

Facilitator Notes	Time	Facilitator “Script”
Materials Needed: <i>Flip Chart</i> <i>Markers</i> <i>Copies of discussion scenarios</i>	40 – 45 min. total	
<i>The primary goal of this ethics awareness workshop is to discover the difference between societal customs and ethical values. Your job is to direct the discussion so participants can discover the difference for themselves, and then apply that knowledge to various situations.</i>		
<i>Open with:</i>		“Welcome to our workshop (meeting). As you know, March is Ethics Awareness month for CPCU. Today, we’re going to (1) discover the difference between societal customs and ethical values; (2) identify core ethical values; and (3) apply those values to actual real-life situations.”
<i>Ask group the following question. (Allow the group to think and respond. Write answers on the flip chart. Suggested answers if group needs prodding – Open the door for a woman; no smoking in public areas; at an unmarked, 4-way intersection, let the person on the right go first. Participants may also come up with values such as don’t lie; share, be honest. Let the brainstorming go for no more than 5 minutes.</i>	3-5 min	“Give me examples of societal customs and ethical values. Be sure to tell me if you’re giving me a custom or a value. I’ll put them on the flip chart.”
<i>Depending on the above answers, you will now ask the group to decide which answers are customs and which are values.</i> <i>(Note: there may be some good discussion about whether something is societal or ethical. Guide the group by reminding them, societal customs differ from society (culture) to society and over time. Ethical values do not.)</i>	3-5 min	“Now, let’s look at your list and decide which things are societal customs, and which are ethical values. There is a difference between the two. Societal customs change over time. For example, once it was accepted practice to own slaves. Not any more. Ethical values remain constant over time, such as truthfulness. It has always been expected that people should tell the truth.”
<i>Next you will review the core ethical values. If the group has already identified them, then you can just make sure everyone understands the meanings.</i> <i>Pass out Ethical Values Handout #1</i>	5 min max	“Now let’s compare your list of ethical values with 6 accepted core ethical values. <i>Pass out Handout #1. Ask:</i> “Any concerns about this list? Notice similarities between your list and this one?”

Facilitator Notes	Time	Facilitator “Script”
<i>Now group should be ready to start discussing ethical dilemmas. To give them some guidelines, handout and then read “Ethical Decision Making”</i>	2 min	<p><i>Pass out Handout #2 – Ethical Decision Making.</i></p> <p>“The handout “Ethical Decision Making” is a series of questions to guide you in making ethical decisions. It was prepared by the Insurance Institute for Applied Ethics.”</p>
<p><i>Break group into small discussion groups. Give different ethical case study to each group –</i></p> <p><i>Case Study #1 – Missing Deli Meat</i></p> <p><i>Case Study #2 – The Stolen Toy</i></p> <p><i>Case Study #3 – A Better Rate</i></p>	10 min	<p>“Now it’s time to put our discussion into action. I’m going to break you into small groups and give each group an ethical situation to discuss. As a group, decide what the best course of action would be.</p> <ol style="list-style-type: none"> 1. Read and discuss each question thoroughly before going to the next question 2. Do not go – or read – question 2 until you’ve finished #1. <p>Select a spokesperson who will describe your scenario, and then offer your groups solution.</p>
<i>Bring groups back together for report out. Ask each group to read their scenario, then share their discussion and solution</i>	10 – 15 min	
<i>Closing</i>	1 min	<p>“In closing I have a question for you to think about. If everyone acted in accordance with the ethical values we’ve discussed today, would we need any laws?”</p>
<i>Closing quote</i>		<p>“Strive to act honestly, with integrity recognizing and fulfilling your responsibilities with respect and caring for others, always keeping your promises, treating all fairly, and having the courage to always act according to these standards.”</p> <p><i>Catherine Gates, CPCU</i></p>