

Personal Values at Work Exercise

Think in terms of your work life. Identify ten values from the ones in the list below. Then imagine that you are only permitted to have five values. Which five would you give up? Cross them off. Then wait for the facilitator to continue the exercise.

Acceptance	Accomplishment	Accountability
Achievement	Advancement and promotion	Adventure
Affection	Appreciation	Arts
Aspiration for higher goals	Autonomy in my work	Camaraderie
Caring for others	Challenging problems	Change and variety
Compassion for others	Cheerfulness	Citizenship
Clean work area	Commitment to a goal	Community
Close relationships	Competence	Competition
Composure	Conscientiousness	Consideration of others
Consistency	Cooperation	Country
Courage	Courtesy	Creativity
Credibility	Decisiveness	Dedication
Democracy	Determination	Diversity
Ecological awareness	Education	Effectiveness
Efficiency	Empathy	Equality
Equity	Excellence	Excitement
Expertise	Fairness	Fame
Fast paced work	Financial gain	Flexibility
Forgiveness	Freedom	Friendship
Friendships	Generosity	Goodness/kindness

Gratitude	Growth	Having a family
Helping other people	Helping society	Honesty
Honor	Independence	Industriousness
Influencing others	Ingenuity	Initiative
Inner harmony	Integrity	Integrity
Intellectual status	Involvement	Job tranquility
Justice	Knowledge	Law-abiding
Leadership	Location	Loyalty
Meaningful work	Mercy	Merit
Moderation	Money	Open and honest (being around people who are)
Obedience	Optimism	Order (tranquility, stability and conformity)
Patience	Peace	Peace
Perseverance	Personal development (living up to my personal potential)	Physical challenge
Physical/athletic prowess	Pleasure	Power and authority'
Privacy	Promise-keeping	Prudence
Public service	Punctuality	Quality of what I take part in
Quality relationships	Recognition (respect from others, status)	Reliability

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Religion	Reputation	Resilience
Resourcefulness	Respect	Responsibility and accountability
Righteousness	Security	Self-control
Self-respect	Sensitivity to others	Serenity
Sharing with others	Sincerity	Sophistication
Stability	Stamina	Status
Stewardship	Supervising others	Thoughtfulness
Time and freedom to choose what I will do next	Tolerance	Tranquility
Trustworthiness	Truth	Understanding
Wealth	Winning	Wisdom
Work under pressure	Working alone	Working side by side with others

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Case Study no. 1

1. You are applying for a new job as an IT director in a public library. You currently are an assistant IT staff but due to your supervisor's extended medical leave, you have been performing most of her work and your own for almost a year now. You want your resume to be taken seriously for the database administrator position. What do you do?

- a Use the title "IT Manager" on your resume --
. after all, you've been performing the duties of the person who last had that role.
- b Use your official title, "IT assistant", on your
. resume, even though it does not accurately reflect the work you perform each day or the skills you need to do it.
- c Create a new job title altogether that better
. describes what you do. It's not your official title, but it delivers the message.

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Case Study No. 2

You are the director and your library is cosponsoring a yearlong program with a local nonprofit preschool where some of the children have special needs. Most of these children's families are indigent. In your conversations with the parents and caregivers, you suspect some of the families are understating their household incomes so they can receive more aid. One particular case involves an unmarried man and woman with a 4-year-old daughter. The family only reports the mother's income, thus boosting the daughter's financial assistance package by almost 50 percent. You know the daughter would not be able to receive any of the services she's getting from your school without this money, and you know the child is benefiting physically and psychologically from the experiences at the library. When you first proposed the program, the board was reluctant to cosponsor it, for several reasons. Now you feel that they would only tell you "I told you so" if you mentioned some problems with the program. What do you do?

- a. Nothing. The child's welfare outweighs the County's need to know what is really happening with the family's finances. Besides, it is the County's responsibility to verify the household incomes of participants in the financial assistance program.
- b. Talk to your board chairperson about the situation, even though you're pretty sure she may suspect something already.
- c. Contact the county department that oversees the program in your county and report the matter as suspected fraud.

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Case Study No. 3

You are the head of public services for a library with 15 part-time staff. The director believes some of the staff members are spending far too much time on the Internet doing tasks not related to work. She asks you to start monitoring employees' Internet usage without their knowledge, something you could easily do from a technological standpoint. What Do You Do?

- a. Start monitoring employees' email and Web usage director asked.
- b. Suggest that the library's acceptable Internet-use be reviewed and enforced.
- c. Talk to employees and tell them what the director mind so they will change their work habits.

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Case Study No. 4

You're the PR coordinator for the public library and part of your job requires you to oversee the printing of various documents. Typically, you write the documents using graphic design software, collaborate with a layout artist and then work with an outside printer to get the documents printed in large quantities. Your latest brochure, "The Public Library: A Personal Stimulus Package" will be printed in 7,500 copies, full-color, your largest expenditure for printing. It is about to come back from the printer. When the shipment arrives, you spot an error on the heading. It's supposed to read "Public Library," but instead it says "Pubic Library." What Do You Do?

- a. Call the mistake to your supervisor's attention and see if the brochure can be reprinted at the library's expense.
- b. In the interest of saving money and time, let the mistake go unnoticed and work extra hard to distribute all copies of the brochure as quickly as possible and out of your life.
- c. Go to the layout artist, who probably should have caught the mistake during production, and ask what went wrong and why. Then, be prepared to tell your supervisor about his mistake when the director asks about it.

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Case Study No. 5

Funding at the library is increasingly tight. The materials budget has not been increased and circulation is up 45% from last year. In an effort to save costs, the board told your director not to renew leases on the color copier. As a public service staffer, you are very aware of how often people use that copier and to have it removed from the premises will impose an unexpected burden for the public. You know that it is you and other staff who will be asked to defend the board's decision even though you think they could have cut corners somewhere else. What Do You Do?

- a. Explain to the annoyed patron that you are sorry, but it was not your decision to discontinue the service. Tell the patron where he might find another copier in town.
- b. Tell the director that you will refer all complaints about the cut in service to her, as graciously as possible.
- c. Ask the director to ask the board to reconsider the decision, because of the popularity of this service. Until that time, you will try to mollify the patrons who complain.

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Question 1

a This is the least ethical response.

Even though you're doing much or even all the work an IT manager does, you are not a manager. Using this title could imply you have more skills and experience than you really have and you run the risk of being discovered when the hiring manager contacts the library to verify your job title and duties.

b. Congratulations, this is the most ethical response.

Always use the official title for the jobs you list on your resume. You can use bulleted phrases to highlight the tasks you did for each job, but for the sake of both accuracy and ethics, you need to list the name of each job as it appears on your official job description.

c. This is not the most ethical response.

Even though the title you created will describe your job duties and skills, you'll be implying that the library hired you as an IT department head.

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Question no. 2

A. This is not the most ethical response.

Yes, the child's needs are important, but what if every family in the program were to do the same thing?

b. You're correct, this is the most ethical response.

As director, informing your board chairperson about your concerns is all you can and should do in this situation. Your chair may or may not do anything about it, but at least you've brought your suspicions to her attention and you may run a risk that she will consider it a matter for the entire board.

c. This is the least ethical response.

While you may think this approach is best, it is an overreaction that could get the family into some serious trouble, potentially for no reason. What if the family simply misunderstood the paperwork or made an honest mistake? Your ethics are at risk whenever you take major actions without arming yourself with all the facts.

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Question 3

a. This is the least ethical response.

You are following orders, of course, but ethically speaking, the staff has the right to know when they are being monitored for whatever reason.

Furthermore, there is no telling what would result in an invasion-of-privacy lawsuit filed by one of the employees, although that's a question of law, not ethics.

b. This is the most ethical response.

It might not solve the problem immediately, but then again, no one knows for certain if there even is a problem. Reviewing the policy with input from all staff will raise everyone's awareness of the issue and serve as an implicit warning to some to change their Internet-related behaviors.

c. This is not the most ethical response.

While your heart is in the right place, you'll be violating the trust the director has placed in you and may even jeopardize your job.

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Question 4

a. Congratulations, this is the most ethical response.

You could easily overlook your mistake and tell yourself the error is minor, but there's more to consider here -- namely, the public's perception of your organization. So the best thing you can do is point out the mishap, do all you can to fix it and ensure it doesn't happen again.

b. This is not the most ethical response.

You're overlooking something very important: The organization's reputation and standing as a knowledgeable, accurate source of important health information. You're also setting yourself up for an embarrassment later -- what if someone else spots the error? Instead, you should point the mistake out to your supervisor, and ensure it doesn't happen again.

c. This is the least ethical response.

The graphic artist isn't the brochure's writer or editor -- you are. You need to accept responsibility for the mistake. So point the mistake out to your supervisor, do all you can to fix it and ensure it doesn't happen again.

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Question 5

- a. This is ethically correct but potentially harmful. You are giving good service under the circumstances, but it makes you seem unsupportive of the library.
- b. This is the least ethical response. It doesn't answer the patron's need and while it might let you palm off an upset patron onto the person who really bears responsibility, it reflects poorly on both you and the library.
- c. This is the most ethical response. While you and other staff might be unhappy with the board's decision, it is your job to implement the decisions made by the board. Even if the board does not agree to reconsider the issue, you have done your best both for the patron and for the library.

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