

## Doing the right thing – **ethics in practice**

Managers want to do "the right thing". In many situations, making a decision is very difficult because of the large number of options. Very often, a decision's consequences cannot be predicted. Many persons and groups with specific interests demand loyalty and fairness. This leads to increased pressure to make the right decision. In this workshop, you will learn how values can become your compass and ethics your most important leadership tool.

### Key objectives

- Recognizing difficult decision-making situations
- Gaining insight into one's own behavior in situations of conflict and dilemma
- Expanding your personal repertoire of options for reaction
- Employing decision-making techniques
- Using your personal experience and intuition in the decision-making process
- Systematically putting decisions into practice and convincing others
- Learning to accept the help of your co-workers

### Course content

- The first step: analyzing the problem type
- Situations of conflict and dilemma
- Hard facts – soft problems; soft facts – hard problems
- Decisions between several "correct" options
- Ethics and values as guidance in decision-making processes
- Decision-making techniques
- Tetralemma and structural constellation work
- Support by coaching

### Who should attend?

Managers who make hiring decisions or other decisions that may affect the lives of many people. Employees whose behavior towards co-workers, clients or suppliers has long-term consequences for the organization.

### Your benefit

Your inner clarity will enable you to stay calm and composed during meetings and discussions. You will know what you stand for and you will not be persuaded to think otherwise. People around you will perceive you as being reliable and as a person of integrity. You will learn to describe your personal values in vivid terms. You will no longer try to meet all expectations regarding fairness, loyalty, transparency and openness. Rather, you will have your own priorities and you will stand by them. You will make swift decisions and you will sleep with a clear conscience.

### Methodology

- Introductory presentations
- Analysis of actual cases
- Peer-to-peer consultation
- Knowledge exchange among participants
- Reflection on personal experiences
- Practical role-play
- Practice and feedback in learning groups
- Structural constellation work

### Organisation

- Maximum number of participants: 12
- This workshop can be booked as an in-house event.
- Duration: 3 days
- A, D, CH & CEE-Countries

*"As soon as I accept that I cannot please everybody when making a difficult decision, I can once again sleep with a clear conscience."*

Participant quote