Chapter 6: Ethics Training

1. A necessary characteristic of effective organizations is \_\_\_\_\_\_\_\_\_\_\_\_ within the culture.

a) hierarchy

b) trust

c) whistleblowing

d) all of the above

e) none of the above

2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ refers to having a positive attitude that another member of the organization will be fair and not take advantage of one’s vulnerability or dependency in a risky situation.

a) whistleblowing

b) organizational communication

c) ethics

d) organizational trust

e) none of the above

3. A high degree of trust in an organization is associated with which of the following:

a) economic benefits through enhanced performance

b) eliminating psychological barriers separating employers and employees

c) attracting and sustaining high-quality stakeholders

d) all of the above

e) none of the above

4. If well done, ethics training holds \_\_\_\_\_\_\_\_\_\_\_\_\_\_ accountable for their ethical behaviors and provides an opportunity for misunderstandings to be addressed.

a) employees only

b) employees and employers

c) customers

d) low-level workers

e) mid-level managers

5. Ethics training should be introduced to employees during which of the following stages of employment?

a) orientation

b) six-month review

c) one-year anniversary

d) as soon as an ethical dilemma occurs

e) none of the above

6. Which of the following is the most effective method of including web-based training in ethics training programs?

a) as the sole source of information on ethical decision-making

b) as a complement to facilitator-guided face-to-face interactions and group activities

c) as the tool for training long-term employees, instead of group activities and facilitator-guided interactions

d) all of the above

e) none of the above

7. An effective way of presenting ethics training to employees is to frame it as a method of \_\_\_\_\_\_\_\_\_\_\_.

a) continuous improvement in the organization

b) determining whether unethical behavior has occurred

c) ensuring appropriate consequences for unethical behavior

d) all of the above

e) none of the above

8. Ethics training known as \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ can be useful in assessing the extent to which ethics permeates organizational operations, including how well the organization is living up to its codes.

a) code of conduct analysis

b) ethical culture assessment

c) moral development analysis

d) work as a calling

e) none of the above

9. Because employees may be cynical about the extent to which wrongdoers actually face prescribed consequences for their behavior, a useful tool in ethics training includes which of the following?

a) a list of prescribed behaviors and associated consequences

b) a strict Code of Conduct that outlines punishments for unethical behaviors

c) information on previous unethical behavior at the organization, and the associated consequences that occurred

d) all of the above

e) none of the above

10. Useful “case studies” or scenario vignettes that can provide the basis for analysis through ethics training can be derived from which of the following resources?
a) business ethics literature

b) internet websites

c) previous dilemmas at the organization

d) all of the above

e) none of the above

11. \_\_\_\_\_\_\_\_\_\_ refers to taking someone’s property without their permission.

a) Theft

b) Fraud

c) Embezzlement

d) all of the above

e) none of the above

12. \_\_\_\_\_\_\_\_\_\_\_ is the use of one’s occupation for personal enrichment through the deliberate misuse or misapplication of the employing organization’s resources or assets.

a) Theft

b) Fraud

c) Embezzlement

d) all of the above

e) none of the above

13. \_\_\_\_\_\_\_\_\_\_\_\_\_ is a particular type of theft and fraud whereby an employee steals money from his/her employer.

a) Theft

b) Fraud

c) Embezzlement

d) all of the above

e) none of the above

14. Fraud typically occurs in which types of organizations?

a) small businesses

b) large corporations

c) nonprofits and churches

d) all of the above

e) none of the above

15. Accounting fraud by public companies is particularly troubling for what reason(s)?

a) investors rely on auditors to convey truthful information

b) accountants must obey their client’s directives

c) accountants aren’t subject to regulations

d) all of the above

e) none of the above

16. Every job can be framed in terms of a “calling” or \_\_\_\_\_\_\_\_\_, which provides meaning to the work experience.

a) chore

b) profession

c) vocation

d) situation

e) none of the above

17. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is a systematic collection, review and use of information to determine workshop effectiveness.

a) Training

b) Assessment

c) Metric

d) Vocation

e) none of the above

18. Participants in ethics training can be tested at the end of a workshop to ensure:

a) knowledge and techniques have been successful conveyed

b) they will behave ethically in the future

c) they will avoid ethical dilemmas in the future

d) all of the above

e) none of the above

19. Ethics training is typically most useful in which of the following types of organizations?

a) publicly traded companies

b) city governments and public organizations

c) nonprofits and other NGOs

d) all of the above

e) none of the above

20. Ethical organizations, which have high levels of trust, consistently \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

a) attract and sustain high-quality employees

b) face lower levels of organizational risk

c) experience higher levels of communication with stakeholders

d) all of the above

e) none of the above

21. Which of the following is not an important step to include in an ethics training session?

a) expressed support from the CEO or supervisor

b) presentation of competitive advantages for maintaining an ethical work culture

c) presentation of a current ethical dilemma the company is facing and allowing participants to determine the solution

d) all of the above

e) none of the above

22. Research indicates that the \_\_\_\_\_\_\_\_\_\_\_\_\_ of ethics training is associated with positive impacts on employee attitudes and behaviors.

a) length

b) frequency

c) mandatory nature

d) all of the above

e) none of the above

23. Applying the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ can be a useful component of ethics training and allow participants to explore specific steps of decision-making.

a) four-component model

b) systematic rational ethical decision-making framework

c) code of conduct

d) code of ethics

e) none of the above

24. Discussions of work as a calling can assist employees:

a) frame their daily tasks as something that has positive impacts on the lives of others

b) remind them of their original purpose for choosing a particular job or career path

c) participate in a meaningful workshop during ethics training

d) all of the above

e) none of the above

25. Personality measures can be helpful tools at which stage of the employment process?

a) hiring

b) orientation

c) ethics training

d) all of the above

e) none of the above

26. Which of the following is not among the three most common forms of embezzlement:

a) taking money from a store where one shops regularly

b) employees writing fraudulent checks that they or their friends cash

c) taking money from cash revenues

d) processing fraudulent invoices

e) none of the above

27. Which of the following is not among the issues an ethical culture assessment can explore?

a) performance based on the Code of Ethics

b) the behavior of managers

c) the organizational culture according to the employees

d) all of the above

e) none of the above

28. Ethics training is not required if organizations clearly post Codes of Conduct and Codes of Ethics throughout the building.

29. When organizations face tight budgets, ethics training should be eliminated to focus on more immediate concerns, and then resumed when the organization is healthier.

30. It is most important to provide ethical training to lower-level employees, because most ethical challenges occur at that level of the organization.

31. Upper-level managers establish the overall ethics tone that is then filtered throughout an organization; as such, training can help these leaders achieve consensus on how to address difficult behaviors.

32. Web-based training can be a simple and effective method for making employees aware of the most common ethical issues at work.

33. A strength of facilitator-guided face-to-face ethics training is that it allows for discussion and motivating employees to get out of their “comfort zone”.

34. It is always best to utilize an ethics workshop facilitator who is not a member of the organization, but rather an expert from outside.

35. Consistent with best practices in ethics training, at least one mandatory ethics training should be offered annually.

36. To ensure organizational harmony and team-building, divergent thinking and creative problem solving should be discouraged during ethics training, in favor of a single approach to decision-making.

37. A useful method of ethics training may include presenting actual cases of employees or people in the industry violating a Code of Conduct and the punishments they received.

38. If Codes of Conduct and Ethics are displayed prominently throughout the workplace, further analysis will not be helpful in determining the extent to which employees embrace them.

39. A useful method of ethics training can include formulation of “games” modeled after quiz shows designed to raise awareness of ethical issues at work.

40. Because types of ethical dilemmas vary according to who is involved, the circumstances and context, it is not particularly helpful to explore common ethical problems experienced in the organization or its industry.

41. Requiring a written response to ethical dilemmas is not helpful because it forces the employees to put their opinions in writing.

42. It is typically inappropriate to include ethics and personality measures in ethics training, because these are personal issues.

43. Because individuals are more likely to discuss work-related ethical issues with family and friends than with coworkers or executives, realistically, ethics training is unlikely to be effective.

44. Members of some professions are required to take ethics training as part of obtaining or renewing their professional licenses to protect the public from incompetent practitioners.

45. It is inappropriate to characterize work as a “calling” or vocation because it implies religious affiliation.

46. It is possible to assess the “ethical culture” of an organization through use of survey instruments.

47. Lengthy ethical cases or vignettes are more effective in soliciting meaningful feedback from employees during ethics training.

48. The terms fraud, theft and embezzlement can be used interchangeably.

49. Ethics training, if well done, holds both managers and non-management employees accountable for their ethical behaviors, and provides an opportunity for misunderstandings to be addressed.

50. It is important to present ethics training materials in a way that targets specific employees for their behavior to provide an example for others in the organization.

51. It is inappropriate to examine ethical issues presented in the business ethics literature or internet websites for the purposes of training; doing so does not allow employees to explore their own organization.

52. A useful step in ethics training involving exploring ethical scenarios is to encourage discussion of minority viewpoints.

53. In order to preserve anonymity, change references to specific people and places when discussing real-life ethical dilemmas during ethics training.

54. Approximately 60 percent of employees have stolen from their employers.

55. Fraud cannot occur in nonprofit or governmental organizations because there are no shareholder resources to steal.

56. Employee workshops on fraud detection are not effective in discouraging those who are considering committing a fraud, nor can they realistically help detect frauds as soon as they occur.

57. Outline the steps required for an effective ethics-training workshop.

58. Discuss the steps involved in facilitating an ethics dialogue workshop through application of the systematic rational ethical decision-making framework.

59. Discuss the eleven personality measures/surveys associated with ethics that can be useful tools for ethics training.

60. How would you assess the success of an ethics-training workshop?