



# **ETHICS & PROFESSIONALISM**

**(540)**

**REGIONAL 2023**

**FINAL**

**Preparation Time: 20 minutes**

**GENERAL GUIDELINES:**

***Failure to adhere to any of the following rules will result in disqualification:***

1. Contestant must hand in this test booklet and all printouts if any.
2. No equipment, supplies, or materials other than those specified for this event are allowed in the testing area. No previous BPA tests and/or sample tests (handwritten, photocopied, or keyed) are allowed in the testing area.
3. Electronic devices will be monitored according to ACT standards.

**DESCRIPTION:**

Explore the application of ethical frameworks to various aspects used in business today.

**REGIONAL FINAL SCENARIO KEY:**

Lynn works weekends and evenings at the counter of a large cell phone repair store. The job fits with her interests, allows her plenty of time for schoolwork, and gives her spending money. One evening, one of her friends stopped by her counter, so she showed her some new cell phone cases and let her try one on her current phone. While Lynn stepped away to wait on another customer, she noticed her friend quickly left the store. As Lynn inventoried items at the end of her shift, she realized the cell phone case her friend had tried was missing. The store's policy is to prosecute shoplifters. She decided to talk to her friend about the policy instead of reporting her to the store manager.

- What other courses of action could Lynn consider?
- How will Lynn's actions affect her career options moving forward?
- Will her decision affect the company and/or other employees?

**A contestant will be DISQUALIFIED for violations of the Copyright and Fair Use Guidelines.**

**Contestants who do not submit an entry that follows this topic will be disqualified.**

**Answers will vary, but may include the following from the *Ethics and Professionalism Resources Manual*:**

- Page 3 - Open communication is conducting professional business with transparency and dual freedom to exchange information.
- Page 3- Equal opportunities is ensuring those around you and those you engage in business transactions are given the respect, honesty, and fairness needed to perform in the workplace.
- Page 3 - Digital Solutions' employees agree to uphold the following standards:
  - take responsibility for my actions, decisions, and obligations
  - make honest and transparent decisions which are good for all involved
  - present information in a clear and timely manner to all parties
  - encourage actions, policies, and procedures which promote high standards for conduct and professionalism
  - uphold and respect the laws that govern my work
- Page 5 – Integrity is the foundation on which good commerce is built and involves holding to your principles even when it would be easier or more profitable to compromise them.
- Page 5 – Trustworthiness: neither you nor your business can succeed with a reputation for untrustworthiness.
- Page 5 – Internal + External: good business practice requires that ethical behavior be practiced both internally as well as outside the business.
- Page 6 – Paying respect to co-workers, oneself, and clients, being honest during any type of transaction, and taking responsibility for one's own actions is both ethical and professional. Today's employees are looking for a workplace that exhibits positive ethical and professional values.
- Page 6 – Professionalism allows for heightened respect from clients, thereby opening greater lines of communication and potentially increased trust.
- Page 7 – Effective communication skills will give you an advantage over most of your colleagues. Knowing how to efficiently communicate your message will enable you to increase the amount of influence that you will have in dealing with your peers, supervisors, and subordinates.
- Page 9 – Confidentiality is critical in many professional engagements and is key to organizational risk management and both personal and professional liability.