



# Ethics in the Workplace

A secretary's road map to professional integrity.

# Confidentiality

- Keep information private and confidential
- Never repeat sensitive information: discussions take place where people are trying to figure out what is going on. You might know, but keep it to yourself.
- Stay trustworthy





# Honesty

- Always tell the truth: being honest will build credibility with your boss and your colleagues.
- Give credit where credit is due
  - don't take credit for something you didn't do
- Own up to your mistakes
  - don't let others take the blame for your mistakes
  - don't make excuses or try to shift the blame
  - don't leave others questioning themselves or others
  - remember that we are all human and we do make mistakes

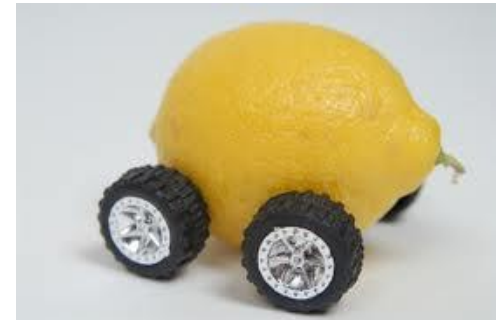
# Loyalty

- Stay loyal to your boss and company:  
Don't sell them out at any cost!
- Loyalty isn't always easy:
  - sometimes our loyalty isn't reciprocated
  - it is the responsibility of others to prove their loyalty to you
  - hang in there: your perseverance will pay you back some day
- Don't get caught up in gossip – this will only tarnish your reputation



# Reliability

- Show you are reliable:
  - always be punctual
  - come prepared to meetings with relevant documentation and information
- Don't abuse your sick and personal days:
  - you never know what health issues may arise in the future
  - always taking time off might show a lack of interest in your job
- Be sure that every task you are given is completed on time and to the best of your ability
  - we don't like to be given second best, so return the favor



# Responsibility

- Prove you are responsible:
  - set priorities
  - carry out tasks in a timely manner
  - meet deadlines when given
  - give your very best effort
- Remember, your boss puts his/her confidence in you!
- Make a “to do list” and then stick to it:
  - sometimes items on the list will shift in priority throughout the day
  - check off items as they are completed
  - keep track of delegated items: don't let out-of-sight, out-of-mind be an excuse
  - do not delegate a job if you don't think it will meet the expectations of your boss





# Flexibility

- Be willing to work with your boss
  - there might be days that a little extra time is needed to accomplish a task
- Don't get stuck in a rut
  - if there isn't an exact science or time frame for things that need to be accomplished, mix it up a little
  - a change in routine can help make your job seem a little less mundane some times.
- Don't be afraid of change – sometimes change can be a good thing!
- Being flexible is good, HOWEVER:
  - being over flexible can stretch you too thin
  - don't let others take advantage of you because you are flexible – sometimes you need to say “no” – just say it gently

# APPROACHABILITY



- Don't be an iceberg
  - allow people to feel comfortable when talking to you, don't leave them shivering in their boots
  - this doesn't mean you have to be a warm-fuzzy all the time, but be someone people can approach without apprehension
- Don't be a volcano
  - don't blow steam every time you are asked to do something
  - don't erupt when asked the same question by multiple people
  - stay cool when interrupted (sometimes over and over again)





# ADAPTABILITY

- Be willing to learn new skills:
  - new computer programs: learning new computer skills or programs can enhance your job performance and personal resume
- Be willing to assist your colleagues
  - don't take on more than you can handle
  - don't take on projects that will keep you from accomplishing your required tasks
  - at times, you may be asked to train someone else – be gracious, we don't all learn at the same pace!
- Be teachable
  - contrary to popular opinion, we don't know it all
  - allowing someone to “teach” us something may be of a greater benefit to them – let them have their growing experience