This course supports the assessments for Ethical Situations in Business. The course covers 2 competencies and represents 3 competency units.

**Introduction**

**Overview**
There has been a major breakdown in corporate ethics in today's business world. The results of a blatant disregard of ethics are prevalent. Studying business ethics takes on relevance and immediacy that requires careful attention and effort to create an ethical environment that is good for businesses, employees, and society as a whole.

Once you've successfully completed this course, you should be able to determine ethical and socially responsible courses of action in a given business situation and be able to develop an appropriate and comprehensive ethics program for a given business venture.

**Competencies**

This course provides guidance to help you demonstrate the following 2 competencies:

- **Competency 310.2.1: Ethical Issues in Business**
  The graduate can determine ethical and socially responsible courses of action in a given business situation.

- **Competency 310.2.3: Ethics Programs**
  The graduate can develop an appropriate and comprehensive ethics program for a given business venture.

**Course Instructor Assistance**
As you prepare to successfully demonstrate competency in this subject, remember that course instructors stand ready to help you reach your educational goals. As subject matter experts, mentors enjoy and take pride in helping students become reflective learners, problem solvers, and critical thinkers. Course instructors are excited to hear from you and eager to work with you.

Successful students report that working with a course instructor is the key to their success. Course instructors are able to share tips on approaches, tools, and skills that can help you apply the content you're studying. They also provide guidance in assessment preparation strategies and troubleshoot areas of deficiency. Even if things don't work out on your first try, course instructors act as a support system to guide you through the revision process. You should expect to work with course instructors for the duration of your coursework, so you are welcome to contact them as soon as you begin. Course instructors are fully committed to your success!

**Preparing for Success**

The information in this section is provided to detail the resources available for you to use as you complete this course.
Learning Resources
The learning resources listed in this section are required to complete the activities in this course. For many resources, WGU has provided automatic access through the course. However, you may need to manually enroll in or independently acquire other resources. Read the full instructions provided to ensure that you have access to all of your resources in a timely manner.

Automatically Enrolled Resources

You will be automatically enrolled at the activity level for the following learning resources. Simply click on the links provided in the activities to access the learning materials.

VitalSource E-Texts
The following textbooks are available to you as e-texts within this course. You will be directly linked to the specific readings required within the activities that follow.


*Note: This e-text is available to you as part of your program tuition and fees, but you may purchase a hard copy at your own expense through VitalSource or a retailer of your choice. If you choose to do so, please use the ISBN listed to ensure that you receive the correct edition. The following sites provide instruction on how to create a VitalSource account, use features such as downloading your e-texts for offline use, and purchase a print-on-demand option, if available.*

- **VitalSource Navigational Video**
- **Print-On-Demand Option**

SkillSoft and Books 24x7
You will access SkillSoft items at the activity level within this course. For more information on accessing SkillSoft items, please see the “Accessing SkillSoft Learning Resources” page.

Topics and Pacing
This outline suggests a weekly structure to pace your completion of learning activities. It is provided as a suggestion and does not represent a mandatory schedule. Follow these guidelines carefully to complete the course in the suggested timeframe.

- **Weeks 1-2:**
  - Concepts of Social Responsibility
- **Week 3:**
  - Review of Major Points
- **Weeks 4-5:**
  - Developing an Ethics Program
- **Week 6:**
  - Performance Assessment

Social Responsibility in Business (Part I)
The term social responsibility is a concept which encompasses the actions, activities, and attitudes of business and the impact a business has on the community within which it operates—trying to maximize a positive impact and minimize any negative impact. Corporate social responsibility is often described as an "obligation" to be fair and to do good. Issues of corporate social responsibility span a wide range of ethical and social issues, including environmental protection, working conditions, stakeholder rights, consumer protections, fair competition, and community support.

**Concepts of Social Responsibility**

When you have completed this topic you will be able to

- describe, define, and explain business ethics from an organizational perspective;
- describe the historical foundations and evolution of business ethics;
- list the ways in which ethical value systems support business performance;
- identify courses of action in a given business situation that are socially responsible for that situation;
- explain stakeholder orientation and perspective in corporate social responsibility and identify the roles of stakeholders in business ethics; and
- define and identify ethical issues and delineate types of behavior as business ethics issues.

This topic addresses the following competencies:

- **Competency 310.2.1: Ethical Issues in Business**
  The graduate can determine ethical and socially responsible courses of action in a given business situation.

**Understanding the Importance of Business Ethics**

Read the following chapter in *Business Ethics*:

- chapter 1 ("The Importance of Business Ethics")

After reading the chapter you should be able to answer the following questions:

- How would you define business ethics?
- How has business ethics developed over time?
- What is involved in developing an ethical culture in an organization?
- What are three benefits to business of a clear ethical framework?

**Chapter 1: Review Questions - Exercises**

If you need more practice with the content, please review the "Questions - Exercises" at the end of chapter 1 ("The Importance of Business Ethics").

If you need additional guidance, navigate to the Course Chatter and post a question to get input from your peers and course instructors.

**Case Studies 1 and 2**
If you need more practice with the content, please review the following cases in *Business Ethics* and post your thoughts on the Course Chatter:

- **case 1** ("Wal-Mart: The Challenge of Managing Relationships with Stakeholders")
- **case 2** ("The Coca-Cola Company Struggles With Ethical Crises")

**Identifying, Understanding, and Defining Stakeholder Relationships, Social Responsibility, and Corporate Governance**

Read the following chapter in *Business Ethics*:

- **chapter 2** ("Stakeholder Relationships, Social Responsibility, and Corporate Governance")

After reading the chapter you should be able to answer the following questions:

- What are various stakeholder roles in business ethics?
- What is an accepted definition of social responsibility?
- What are the relationships between stakeholder orientation and social responsibility?
- What should be the role of corporate governance in structuring ethics and social responsibility in business?
- What are the steps involved in implementing a stakeholder perspective in social responsibility and business ethics?

**Chapter 2: Review Questions - Exercises**

If you need more practice with the content, please review the "Questions - Exercises" at the end of **chapter 2** ("Stakeholder Relationships, Social Responsibility, and Corporate Governance").

If you need additional guidance, navigate to the Course Chatter and post a question to get input from your peers and course instructors.

**Case Studies 3 and 4**

If you need more practice with the content, please review the following cases in *Business Ethics* and post your thoughts on the Course Chatter:

- **case 3** ("The Fall of Enron: A Stakeholder Failure")

**Identify Emerging Business Ethics Issues**

Read pages 68-84 from the following chapter in *Business Ethics*:

- **chapter 3** ("Emerging Business Ethics Issues")

After reading the chapter you should be able to:

- describe ethical issues in the context of organizational ethics;
- explain how ethical issues relate to basic values of honesty, fairness, and integrity;
- delineate and identify unethical behaviors as business ethics issues; and
• identify three challenges in determining an ethical issue in business.

Chapter 3: Review Questions - Exercises

If you need more practice with the content, please review the "Questions - Exercises" at the end of chapter 3 ("Emerging Business Ethics Issues").

If you need additional guidance, navigate to the Course Chatter and post a question to get input from your peers and course instructors.

Social Responsibility in Business (Part II)

The activities in this subject will complete your work with the concepts associated with social responsibility in business and prepare you to submit your first EST1 performance task in Taskstream.

Concepts of Social Responsibility
When you have completed this topic you will be able to

• identify issues of social responsibility within an organization's operations, and
• develop recommendations for action to improve that organization's level of social responsibility.

At this point, focus on review and confirm your mastery of these concepts in preparation to submit your work in Taskstream for grading.

This topic addresses the following competencies:

• Competency 310.2.1: Ethical Issues in Business
  The graduate can determine ethical and socially responsible courses of action in a given business situation.

Determine Levels of Corporate Social Responsibility

Review the following module in SkillSoft:

• Workplace Management: Corporate Social Responsibility

Mid-way Review

Congratulations! You have successfully completed the first section of this course. The responsibility of business to be a "good citizen" is not only important from the social perspective, but it is good business as well.

Performance Assessment
By this midway point in your work on the course, you should have developed competency in "determining ethical and socially responsible courses of action in a given business situation," including the following:

• understanding the concept of social responsibility in business
- recognizing the range of issues that fall under corporate social responsibility
- identifying socially responsible courses of action in given business situations
- identifying stakeholders involved in creating corporate social responsibility

**Performance Task 310.2.1-05**

Complete the following task in Taskstream:

- Ethical Situations in Bus: Task 310.2.1-05

For details about this performance assessment, see the "Assessment" tab in this course.

Carefully read the given information in the scenario and task instructions. Be sure to include the following in your submission:

- Determine whether or not Company Q's actions, as described in the scenario, are socially responsible and be sure to explain your reasoning.
- Recommend three actions that Company Q could take to improve the company's attitude toward social responsibility.

If you need more detailed support with this assessment, watch the brief Task 1: The Grocery Store video:

**Finalize Your Document**

1. Organize your recommendations into an essay.
2. Proofread your document for spelling and grammar errors.
3. Check your formatting to make sure that you have used the same format throughout the document.
4. Read the essay closely to make sure your sentences are clear and concise.
5. If you used references, make sure that you cite them using APA style.
6. Save your document with the following naming convention: student number, last name, EST1 Task #. (For example, 55455 Smith EST1 Task 310.2.1-05).

Check that you did the following before submission:

- You completely, thoroughly, and logically evaluated Company Q's attitude toward social responsibility, as described in the scenario.
- You provided three clear recommendations for areas that could be improved regarding Company Q's attitude toward social responsibility.
- You checked your Turnitin report to ensure that your originality score was 30% or less. For more information on how to use Turnitin, please visit the Center for Writing Excellence.

Self-score your task using the scoring rubrics in Taskstream. In Taskstream, each task has a posted scoring rubric. Review your work using the provided scoring rubric, which is the same
rubric that the grader uses to score your task. Make sure that your work meets the minimum requirements as set out by the scoring rubric.

Submit your task to Taskstream to be graded. Once your task has been evaluated, you will receive an email notification from Taskstream. If the grader did not give you a passing grade for your task you can review, revise, and resubmit with corrections. If there are any areas where you do not understand a concept, please check with the course instructor for assistance. If you do not pass the assessment within two tries, you will need to have the course instructor’s approval to try again.

**Developing an Ethics Program (Part I)**

The activities for this section will introduce you to the concepts associated with developing an ethics program for a business to foster ethical decision-making for business directors, officers, and employees. Effective ethics programs provide the opportunity for management to establish a culture that establishes ethical behavior both inside and outside of the organization as the business strives to eliminate unethical conduct. You will study factors that are essential parts of an ethical program: codes of conduct, ethics officers and delegation of authority, training, monitoring, compliance, and improvement reviews.

**Developing an Ethics Program**

When you have completed this topic you will be able to

- explain why businesses need to develop ethics programs;
- list the minimum requirements of an ethics program;
- describe the role of codes of ethics in identifying key risk areas for an organization;
- identify keys to successful ethics training; and
- explain how ethical standards are monitored, audited, and enforced.

This topic addresses the following competencies:

- **Competency 310.2.3: Ethical Issues in Business**
  
The graduate can develop an appropriate and comprehensive ethics program for a given business venture.

**Developing an Effective Ethics Program**

Read the following chapter in *Business Ethics*:

- chapter 8 ("Developing an Effective Ethics Program")

After reading the chapter you should be able to answer the following questions:

- What is the responsibility of the corporation to be a moral agent?
- Why does a business need to develop an ethics program?
- What are the minimum requirements for an ethics program?
- What is the role of a code of ethics in identifying key risk areas for an organization?
- What are the keys to successful ethics training, including program types and goals?
• How are ethical standards monitored, audited, and enforced?
• Why is continuous improvement important with an ethics program?

Chapter 8: Review Questions - Exercises

If you need more practice with the content, please review the "Questions - Exercises" at the end of chapter 8 ("Developing an Effective Ethics Program").

If you need additional guidance, navigate to the Course Chatter and post a question to get input from your peers and course instructors.

Implementing and Auditing Ethics Programs

Read the following chapter in Business Ethics:

• chapter 9 ("Implementing and Auditing Ethics Programs")

After reading the chapter you should be able to answer the following questions:

• What is ethics auditing and how is it performed?
• What are the benefits and limitations of ethics auditing?
• What are the challenges of measuring nonfinancial performance in an organization?
• What are the stages of an ethics auditing process?
• What strategic role does the ethics audit play?

Chapter 9: Review Questions - Exercises

If you need more practice with the content, please review the "Questions - Exercises" at the end of chapter 9 ("Implementing and Auditing Ethics Programs").

If you need additional guidance, navigate to the Course Chatter and post a question to get input from your peers and course instructors.

Developing an Ethics Program (Part II)

The activities for this subject will prepare you to submit the next EST1 task in Taskstream.

Developing an Ethics Program

When you have completed this topic you will be able to develop an effective ethics program for an organization, including codes of conduct, ethics officers and their roles, ethics training, program monitoring, program auditing, and improvement systems. Potential employees who not only understand the significance of creating effective ethics programs, but are also able to monitor, audit, and improve those programs, will become sought after in the workplace as the ethical environment in business continues to change.

This topic addresses the following competencies:

• Competency 310.2.3: Ethical Issues in Business
  The graduate can develop an appropriate and comprehensive ethics program for a given business venture.
Ethics for Managers

Review the following optional module in SkillSoft:

- Introduction to Workplace Ethics

Final Review

You have successfully completed the second section of the course. You have mastered the concepts of developing an ethics program, and how those concepts can be utilized in particular business settings.

Performance Assessment

As you prepare to complete your work with Ethical Situations in Business, and as you complete this course, you should have developed competency in "developing an appropriate and comprehensive ethics program for a given business venture," including the following:

- explaining why businesses need ethics programs, and the benefits from those programs
- listing minimum requirements for an ethics program
- understanding what is required for successful ethics training
- understanding how to monitor, audit and improve ethical standards and programs in business

Performance Task 310.2.3-08

Complete the following task in Taskstream:

- Ethical Situations in Bus: 310.2.3-08

For details about this performance assessment, see the "Assessment" tab in this course.

Carefully read the scenario for the task, as this contains the relevant facts you need to consider as you develop your ethics program for this company. Draft your ethics program for the task. Be sure to develop the following in your ethics program document:

- An applicable standards and procedures section that includes a minimum of four elements of acceptable or unacceptable behavior found in a code of ethics.
- A section that identifies a minimum of three specific components for an ethics training program.
- A section that explains the processes for monitoring and reporting misconduct.
- A section that explains your plan to audit the ethics program after implementation.

If you need more detailed support with this assessment, watch the brief Task 2: The Ethics Program video:

Final Steps
Congratulations on completing the activities in this course! This course has prepared you to complete the assessments associated with this course. If you have not already been directed to complete the assessments, schedule and complete your assessments now.