

Syllabus

COURSE SPECIFICATIONS

DURATION

Training is given in 2 days (12 hours)

(The content and the duration of this session can be adapted for a personalized on-site training.)

TARGET AUDIENCE

Frontline associates and service staff with back-up or support roles.

DELIVERY METHOD :

Instructor-led, group-paced, classroom-delivery learning model with structured, hands-on activities

Follow-up available (Optional)

CERTIFICATION

Training Certificate

ACCREDITED BY EMPLOI-QUÉBEC

TELEPHONE :
(514) 365-8397

EMAIL:
info@solutionsandco.com

WEBSITE:
www.solutionsandco.com



Corporate Training

"Personal Effectiveness" Series

Work Ethics

DESCRIPTION

This course teaches work ethics fundamentals and shows how, through ethical behaviours, we can foster win-win situations and positive results for employees, customers and owners. Frontline associates and supporting service staff will learn the basic practices, directives and techniques required to behave ethically.

OBJECTIVES

Allowing the participant to:

- Identify the basic notions in work ethics
- Create a healthy work environment based on shared values
- Identify the basic notions in customer service
- Acknowledge the importance of integrating values and ethics to all aspects of work.

COURSE CONTENT

Ethics

- Definitions
- From values to principles
- Applying ethics
- Why respect ethical values?
- 10 benefits of ethics management in the workplace

The Six Pillars of Personality

- Loyalty
- Respect
- Responsibility
- Equity
- Kindness
- Public-spiritedness

Ethical Decision-Making

- How can I identify an ethical issue?
- How can I make my decisions more ethical at work?
- 8 steps to ethical decisions
- The Golden Rule

Designing Your Personal Action Plan