, examine how personal values influence professional behavior, and follow a ten-step process for solving ethics-related business problems. Ethical management practices are essential to every business's success. Managers must make sure organizational rules and codes of conduct are being followed, as well as handle ethical issues concerning relationships. This course will help you recognize and think through ethical issues when they arise, correct unethical practices that may have been previously unnoticed or ignored, and communicate the need for applying ethical principles at all organizational levels.

## Topic-Level Outline

### **Part 1: Understanding the Problem and the Need**

Some Important Objectives for the Reader  
Definitions of Ethics  
Identifying Your Ethical Concerns  
Case Study 1-Harass Him until He Quits

### **Part 2: The Forces That Shape Ethical Behavior**

When and Where Do We Develop Ethical Values  
Ethics and Your Job  
Factors That Modify Ethical Values  
Case Study 2-The Dilemma at the Build Big Company

**Part 3: Ethical Considerations in Transactions with Employees**

Ethical Implications in Choosing Between People  
Ethics and Performance Appraisal  
Case Study 3-The Dance of the Lemons  
Ethics and Communications with Employees  
Ethical Approaches to Maintaining Discipline  
Administering Reward Systems

**Part 4: Ethical Consideration in Transactions with the Boss**

Following Orders and Directives from Above  
Case Study 4-Just a Modest Change in the Records  
Supporting and Communicating with the Boss  
Ten Ethical Mistakes to Avoid

**Part 5: Ethical Considerations in Transactions with Your Peers**

Supporting and Communicating with Peers  
Collaboration-A Beneficial and Ethical Tool  
Constructive Problem Solving  
Case Study 5-The Dueling Managers

**Part 6: Solving Ethical Problems**

An Organized Approach  
Solving Ethical Problems: The Ten Step Method  
Case Study 6-Is Process Insurance Enough?

**Part 7: Review and Suggestions for the Future**

Reading Review  
Five Rules for Ethical Behavior  
Design a Life Plan for the Future  
Responses to Cases

## ABOUT US

Established as EasyExcel, the company has been re-branded as College Africa Group. College Africa Group has been in operation since 2003 and has trained many corporate and professionals throughout Southern Africa. (For more info click here.) (<http://www.collegeafricagroup.com>)

## ACCREDITATION

College Africa Group is MICT SETA accredited and a Microsoft Partner. College Africa Group has more than 30 years' experience in Financial, Sales, Operations, Marketing and Administration Directorship and understands the problems and deadlines you face.

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## EBOOKS AND ONLINE TRAINING

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Excel Intermediate 2013 [Ebook](#), workbooks, and solutions.

Excel Advanced 2013 [Ebook](#), workbooks, and solutions.

Excel comprehensive online courses, email for more details.



## CONTACT DETAILS

Arnold Muscat

Direct 083 778 4903

Email: [sales@collegeafricagroup.com](mailto:sales@collegeafricagroup.com)

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