



SS252: Compliance Work Ethics: Building Professionalism, Integrity & Accountability in the Workplace

Training Description:

Work ethics is the foundation of a productive, trustworthy, and high-performing organization. Employees who demonstrate integrity, accountability, professionalism and respect contribute significantly to organizational success and create a positive workplace culture.

This comprehensive training course is designed to strengthen participants' understanding of ethical principles, professional conduct, workplace responsibilities and organizational values. Through practical case studies, interactive discussions, self-assessments, role-playing exercises and real-life workplace scenarios, participants will learn how ethical behavior influences decision-making, teamwork, customer relationships and organizational reputation.

The training course also focuses on developing personal accountability, maintaining confidentiality, managing workplace conflicts ethically, promoting diversity and inclusion and building a culture of trust and responsibility. By the end of the course, participants will possess the knowledge and practical skills to consistently demonstrate ethical behavior and professionalism in their daily work.

Training Objectives:

By the end of the training, participants will be able to:

- ✓ Understand the principles and importance of workplace ethics
- ✓ Demonstrate professionalism in daily workplace interactions
- ✓ Make ethical decisions using practical decision-making frameworks
- ✓ Strengthen personal integrity, accountability and responsibility
- ✓ Improve communication while maintaining honesty and respect
- ✓ Manage ethical dilemmas confidently and professionally
- ✓ Promote fairness, diversity, inclusion and mutual respect
- ✓ Protect confidential information and organizational assets
- ✓ Develop stronger teamwork based on trust and ethical conduct
- ✓ Create an individual action plan for sustaining ethical behavior at work

Training Designed for:

This training course is intended for Administrative Professionals, Supervisors and Team Leaders, Managers, Human Resources Personnel, Customer Service Representatives, Sales and Marketing Professionals, Finance and Procurement Personnel, Technical and Operations Staff, Government Employees, Healthcare Professionals, Engineers, Newly Hired Employees and Any employee seeking to strengthen workplace ethics and professionalism.

Training Requirement:

"Hand's on practical sessions, equipment and software will be applied during the course if required and as per the client's request."

Contents can be adapted to your specific wishes. It is therefore possible to focus on specific modules of the training course as per client's learning needs and objectives. Further, it should be forwarded to us a month prior to the course dates.

Training Program:

DAY ONE:

FOUNDATIONS OF WORK ETHICS AND PROFESSIONALISM

- ❖ **Module 1: Understanding Work Ethics**
 - Definition of work ethics
 - Importance of ethics in organizations
 - Personal values vs organizational values
 - Characteristics of ethical employees
- ❖ **Module 2: Professional Conduct**
 - Workplace professionalism
 - Positive attitude
 - Reliability and dependability
 - Respect in the workplace
 - Appropriate workplace behavior
- ❖ **Module 3: Organizational Culture and Values**
 - Vision, mission, and core values
 - Building an ethical culture
 - Organizational citizenship behavior
 - Ethical responsibilities of employees
- ❖ **Practical Exercises:**
 - Personal Ethics Self-Assessment
 - Group Discussion: "What Makes an Ethical Employee?"

DAY TWO:

INTEGRITY, ACCOUNTABILITY & ETHICAL DECISION-MAKING

- ❖ **Module 1: Integrity in the Workplace**
 - Honesty and transparency
 - Trustworthiness
 - Keeping commitments
 - Ethical leadership behaviors
- ❖ **Module 2: Accountability and Responsibility**
 - Taking ownership
 - Meeting commitments
 - Time management as an ethical responsibility
 - Responsibility for workplace results
- ❖ **Module 3: Ethical Decision-Making**
 - Ethical decision-making models
 - Identifying ethical dilemmas
 - Balancing competing interests
 - Consequences of unethical decisions
- ❖ **Practical Exercises:**
 - Workplace Ethical Dilemmas
 - Decision-Making Simulations
 - Case Study Discussions

- ❖ **Module 1: Building an Ethical Career**
 - Personal reputation
 - Career credibility
 - Professional image
 - Continuous ethical improvement
- ❖ **Module 2: Becoming an Ethics Ambassador**
 - Leading by example
 - Influencing ethical behavior
 - Coaching ethical practices
 - Creating a positive workplace culture
- ❖ **Module 3: Personal Action Planning**
 - Identifying personal ethical strengths
 - Areas for improvement
 - Setting professional goals
 - Developing a workplace ethics action plan
- ❖ **Final Activities:**
 - Presentations
 - Individual Action Plan Presentation
 - Knowledge Assessment
- ❖ Course Conclusion
- ❖ POST-ASSESSMENT and EVALUATION

Training Methodology:

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:

- 30% Lectures, Concepts, Role Play
- 70% Workshops & Work Presentations, Techniques, Based on Case Studies & Practical Exercises, Gamification, Software & General Discussions
- Pre and Post Test

Training Certificate(s):

CMCT Internationally recognized certificate(s) will be issued to each participant who completed the course.

Training Fees:

USD\$ TBA - This rate includes participant's manual, hand-outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Note: The 5% VAT (Value Added Tax), will be effective starting 01st of January 2018 as per the new regulation from the UAE Government. The VAT applies for all quotation both for local and abroad.

Training Timings:

Daily Timings:

- 07:45 - 08:00 Morning Coffee / Tea
- 08:00 - 10:00 First Session

10:00 - 10:20	Recess (Coffee/Tea/Snacks)
10:20 - 12:20	Second Session
12:20 - 13:00	Recess (Prayer Break & Lunch)
13:00 - 14:00	Last Session

For training registrations or in-house enquiries, please contact:

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