HORTICULTURAL CROPS PRODUCTION

Level-I

Learning Guide-43

Unit of Competence: Demonstrate Work Values

Module Title: Demonstrating Work Values

LG Code: AGR HCP1 M12 LO1-LG-43

TTLM Code: AGR HCP1 TTLM 1219v1

LO 1: Define the purpose of work

ATTSVE

Instruction Sheet	**Learning Guide 43**

This learning guide is developed to provide you the necessary information regarding the following **content coverage** and topics:

- Identifying and defining sense of purpose for working.
- Achieving personal mission.

This guide will also assist you to attain the learning outcome stated in the cover page. Specifically, **upon completion of this Learning Guide, you will be able to**:

- Identify and clearly define unique sense of purpose for working.
- Achieve personal mission in harmony with company's values

Learning Instructions:

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described below.
3. Read the information written in the information "Sheet 1-2'' in page 3&7 respectively.
4. Accomplish the "Self-check 1-2''in page 6&10 respectively.
5. If you earned a satisfactory evaluation from the "Self-check" proceed to "next''.

Information Sheet-1	Identifying and Defining Sense of Purpose for Working

1.1 Defining the Purpose of Work

Define meaning of work

Work has several definitions, but they all share the idea of a purposeful activity. **Work** generally refers to expending energy through a set of coordinated activities aimed at producing something useful. **Activity** involving mental or physical effort done in order to achieve a result. Work may be pleasant or unpleasant, and may or may not be associated with monetary exchanges. **Some basic terms…**

- ❖ A **job** is the thing that you are paid to do.
- ❖ **Work** is the activity of having a job, being paid.
- ❖ If you work for a person or company, you are an **employee**. Your company is your employer. The company **employs** you.
- ❖ If you work for yourself and do not have an employer, you are **self-employed**.
  If you work for different companies when they need you, you are a **freelance worker**.

The purpose of Work

Work is essential for the survival of human being. It is the ultimate means for the attainment of development. Without work there is no development. There are numerous purposes of work for the individual as well as the community. These are: material enrichment, Job satisfaction, health and mental development, social interaction, experience and knowledge.

1. **Material Enrichment**- People engaged in work to earn money in order to fulfill material needs/cover living expenses. The majority of works performed are paid works which enable

a worker to get money. For this reason, many people go to work in order to fulfill their material needs be it basic needs or luxuries.

2. **Job Satisfaction-** is another reason why people go to work. When performing a work that pleases him, a person gets satisfaction from the action itself and from the result obtained. There are situations when job satisfaction might be given higher place than material enrichment gained from work.

3. **Social Interaction**-Interaction at work place with co-workers/ colleagues or customers enables the worker to widen social life. This also enables the worker to know more people and to have more experience in social life. The worker also develops qualities like open-mindedness and tolerance.

4. Health and Mental development- work makes a person physically and mentally fit. Workers use their mind during work and this helps them how to learn how to further use their mind best. Work also enables one to use the body better, enhances one to continually exercise by working.

5. Experience and Knowledge – we learn work from every day experiences. This makes workers more experienced and fit for the work and other related engagements. If the worker tries to develop his/her skill and productivity by getting better knowledge in the area, his/her work gives him/her the best education. Being ready to learn from our mistakes and from other' experience makes the worker more competent and fit for work.

Understanding purpose of work activities in any work operation is very important to do what is intended in the enterprise. For this purpose: -

Workplace Procedure is a set of written instructions that identifies the health and safety issues that may arise from the jobs and tasks that make up a system of work.

A safe working procedure should be written when:

- designing a new job or task
- changing a job or task
- introducing new equipment
- Reviewing a procedure when problems have been identified, example from an accident or incident investigation.

  In understanding work purpose the workers engaged in the enterprise parallel with operating activities they can develop their own personal knowledge, develop skill and attitude.

Self-Check 1	Written Test

Name: _____   Date: _____

Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. Explain the purpose of work? (10 pts).

2. Define work? (5 pts).

3. When does a safe working procedure should be written? (10pts).

Answer Sheet

Score = _____

Rating: _____

1._____

2._____

3. _____

Note: Satisfactory rating above 25 points   Unsatisfactory - below 25 points

You can ask you teacher for the copy of the correct answers.

ATTSVE

Information Sheet-2	Achieving Personal Mission.

2.1 Implementation of personal mission in harmony with company's values

A **value** is a type of belief, centrally located in one's total belief system in enterprises too.

In any enterprise an individual has their own mission this mission should be to accomplish the sustain value of enterprise he engaged in.

Therefore, in the definitions of **company's values,** the idea of an attitude towards or orientation with regard to work constitutes a central element most definitions of work values agree with the notion that work values are specific goals that the individual considers important and attempts to attain in the work context.

Modes of conduct or end states, with respect to one's work activity harmonized with company's value, **work values** can be defined as a person's attitudes to work in general rather than his feeling about a specific job during implementation.

Developing a mission and values is the foundation for long term success, as demonstrated, if a vision and mission is recognized by all stakeholders and affects every hiring, strategic decision and communication; its effect can be magic.

2.2 Understanding company performance and ethical standards

Any company has its own objectives to achieve during their activity within the enterprise based on the input of their effort. The company performance is promoted with the input of materials and professional man power. To manage these man power and their materials the enterprises should set ethical standards concerning the overall situations of their organization. Therefore, to check the performance of their company the managers and the workers of the company should know the performance of the enterprise. The set ethical standards of the enterprise should be understood by the members of the companies.

2.3 Balancing Work and Family responsibility and fundamental rights and gender sensitivity

Family-work balance is a complex issue that involves financial values, gender roles, career paths, time management and many other factors.

Hidden values and models from our cultures, original families and other sources influence our choices in ways that we often don't anticipate or understand and that have far-reaching consequences for our lives. Like so many of the challenges and dilemmas of marriage, balancing family and work has no easy solution-no one-size-fits-all approach.

Every person and couple will have their own preferences and needs. Couples are struggling with the relative priorities of their values family involvement, career and material goals, personal growth and fulfillment. The most important thing we can tell you about balance: Preparation, intentionality and joint decision-making are the key to creating and maintaining the right family-work balance for couple especially here emphasis will be given to women in the enterprise of any tasks.

Many couples experience extremely strong forces pulling them away from the priority that they would like their family to have. If you don't aggressively plan your balance, these other forces will prevail. Without a clear plan and commitment to maintaining balance, time and energy for family erodes and evaporates. For more understanding look the following: -

- ❖ Family-work balance is a process, not a static achievement.
- ❖ It's important to make the 'big decisions' – selecting careers and jobs, timing children, allocating roles and responsibilities, etc.
- ❖ That will provide the opportunity for balance.
- ❖ The real task of balance takes place on a weekly and daily basis, even from hour to hour.
- ❖ This is where couples hold the line to protect family time or allow it to evaporate where they choose to take advantage of a family opportunity or allow other priorities to interfere.

❖ The process nature of balance means that you can and must adjust as required.

❖ No decision, plan or approach need be permanent.

❖ If it's not working or satisfying, you can reconsider and make changes.

2.4 Interpersonal and communication skill

The quality of interpersonal communication within an organization as demonstrated in research that ineffective interpersonal communication negatively affected group decision making and the individual's career progress. People with more developed communication abilities helped groups to make better decisions and were promoted more frequently than individuals with less developed abilities.

Self-Check 2	**Written Test**

Name: _____   Date: _____

Directions: Answer all the questions listed below and Use the Answer sheet provided in the next page:

1. Which one is not the principle of occupational health and safety? (5 pts)

    a. No need to established occupational health and safety policy

    b. There is need for consultation with the social patterns and other stakeholders

    c. Prevention and protection must be the aim of OHS programs and policies

    d. Health promotion is central element of OH practices

Short Answer Questions

1. Explain the significance of balancing work and family responsibility? (5pts)

2. Discuss the advantage of understanding company performance and ethical standards? (5pts)

Answer Sheet

1._____

2._____

Score = _____

Rating: _____

Note: Satisfactory rating above 15 points   Unsatisfactory - below 15 points

You can ask you teacher for the copy of the correct answers.

List of Reference Materials

1. Congress, E. (1999). Social work values and ethics. Belmont, CA: Wadsworth.

2. Reamer, F. G. (2001a). Ethics education in social work. Alexandria, VA: Council on Social Work Education.

3. Reamer, F. G. (2001b). The social work ethics audit: A risk management tool. Washington, DC: NASW Press.

4. Pumphrey, M. V. (1959). The teaching of values and ethics in social work education. New York, NY: Council on Social Work Education.

5. Abbott, A.A. (1988). Professional choices: Values at work. Silver Spring, MD: National Association of Social Workers..

HORTICULTURAL CROPS PRODUCTION

Level-I

Learning Guide-44

Unit of Competence: Demonstrate Work Values

Module Title: Demonstrating Work Values

LG Code: **AGR HCP1 M12 LO2-LG-44 TTLM**

Code: **AGR HCP1 TTLM 1219v1**

LO 2: Apply work values/ethics

Instruction Sheet	Learning Guide 44

This learning guide is developed to provide you the necessary information regarding the following **content coverage** and topics:

- Classifying and reaffirming Work values/ethics/concepts.
- Undertaking Work practices.
- Conducting personal behavior and relationships with co-workers and/or clients.
- Using company resources.

This guide will also assist you to attain the learning outcome stated in the cover page. Specifically, **upon completion of this Learning Guide, you will be able to**:

- Classify and reaffirm work values/ethics/concepts.
- Undertake work practices.
- Conduct personal behavior and relationships with co-workers and/or clients
- Use company resources.

Learning Instructions:

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described below.
3. Read the information written in the information "Sheet 1-4" in page 14,22,25&28 respectively.
4. Accomplish the "Self-check 1-4" in page 21.24,27&29 respectively.
5. If you earned a satisfactory evaluation from the "Self-check" proceed to "next"**.**

Information Sheet- 1	Classifying and Reaffirming Work Values/Ethics/Concepts.

1.1 Definition of Work value

A **value** is a principal or standard that is held in high esteem by an individual and is related to all aspects of one's personal and work life. As you rank each value, think about how important the value is to you in a work setting.

Work values refer to the things or activities you place worth upon and strive to obtain or engage

2.2. Classifying concepts of work values and ethics

From the very beginning of social work, the profession has been seen as firmly rooted in values (Reamer, 2001). Almost a half century ago Pumphrey (1959) in The Teaching of Social Work Values and Ethics divided values into three categories:
- ✓ first, the values of the profession as related to the larger society;
- ✓ second, internal relationships within professional membership; and
- ✓ third, relationships with the clients.

Although social work values have always been considered an integral part of our profession, social workers have struggled for many years with questions about what are social work values and can they be taught. Values have been defined as beliefs, while ethical practice has been viewed as the application of these beliefs (Congress, 1999). Abbott (1988) looked at social work values in regard to respect for basic rights, sense of social responsibility, commitment to individual freedom (social justice), and support of self-determination.

➢ The followings are essential work values that should be exhibited by Employees/worker:

1. Strong Work Ethic

Organizations value workers who understand and possess a willingness to work hard. In addition to working hard it is also important to work smart. This means learning the most efficient way to complete tasks and finding ways to save time while completing daily assignments. Doing more than is expected on the job is a good way to show management that you utilize good time management skills and don't waste valuable company time attending to personal issues not related to the job.

2. Dependability and Responsibility

Organizations value employees, who come to work on time, are there when they are supposed to be, and are responsible for their actions and behavior. Being dependable and responsible as a worker shows your organization that you value your job and that you are responsible in keeping up with projects and keeping them informed of the things that they should know about.

3. Possessing a Positive Attitude.

Organizations seek workers who take the initiative and have the motivation to get the job done in a reasonable period of time. A positive attitude gets the work done and motivates others to do the same without dwelling on the challenges that inevitably come up in any job. It is the enthusiastic worker who creates an environment of good will and who provides a positive role model for others. A positive attitude is something that is most valued by supervisors and co-workers and that also makes the job more pleasant and fun to go to each day.

4. Adaptability

Organizations seek workers who are adaptable and maintain flexibility in completing works in an ever-changing workplace. Being open to change and improvements provides an opportunity to complete work assignments in a more efficient manner while offering additional benefits to the corporation, the customer, and even the employee. Adaptability also means adapting to the personality and work habits of co-workers and supervisors. By viewing change as an opportunity to complete work assignments in a more efficient manner, adapting to change can be a positive experience. New strategies, ideas, priorities, and work habits can foster a belief among workers that management and staff are both committed to making the workplace a better place to work.

5. Honesty and Integrity

Organizations value workers who maintain a sense of honesty and integrity above all else. Good relationships are built on trust. When working for an employer they want to know that they can trust what you say and what you do. Successful organization work to gain the trust of customers and maintain the attitude that "the customer is always right".

6. Self – Motivated

Organizations look for employees who require little supervision and direction to get the work done in a timely and professional manner. Self-motivated employees require very little direction from their supervisors. Once a self-motivated employee understands his/her responsibility on the job, they will do it without any prodding from others. Employers can do their part by offering a safe, supportive, work environment that offers employees an opportunity to learn and grow. Working in a supportive work environment and taking the initiative to be self-directive will provide employees with a better sense of accomplishment and increased self-esteem.

7. Motivated to Grow & Learn

In an ever-changing workplace, organizations seek employees who are interested in keeping up with new developments and knowledge in the field. It has been noted that one of the top reason's employees leave their organization is the lack of opportunity for career development within the organization. Learning new skills, techniques, methods, and/or theories through professional development helps keep the organization at the top of its field and makes the employee's job more interesting and exciting.

8. Strong Self Confidence

Self-confidence has been recognized as the key ingredient between someone who is successful and someone who is not. A self confident person is someone who inspires others. A self-confident person is not afraid to ask questions on topics where they feel they need more knowledge.

The self-confident person does what he/she feels is right and is willing to take risks. Self-confident people can also admit their mistakes. They recognize their strengths as well as their weaknesses and are willing to work on the latter. Self-confident people have faith in themselves and their abilities which is manifested in their positive attitude and outlook on life.

9. Professionalism

Organizations value employees who exhibit professional behavior at all times. Professional behavior includes learning every aspect of a job and doing it to the best of one's ability. Professionals look, speak and provide positive role model for others. Professionals complete high-quality work and are detail oriented. Professionals are enthusiastic about their work and optimistic about the organization and its future.

10. Loyalty

Organizations value employees who trust and exhibit their loyalty to the company. Loyalty in the workforce has taken on a new meaning. Companies offering employee growth and opportunity will ultimately gain a sense of loyalty from their employees. Best employees offer loyalty and make an important contribution during their time with the company. More companies today encourage employee feedback and offer employees an opportunity to lead in their area of expertise. This gives employees a greater sense of satisfaction, loyalty and trust for the organization. Offering jobs that encourage learning and the development of new skills also gives employees a sense of empowerment in the workplace.

Concept of Ethics

Ethics refers to a set of rules that describes acceptable conduct in society. Ethics serve as a guide to moral daily living and helps us judge whether our behavior can be justified. Ethics refers to society's sense of the right way of living our daily lives. It does this by establishing rules, principles, and values on which we can base our conduct. The concepts most directly associated with ethics are truth, honesty, fairness, and equity.

While ethics is a societal concern, it is of critical importance to the professions that serve society. Because professionals such as physicians, attorneys, engineers, and property and facility managers provide services that affect our welfare, they develop professional codes of ethics that establish professional standards for behavior.

Ethical behavior tends to be good for business and involves demonstrating respect for key moral principles that include honesty, fairness, equality, dignity, diversity and individual rights. It concerns with Morals and Philosophy. It is the study of moral obligation. In other words, Ethical rules are not enforced by public authority, whereas legal rules are.

Ethics is the values of hard work instilled in or held by employees. For example, an employee with a good work ethic would complete projects and other tasks of a high quality, and take pride in the quality of his or her work.

A key component to workplace ethics and behavior is integrity, or being honest and doing the right thing at all times.

The ten work ethics traits

1. **Attendance:** arrives /leaves on time; notifies instructor in advance of planned absences; and makes up assignments punctually.
2. **Character:** displays loyalty, honesty, trustworthiness, reliability, dependability, initiative, self-discipline, and self-responsibility.
3. **Teamwork**: respects rights of others; …is a team worker; cooperative; assertive? Or displays a customer service attitude; seeks opportunities for continuous learning; and displays mannerly behavior.
4. **Appearance:** displays appropriate dressing, grooming, hygiene, and etiquette.
5. **Attitude:** demonstrates a positive attitude; appears self-confident; and has realistic expectations of self.
6. **Productivity:** follows safety practices; conserves materials; keeps work area neat and clean; and follows directions/procedures.
7. **Organizational Skills:** manifests skill in personal management, time management, prioritizing, flexibility, stress management, and dealing with change.
8. **Communication:** displays appropriate nonverbal and verbal skills.
9. **Cooperation:** displays leadership skills; appropriately handles criticism and complaints; demonstrates problem-solving capability; maintains appropriate relationships with supervisors and peers; and follows chain of command.

10.Respect: deals appropriately with cultural/racial diversity and does not engage in harassment of any kind.

Self-Check 1	**Written Test**

Name: _____   Date: _____

Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

Short Answer Questions

1. Define work ethics. (5 pts.)

2. List and discuss at least six work ethics traits.? (10 pts.)

3. Explain work ethics traits. (10 pts.)

Score = _____

Rating: _____

Answer Sheet

1._____

2._____

Note: Satisfactory rating - 25 points and above   Unsatisfactory - below 25points

You can ask your teacher for the copy of the correct answers.

Information Sheet- 2	Undertaking Work practices.

Flexible work practices are non-traditional work arrangements that allow staff to remain productive and still meet the employers' work needs. While flexible work practices are required for specific equity groups, as defined in the disability and family/carer legislations, flexible work practices are also offered to staff to assist them in managing priorities in their work and personal lives. Staff may have differing priorities in their personal lives which they accommodate within the work priorities. These priorities can include undertaking study (apart from approved University study leave); sporting, community service and cultural endeavors; travelling overseas; need to accompany partner or children for a specified period of time out of the region; health and disability needs; as well as carer and family responsibilities.

In general, work practices should be undertaken flexibly in compliance with industry work ethical standards, organizational policy and guidelines towards the goals of the organization.

Therefore, to attain the stated goals of the company or organization quality of work, punctuality, efficiency, effectiveness, productivity, resourcefulness, innovativeness/creativity, cost consciousness, attention to details, etc. issues should necessarily be understood by the employees of the company.

2.2 Occupational health and safety and its principles:

Occupational health and safety are an extensive multidisciplinary field, invariably touching on issues related to among other things. Some of the principles of occupational health and safety are listed as follows: -

❖ All workers have rights

- Work should take place in a safe and healthy working environment

- Conditions of work should be consistent with workers well-being and human dignity

- Work should offer real possibilities for personal achievement, self-fulfillment and services to society

❖ Occupational health and safety policy must be established

❖ There is need for consultation with the social patterns and other stakeholders

❖ Prevention and protection must be the aim of OHS programs and policies

❖ Information is vital for the development and implementation of effective programs and policies

❖ Health promotion is central element of OH practices

❖ OHS services covering all workers should be established

❖ Compensation, rehabilitation and curative services must be made available to workers who suffer occupational injuries, accidents and work-related diseases.

❖ Education and training are vital component of safe, healthy working environment

Self-Check 2	**Written Test**

Name: _____   Date: _____

Directions: Answer all the questions listed below.

1. Discuss the good work practice to attain goals of company or organizations? (15 pts.)

Score = _____

Rating: _____

Answer Sheet

1._____

2._____

Note: Satisfactory rating - 25 points and above   Unsatisfactory - below 25points

Information Sheet- 3	Conducting personal behavior and relationships with co-workers and/or clients

Employers value employees who maintain a sense of honesty and integrity above all else. Good relationships are built on trust. When working for an employer they want to know that they can trust what you say and what you do. Successful businesses work to gain the trust of customers and maintain the attitude that "the customer is always right". It is the responsibility of each person to use their own individual sense of moral and ethical behavior when working with and serving others within the scope of their job. Any industry mainly depends upon Human Beings.

So, it has to acquire positive relationships with workers and must create an acceptable environment and rule of practice to encourage the degree of participation from its employees.

To implement these, functions of employee towards work relationship

- ✓ Must involve in planning and implementing their own personal development plan.
- ✓ Have the right in decision making and taking responsibility down through organizational hierarchy.
- ✓ Should allow sharing their experience and knowledge with colleagues.
- ✓ Have to receive both general direction and specific quick feedback as required.
- ✓ Have the right to ask their managers for steps they can take to develop regarding their careers.

Each person is different, with their own personal behavior, values and beliefs shaped by a number of factors that include culture, religion, nature, and personal experiences.

- Values relate to our personal principles, morals, and ideals that is, what we consider to be important.

- Attitudes relate to a person's views, which may be evidenced in the way they behave.

- Beliefs relate to those things in which an individual has faith 'religious beliefs for example which may not necessarily be founded on fact.

- Dignity' is a difficult concept to define and has a strong association with respect. 'Privacy' has been defined as 'freedom from intrusion' and 'dignity' as 'being worthy of respect.

There are four types of dignity were identified as follows:

- ✓ Merit—this relates to dignity or social status that is ascribed to people because of their role or position in society, or because of what they have achieved.

- ✓ Moral status—this is emphasized by the person's moral autonomy or integrity. If an older person is able to live according to their own moral principles, then that person will experience a sense of dignity.

- ✓ Personal identity—this was found to be the most relevant in the context of older people:

- ✓ 'It relates to self-respect, and reflects an individual's identity as a person.

This can be violated by physical interference as well as by emotional or psychological insults such as humiliation'.

By understanding these above-mentioned differences among the co-workers and clients we can minimize the differences by creating tolerance.

Self-Check 3	**Written Test**

Name: _____   Date: _____

Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. What type of behavior of person should be understood during working together? (5pts)

    a. Attitudes relate to a person's views

    b. Merit

    c. Personal identity

    d. Moral status

    e. All of them are understandable behaviors

Short Answer Questions

    1. Each co-worker is different in behavior, value and beliefs what are the factors include with that? (5 pts)

Answer Sheet

Score = _____
Rating: _____

1._____

Note: Satisfactory rating above 10 points   Unsatisfactory - below 10 points

You can ask you teacher for the copy of the correct answers.

Reference

https://www.techrepublic.com/blog/10-things/10-ways-to-build-good-coworker-relationships**/**

ATTSVE

Information Sheet- 4	Using Company Resources

4.1 Guide lines for usage of resources

Resources are materials or other assets that are transformed to produce benefits and in the process may be consumed or made available from human perspectives. A resources is may physical or virtual entity of limited availability that need to be consumed to obtain a benefit from it and available source of wealth, a new or reserve supply that can be drawn upon when needed. Therefore, these resources need to be used properly so the users of these resources must be guided by the guide lines or instructions of the enterprise. If the workers are not familiar with the enterprise guide lines or if they do not know the instruction that lead them the resources may be damaged due to this misuse. So to limit this problem the supervisors and the workers should follow the enterprise guide lines properly.

Self-Check 4	**Written Test**

Name: _____   Date: _____

Directions: Answer all the questions listed below.

1. How to manage company resource ? (15pts.)

Note: Satisfactory rating - 15 points and above   Unsatisfactory - below 15points

You can ask your teacher for the copy of the correct answers.

Answer Sheet

Score = _____

Rating: _____

List of references

1. http://www.workethic.ca/courses/useofassets

2. https://www.bregroup.com/bre-way/honesty-and-integrity/proper-use-of-company-property-and-resources/

3. https://www.techrepublic.com/blog/10-things/10-ways-to-build-good-coworker-relationships/

HORTICULTURAL CROPS PRODUCTION

Level-I

Learning Guide-45

Unit of Competence: Demonstrate Work Values

Module Title: Demonstrating Work Values

LG Code: AGR HCP1 M12 LO3-LG-45

TTLM Code: AGR HCP1 TTLM 1219v1

LO 3: Deal with ethical problems

Instruction Sheet	Learning Guide 45

This learning guide is developed to provide you the necessary information regarding the following **content coverage** and topics:

- Accessing and applying company ethical standards, organizational policy and guidelines
- Reporting and/or resolving work incidents/situations.
- Using and identifying resolution and/or referral of ethical problems.

This guide will also assist you to attain the learning outcome stated in the cover page. Specifically, **upon completion of this Learning Guide, you will be able to**:

- Access and apply company ethical standards, organizational policy and guidelines.
- Report and/or resolve work incidents/situations.
- Use resolution and/or referral of identified ethical problems.

Learning Instructions:

1. Read the specific objectives of this Learning Guide.

2. Follow the instructions described below.

3. Read the information written in the information "Sheet 1-3" in page 32, 35 &38 respectively.

4. Accomplish the "Self-check 1-3" in page 34, 37&39 respectively.

6. If you earned a satisfactory evaluation from the "Self-check" proceed to "Operation Sheet'' in page 40**.**

5. Do the "LAP test" in page 40 (if you are ready).

ATTSVE

Information Sheet-1	Accessing and Applying Company Ethical Standards

3.1 Prevention & reporting of unethical conducts

It is sad truth that the employees of just about every work, in every work, will occasionally encounter team members who are taking part in unethical behaviors. Such unethical behaviors include a wide variety of different activities. Among the most common unethical work behaviors of employees are making long-distance calls, let coming, no punctuality, falsifying the number of hours worked, or much more serious and illegal practices, such as embezzling money from the falsified numbers of hours etc.

There are several techniques that allow for the management to decide on unethical activities.

- The first step is to create a company policy, in writing, that is read and signed by each employee. This erases most feelings of ambiguity when it comes to deciding what to do after witnessing an unethical behavior.

- The second is to give a clear outline of what is expected of the person who has discovered the unethical behavior. It should include the person who should be contacted, and how to go about doing it. With clear instructions, there will be less hesitation in reporting unethical activities, and then they can be dealt with quickly and relatively easily, before they develop into overwhelming issues.

Furthermore, the repercussions of unethical behaviors should be clearly stated. This way, both the person doing the activity, and the witness to the activity will be well aware of the way that things will be dealt with, and there won't be any risk of someone not reporting unethical behavior because they're afraid that the culprit will be unfairly treated. Communication is key in the proper management of unethical behavior in today's workplace.

3.2 Guidelines for reporting and resolving work incidents/situations

The common Incidents/situations which can be seen in work place are:

- violent/intense dispute or argument
- gambling
- use of prohibited substances
- pilferages
- damage to person or property
- vandalism
- falsification
- bribery
- sexual harassment
- blackmail

Self-Check 1	**Written Test**

Name: _____   Date: _____

Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. Which one is different from the others? (5pts).

A. Punctuality

B. Disobedient

C. Embezzlement

D. Lying

2. One of the following is common situations which can be seen in work place? (5pts).

     A. dispute or argument

     B. gambling

     C. use of prohibited substances

     D. pilferages

     E. damage to person or property

     F. all

Short Answer Questions

1. List at least two reporting work incidents (5pts).

2. Write resolving methods of work incident (5pts).

Answer Sheet

Score = _____

Rating: _____

1._____

2._____

Note: Satisfactory rating - 20 points and above   Unsatisfactory - below 20 points

You can ask your teacher for the copy of the correct answers.

Information Sheet-2	Reporting and/or resolving work incidents/situations.

Staff accepts their responsibility to report misconduct. They are familiar with the reporting process and are confident that something will be done about the matter. Staffs are supported in the workplace, and know they can make reports without fear of intimidation, reprisal or pressure from others not to do so. A strong internal reporting culture serves to maintain high professional standards within the organization, and contribute to its continuous improvement. Integrity concerns are managed in the interests of the individual, the organization, and the public.

A company's commitment to integrity includes a responsibility to foster an environment that allows people to report violations without the fear of retaliation or retribution. No one should be discouraged from using any available channel within the organization. Even simple questioning of someone can lead to claims of retaliation, even though that was never the intent, as it may make a person feel that he or she did something wrong by choosing one method over another. People must be able to choose whichever method they are most comfortable with to communicate their concern.

Reporting procedures /steps:

1. Make notes of the event that you will be reporting.
   - You will need dates, names and concise details when you lodge your complaints.
2. preparing your presentation
   - Prepare for the grievance hearing by gathering all supporting documents and evidence, lining up your witnesses and.
   - The burden of proof is on you, so make sure you are prepared.
3. Ask to speak with the appropriate personnel and explain to him/ her exactly what happened.
   - The office phone number should be located.
   - Refer to your notes and relate your experience calmly and rationally.
   - Follow up your phone call with a letter, outlining your conversation and your complaint.

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- All incidents can be reported online but a telephone service remains for reporting sexual harassment, bribery, vandalism, gambling, violent/intense dispute or argument etc.
- More information on when, and how, to report very serious or dangerous incidents, can be found by visiting the out of hours webpage.
- If you want to report less serious incidents out of normal working hours, you can always complete an online form.

4. File on the report

Self-Check 2	**Written Test**

Name: _____   Date: _____

Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

Short Answer Questions

1. List at least two reporting work incidents. (5pts).

2. Write resolving methods of work incident. (5pts).

Answer Sheet

Score = _____

Rating: _____

1._____

_

2._____

_

Note: Satisfactory rating - 10 points and above   Unsatisfactory - below 10 points

You can ask your teacher for the copy of the correct answers.

Information Sheet-3	**Using and Identifying Resolution of Ethical Problems**

3.1 Resolving methods of work incident

Anyone who retaliates against another employee for reporting known or suspected violations of the company's legal or ethical obligations is in violation of the code and subject to disciplinary action (for resolving the incidents/situations), up to and including dismissal. Retaliation also may be a violation of the law, and as such, could subject both the individual offender and company to legal liability. Problems can be resolved by:

- Discover tools to address and resolve conflicts through better communication.
- Gain a solid understanding of the theoretical basis of conflict resolution and rich hands-on experience with conflict resolution practices.
- Explore current models of conflict resolution that are applied in interpersonal, organizational, community and international situations.
- Refine your ability to mediate, facilitate, negotiate, and build consensus and collaboration.

3.2 Learning opportunities from resolution and referral of ethical problems

- Awareness creation: providing information on the unethical behavior or event
- Punishing in terms of money, promotion, educational opportunity, incentive etc
- Publicizing the issue through notifying on the notice board, media, etc
- Fire out is the last measure.

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Self-Check -3	Written Test

Name: _____   Date: _____

Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. Write resolving methods of work incident? (5pts)
2. What do you learn from ethical resolution? (5pts)

Answer Sheet

Score = _____

Rating: _____

1._____

2._____

Note: **Satisfactory rating above 10 points   Unsatisfactory below 10 points**

You can ask you teacher for the copy of the correct answers.

Operation Sheet

Operation Sheet - 1	Reporting work incidents
Objective:	To know the learner how to reporting work incidents
Materials required	Pen, exercise book, phone
Procedure	1. Make notes of the event that you will be reporting 2. Preparing your presentation 3. Ask to speak with the appropriate personnel and explain to him/ her exactly what happened. 4. File on the report
Precautions:	• Write properly the incidence
Quality criteria	Trainees will be evaluating after this operation

LAP Test	Practical Demonstration

NAME_____   DATE_____

TIME STARTED_____   TIME FINISHED_____

INSTRUCTION

Instructions: Given necessary templates, workshop, tools and materials you are required to perform the following tasks within 1 hour.

Task 1: Report work incidents

Reference

1. http://www.slideshare.net/decouteb/demonstrating-value-back-at-work-oeb11

2. http://www.cvtips.com/interview/how-would-you-demonstrate-your-creative-skills-in-the-workplace.html

3. https://www.safeworkaustralia.gov.au/book/model-code-practice-how-manage-work-health-and-safety-risks

HORTICULTURAL CROPS PRODUCTION

Level-I

Learning Guide-46

Unit of Competence: Demonstrate Work Values

Module Title: Demonstrating Work Values

LG Code: AGR HCP1 M12 LO4-LG-46

TTLM Code: AGR HCP1 TTLM 1219v1

LO 4: Maintain integrity of conduct in the workplace

Instruction Sheet	**Learning Guide 46**

This learning guide is developed to provide you the necessary information regarding the following **content coverage** and topics:

- Demonstrating personal work practices and values.
- Providing instructions to co-workers.
- Sharing company values/practices.

This guide will also assist you to attain the learning outcome stated in the cover page. Specifically, **upon completion of this Learning Guide, you will be able to**:

- Demonstrate personal work practices and values.
- Provide Instructions to co-workers based on ethical, lawful and reasonable directives.
- Share company values/practices with co-workers

Learning Instructions:

1. Read the specific objectives of this Learning Guide.

2. Follow the instructions described below.

3. Read the information written in the information "Sheet 1-
   3" in page 44, 46 &48 respectively.

4. Accomplish the "Self-check 1-3" in page 45, 47&50 respectively.

5. If you earned a satisfactory evaluation from the "Self-check" proceed to "next".

Information Sheet-1	Demonstrating Personal Work Practices and Values.

Personal work practices and values must be demonstrated consistently with acceptable ethical conduct and company's core values.

The ethical tone of a workplace must start at the top with managers taking responsibility for building a professional and respectful workplace. Managers must not only communicate clear messages about ethical conduct and integrity, but they must also model and demonstrate those very behaviors expected of staff. Demonstrating commitment to the values and goals of the organization must be consistent with professional leadership.

The attitudes, behaviors and responses of staff demonstrate a commitment to organizational values and goals. Ethical conduct prevails in the workplace, and staff takes responsibility for building a professional workplace. Staff at all levels takes action when needed. They act to prevent misconduct and improper behavior, they raise integrity concerns, and they do not support destabilizing attitudes and behaviors. Staff know what the organization expects of them, and carry out their duties in accordance with these expectations. Staffs feel valued and supported in the workplace.

Integrity means that we must be honest, trustworthy, consistent, and open, and always act in accordance with the highest ethical standards.

In essence, building workplace integrity is about creating a workplace that fosters the development of high professional standards, and demonstrates the values of the organization. An ethical and professional workplace is the best safeguard against risks to integrity, including improper conduct, misconduct and corruption.

Building workplace integrity involves developing and maintaining a professional and respectful workplace. It involves ethical leadership, active management and supervision, the right people, effective processes and confident professional reporting.

Self-Check 1	**Written Test**

Name: _____ Date: _____

Directions: Answer all the questions listed below.

1. What does integrity mean?(5)

_____

_____

_____

2. Where and with whom does the ethical tone of workplace must start at?(5)

_____

_____

_____

Note: Satisfactory rating - 10 points and above   Unsatisfactory - below 10 points

You can ask your teacher for the copy of the correct answers.

| Information Sheet 2 | Providing Instructions to Co-Workers |

Providing instructions to co-workers

People are confused when a person giving instructions later changes his/her mind and gives conflicting instructions. If this happens too often, the person on the other end may 'switch off' or not respond until the details have been checked with someone else.

The ethical tone of a workplace must start at the top with managers taking responsibility for building a professional and respectful workplace. Managers must not only communicate clear messages about ethical conduct and integrity, but they must also model and demonstrate those very behaviors expected of staff. Demonstrating commitment to the values and goals of the organization must be consistent with professional leadership.

Listen to your employees. Ask for their opinions and then take provision; do not make radical changes without your employee's input. Employees who feel a sense of ownership in their jobs and their companies take pride in exceeding expectations.

1. Give each employee three entry slips for a drawing. Place a stack of entry slips by the contest entry box. To enter, they write the name of an employee on the slip and write a one- or two-line comment about something good the employee has done. Then they sign their name.

✓ It is mandatory for each to fill out their three slips, but optional to fill out any more beyond that. The more slips they fill out, the more chances they have of winning the drawing.

2. At a pre-announced time, hold the drawing and pull out one slip from the box. Each person on the slip (the person being praised and the person doing the praising) gets a prize. The prize can be simple like a coffee mug filled with wrapped candy or work related, like getting an extra hour for lunch one day.

3. Photocopy all the slips and place them in the employee's file so they get long-term credit for what they did. Give the slip to the employee being praised. This builds goodwill among employees, when they see that someone noticed and praised what they did.

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Self-Check 2	**Written Test**

Name: _____   Date: _____

Directions: Answer all the questions listed below.

1. What happen if do not know the purposes of instruction in work practices? (10 pts.)

Note: Satisfactory rating - 10 points and above   Unsatisfactory - below 10 points

You can ask your teacher for the copy of the correct answers.

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Information Sheet 3	Sharing Company Values/Practices

Usage of appropriate behavior and language for sharing company values/ practice in any enterprise cooperation is the basic ground for usage of appropriate behavior for sharing company values or practices.

According to the following tips, this condition may apply different communication manners like: -

- **Clarity and Transparency**: In order to communicate something in a proper manner, it is important that you speak out clearly so that the objectives are transparent and easily understood. Be it a warning, a rule change or a new policy introduced, everything should be conveyed clearly with all details to avoid any confusions or doubts.

- **Be Well Prepared**: Any communication in the workplace should be taken up with professionalism and you as an orator or the convener should be well prepared with all the minutes of details, facts and figures. It is important for you as a speaker to give out all the details in the best possible way, to avoid any misunderstanding or miscommunication. One missed detail can change the meaning of the entire conversation and can lead to a totally different action on part of the employees.

- **Be Precise**: A professional communication needs to be precise and exact. You are there to convey something important with regard to the organization and the work, and you can't afford to give out a long speech that will cover up the key point. Time is another factor that has to be taken into consideration, therefore a short, precise conversation, mail or circular is what will save time.

- **Be Generic**: Communication between the management and the employees, among the employees and between the senior and subordinates should be generous in nature. There is no room for pointing out fingers at each other, as this might end up in the outburst of a conflict.

- **Be Assertive**: There is a thin line between being assertive and ordering, both of which give out a totally different picture altogether! An official communication should be

assertive, without being only directive in nature. It should be conveyed in a manner that sounds essential to follow and not as a diktat.

- **Encourage Two Way Communication**: A communication should give equal opportunities for both the sides to express their views. A communication between the organization and employees should be an interactive one with exchange of questions and answers.

| **Self-Check 3** | **Written Test** |

Name: _____   Date: _____

Directions: Answer all the questions listed below. Use the Answer sheet provided in the next

page:

1. Write and discuss the tips used to share company values/ practices?(10 pts)

Answer Sheet

Score = _____

Rating: _____

1. --.

   ---.

   ---.

   ---.

   ---.

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Note: Satisfactory rating - 10 points and above   Unsatisfactory - below 10 points

You can ask your teacher for the copy of the correct answers.

List of Reference Materials

1. http://www.slideshare.net/decouteb/demonstrating-value-back-at-work-oeb11

2. https://www.mindtools.com/pages/article/understanding-workplace-values.htm

3. https://www.cultureamp.com/blog/how-we-infuse-company-values-into-our-people-practices/

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