

## BUSINESS ETHICS PRINCIPLES IN TEAM DEVELOPMENT

### KEY TERMS

#### **ACCOMMODATION**

When one person puts the needs of another first and lets her win.

#### **AUTOCRATIC LEADERSHIP**

A directive or dictatorial leadership that involves a team lead who makes decisions without consulting the employees who will have to implement or who will be affected by those decisions.

#### **AVOIDANCE**

A common reaction of people who are uncomfortable facing conflict and dealing with it.

#### **BEST-RATIO APPROACH**

The philosophy that people are basically good and under the right circumstances, they will behave ethically.

#### **BLACK-AND-WHITE APPROACH**

The philosophy that right is right and wrong is wrong, and circumstances and conditions are irrelevant.

#### **BRAINSTORMING**

When a team leader serves as a catalyst in drawing out group members to share any idea that comes to mind.

#### **CIVIL LAW**

Governs the relationship between two private parties, such as two companies, or a company and an employee.

#### **COLLABORATION**

When two or more parties work together to find an acceptable solution.

#### **COMMUNICATION**

The transfer of information that is received and fully understood from one source to another.

#### **COMMUNITY-LEVEL COMMUNICATION**

A form of communication that occurs among groups inside an organization and groups outside the organization.

#### **COMPETITION**

When one person attempts to win while causing the other to lose.

#### **COMPREHENSIVE REWARD SYSTEM**

A reward system that includes both individual and team-based rewards.

#### **CONFLICT MANAGEMENT**

A broad term that encompasses conflict resolution, conflict stimulation, and the appropriate use of each.

#### **CRIMINAL LAW**

Governs the relationships between an individual and the state.

#### **DECISION MAKING**

The process of choosing one alternative from among two or more alternatives.

#### **DECISION-MAKING PROCESS**

A logically sequenced series of activities through which decisions are made.

#### **EFFECTIVE COMMUNICATION**

A higher level of communication that implies understanding and acceptance, and requires persuasion, motivation, monitoring, and leadership.

#### **EXECUTIVE ORDER**

Official documents, numbered consecutively, through which the President of the United States manages the operations of the Federal Government. (At the state level, governors may issue executive orders.)

## **FORMAL ACCOUNTABILITY**

Written evaluations of a team's performance based on accomplishment of the team's charter and of team members based on adherence to the team's ground rules.

## **FULL-POTENTIAL APPROACH**

The philosophy that people are responsible for realizing their full potential within the confines of morality. This philosophy allows team leaders to make decisions based on how they will affect the ability of the people involved to achieve their full potential.

## **GOAL-ORIENTED LEADERSHIP**

A results-based leadership that involves a team lead asking team members to focus solely on strategies that make a definite and measurable contribution to accomplishing team goals.

## **GOLDEN RULE**

A concept embraced by many cultures and religions keeping to the basic premise that people should treat others in the way that they would want to be treated.

## **GROUND RULES**

A set of rules that teams follow to help prevent misunderstanding, miscommunication, discord, strife, and conflict.

## **INFORMAL ACCOUNTABILITY**

The ongoing monitoring by the team leader and by fellow team members.

## **INTERESTS**

The involvement of all relevant parties in a decision.

## **MISSION STATEMENT**

A brief statement which explains a team's reason for existing.

## **NEGATIVITY**

Any behavior on the part of any member that works against the optimum performance of the team.

## **NOMINAL-GROUP TECHNIQUE**

A sophisticated form of brainstorming that includes five steps: stating the problem, team members silently record ideas, each member's ideas are reported publicly, the ideas are clarified, and the ideas are silently voted on.

## **ONE-ON-ONE LEVEL COMMUNICATION**

When one person is communicating with another.

## **ORGANIZATION LEVEL COMMUNICATION**

The communication among groups.

## **PARTICIPATIVE LEADERSHIP**

When the team lead exerts reduced control over the decision-making process. The team lead provides information about the problem and asks team members to develop strategies and solutions.

## **PROBLEM**

The condition in which there is a discrepancy or a potential discrepancy between what is desired and what actually exists.

## **PUBLIC DISCLOSURE TEST**

The process of thinking through an ethical dilemma, choosing a course of action, and imagining what would happen if your actions were made public.

## **QUALITY CIRCLE**

A group of employees convened to solve problems relating to their jobs.

## **REPORTER**

The written decision of the court's interpretation of the Constitution and the laws passed by the legislative branches.

## **ROLES**

A position played by an individual in an ethical situation created in part by that person's interests in the situation.

## **SARBANES-OXLEY ACT OF 2002**

A federal statute requiring the CEO and CFO of a company to sign quarterly and annual filings submitted to the Securities and Exchange Commission (SEC). Under this act, an individual can be liable for misrepresenting the company's financial conditions.

## **SITUATIONAL LEADERSHIP**

The selecting of a leadership style that seems appropriate based on the circumstances that exist at a given time.

## **STATUTE**

A law created by the legislative branch of government at either the state or federal level.

## **STATUTE CITATION**

Provides the title and section number of the United States Code (e.g. 42 USC 2000e-2 is Title 42, Section 2000e-2 of the United States Code).

## **TEAM CHARTER**

A brief document that gives direction to individual team members and to the team as a whole.

## **UNIVERSALIZATION TEST**

The process of thinking through an ethical dilemma, choosing a course of action, and considering what the world would be like were our decision copied by everyone else.

## **VALUE PRIORITIES**

The level of importance we attach to particular values. Not everyone has the same value priorities.

## **VALUES**

Positive ideas that capture our sense of what is good or desirable.

## **VISION STATEMENT**

A brief, yet clear statement of a company's guiding force, the dream of what it wants to become, and the heights to which it aspires.