

# HOW TO DEVELOP A GOOD WORK ETHIC

## GOOD WORKPLACE ETHICS

- Be a professional – care about your work
- Have a positive attitude – self confidence
- Complete your work on time
- Show a willingness to work and get the job done
- Do the job well
- Avail yourself to training
- Be a team player
- Show leadership

## ETHICS TO BE PRACTICED IN THE DELIVERY OF SERVICE

- ✓ Provide a courteous and reliable service
- ✓ Perform a high standard of workmanship
- ✓ Follow safety and health procedures
- ✓ Comply with professional codes
- ✓ Complete your end of the contract
- ✓ Keep delivery and deadline dates
- ✓ Provide service at the agreed price - Quotations
- ✓ Don't overcharge
- ✓ Correct unsatisfactory service given.
- ✓ Give receipts and invoices
- ✓ Arrive at work early
- ✓ Behave professionally at all times
- ✓ Put a positive spin on a negative comment
- ✓ Show initiative – attempt to solve problems
- ✓ Do it right the first time
- ✓ Respect others and their contributions
- ✓ Go the extra mile
- ✓ Be a good listener
- ✓ Never assume – ask questions

## **Qualities and Practices which contribute to enhancing Productivity and good Workplace Relations**

- *Values which may also include newer elements such as innovation, teamwork, customer focus and continuous improvement.*
- *Trust*
- *Loyalty and commitment*
- *Honesty and respect for one another*
- *Avoiding conflicts of interest.*
- *Know what is expected of you*
- *Punctuality*
- *Attendance*
- *Absenteeism*
- *Good manners*
- *Respect*
- *Honesty*
- *Tolerance*