**SOCIAL LITERACY : EXERCISES**

Module (title and number): ***PROFESSIONAL ETHICS : EXERCISE N° 1***

**INTRODUCTION :**

Definition :

-“Professionally accepted standards of business and personal behaviour, values and guiding principles.

-Codes of professional ethics are often established by professional organization to help members in performing their job functions according to their ethical principles.”

“The main criteria for professionalism includes the following:

1. Expert and specialized knowledge in the field of professional practicing
2. Excellent manual/practical and literary skills in relation to profession.
3. High quality work in ( for examples): creations, products, services, presentations, consultancy, primary/other research, administrative, marketing etc…..
4. A high standard of professional ethics, behaviour and work activities while carrying out one's profession (as an employee, self-employed person, career, enterprise, business, company, or partnership/associate/colleague, etc.). The professional owes a higher duty to a client, often a privilege of confidentiality, as well as a duty not to abandon a genuine client just because he or she may not be able to pay or remunerate the professional. Often the professional is required to put the interest of the client ahead of his own interests.
5. Reasonable work morale and motivation. Having interest and desire to do a job well as holding positive attitude towards the profession are important elements in attaining a high level of professionalism.
6. Appropriate treatment of relationships with colleagues. Consideration should be shown to elderly, junior or inexperienced colleagues, as well as those with special needs. An example must be set to perpetuate the attitude of one's business without doing it harm.
7. A professional is an expert who is a master in a specific type of profession.”

1 - Exercise name: ETHICS GUIDELINE IN YOUR PROFESSION

2 - Purpose:

Search for ethics guidelines within your profession. Doctors, journalists and lawyers all adhere to a professional code of ethics. Introducing participants to these codes can help them understand what is expected of them and how to conduct themselves as it is related to their profession.

Make ethics a part of the daily discussion. Pose a question to the staff via a daily email or once a week post an ethical situation for workers to review during a break. Print an ethical theme, question or case in an employee newsletter. Getting people to talk about ethics will help improve dialogue.

3 - Duration/Time frame :

 60 mn

4 - PARTICIPANTS :

Public staff in charge of welcoming people

5 - GROUP SIZE :

4/6 people

6 - MATERIAL :

paper, paper-board

7 - METHODS:

Participation-action,
- group work:
- Animation by the trainer who listens to and notes on the paper-board as a reminder.

8 - DESCRIPTION:
Every participant expresses himself according to his position (or job), his experience and has to make his proper lists. Then he is asked to exchange with other paticipants and make a sorting with a ranking function of the priorities and degrees of importance.

9 - ADVICE FOR TRAINER :

Listen to everybody and make a complete list of all the aspects. Let people choose according to their experiences

10 - SOURCE AND LITERATURE

Read more: <http://www.ehow.com/how_7802610_improve-professional-ethics.html#ixzz2iMrjLKO1>

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11 - Handouts :

Production of a collecting document with all the specific points for the guideline of the profession. It will be a sort of memorandum and a constant reference. It will have to be agreed by the Direction

12 - Contributor (partner):

INSUP