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Bridging the Gap Resource Conference  
Archdiocese of Miami  
August 5, 2015

A group of seven white line-art silhouettes of people of various ages and genders standing in a line. A white rounded rectangular box is superimposed over the center of the group.

# Ethics and Social Responsibility



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Prayer & Introductions

# Ethics Exercises

You woke up one morning with the flu.

Would you:

- a. Stay at home and rest
- b. Stay at home and work
- c. Go to work but avoid socializing with people
- d. Go to work but socialize only with the people you don't like

# Ethics Exercises

You are having dinner and order several appetizers, house specialties, desserts, and drinks. When the bill arrives, you notice that one of the appetizers was not included in the bill. Would you:

- a. Tell the waiter about the oversight
- b. Keep it to yourself but leave a larger tip than you were planning to
- c. Keep it to yourself and leave your standard tip
- d. Use some of the money you've saved to donate to your favorite charity

# Ethics Exercises

You receive an ABCD donation, in cash, at the parish in the collection but your parish has already met goal. Would you:

- a. Keep the donation as a donation to the parish
- b. Mail the cash donation to the ABCD office
- c. Keep the money for yourself to buy food for your family because the parish doesn't need it and the ABCD goal has been met
- d. Deposit the donation and send a check to the ABCD office from the parish to be applied to the donor's record as an ABCD gift

# Ethics Exercises

You are called at the parish from a parishioner who states they made a donation in December and would like a tax receipt for the gift but when researching, you find that the gift was received by the parish in late January. Would you:

- a. Issue the tax receipt but keep the date of the gift in the parish database
- b. Issue the tax receipt and change the date of receipt of the gift in the database as December 31st
- c. Not issue the tax receipt and ignore the donor's request
- d. Not issue the tax receipt and explain to the donor why you are not able to fulfill their request

# Ethics Exercises

A donor gives you a gift to be used for needy families in the community. You are struggling financially. To your knowledge, there are currently no families who have identified themselves as needy. Would you:

- a. Keep the gift to help your financial situation
- b. Use the gift for the capital campaign which is the fundraising priority
- c. Deposit the funds and ask your supervisor if the funds can be used to assist your financial situation
- d. Deposit the funds and ask the Pastor/ Supervisor if there are any families who are currently in need of support

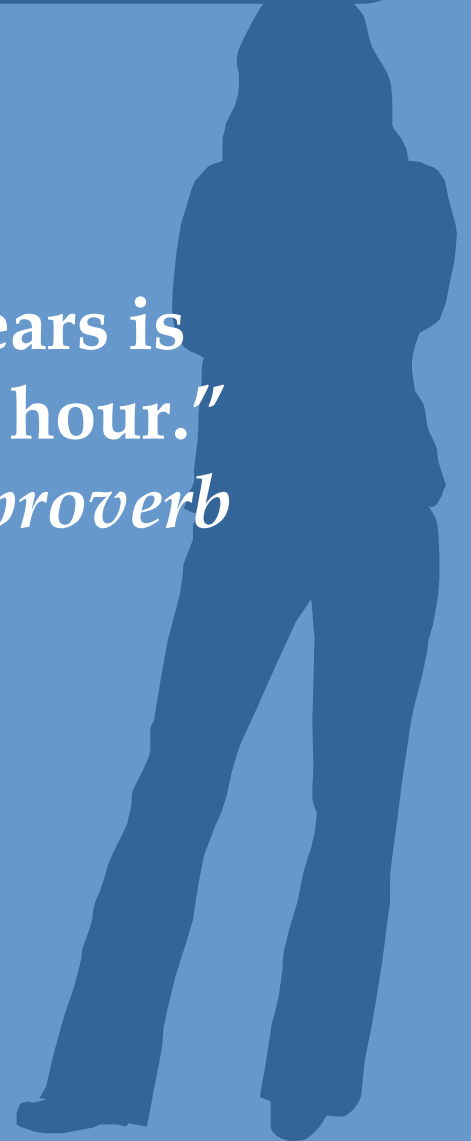
# Session Outline

- Define ethics and social responsibility
- Discuss how ethics and social responsibility relate to our faith, fundraising, the workplace and more.
- Identify and describe the foundations of ethical behavior as well as four social responsibility strategies Discuss ethical dilemma, evasion, avoidance, limitation
- Review why parishioners, donors and the community are concerned with business ethics and social responsibility and how that effects the long term growth of parishes, schools and other Archdiocesan entities.
- Office Etiquette and the top ten etiquette mistakes



# Ethics...

**“The reputation of a thousand years is determined by the conduct of one hour.”**  
*- Japanese proverb*



# Ethics v. Catholic Moral Theology

## • Ethics

- Moral principles that govern a person or group's behavior
- Morality, virtue, integrity, values
- What is right, good or legal
- Derived from the Greek word "ethos" meaning being, behaving and becoming

## • Catholic Moral Theology

- Equivalent to religious ethics
- Addresses "how one is to act" in contrast to dogmatic theology which proposes "what one is to believe"

# Ethical Theories

## **Virtue Ethics**

Right and wrong are determined according to acting in certain ways considered to be good or virtuous

## **Duty Ethics**

Right and wrong are determined according to duty—not what you do, but why you do it

## **Utilitarianism**

Right and wrong are determined according to that course of action that produces the greatest benefit for the greatest number of people

## **Cultural Relativism**

Right and wrong are determined by customs/rules of one's society

# Foundations of Ethical Behavior

**Treat others as you like to be treated...**

Respect & Objectivity

Honesty & Trust/ Transparency

Integrity

Selflessness & Commitment



# Ethics in the Workplace

## Why is it important?

Influences commitment	Parishioner loyalty and confidence
Avoid legal problems and penalties	Ability to form and strengthen relationships
Performance, revenue and profits	Reputation and image

# Ethical Issues in the Workplace

- **Honesty**

- Disclosure of information
- Promises/commitments
- Laws and professional standards
- Representing the constituencies

- **Unfair competition**

- Refrain from bribes and excessive gifts (create bias and sway judgment)
- Avoid *quid pro quo*

- **Just compensation**

- Treat employees fairly
- Respect differences
- Avoid conflict of interests

- **Respecting the rights of others**

- Treat others with fairness and respect
- Respect the community and constituencies
- Respect others and future generations by treating the environment well

# Ethical Choices

**What you find is that the tough ethical choices are not between good and evil, but rather between two goods:**

*Truth versus Loyalty*

*Individual versus Community*

*Short Term versus Long Term*

*Justice versus Mercy*

# Ethical Fundraising

- **Transparency**

- Inspires confidence
- Do beyond what the law requires

- **Accountability to Donors**

- Sending timely gift acknowledgements
- Providing timely reports to foundation
- Honoring anonymity and confidentiality

- **Fundraising incentives**

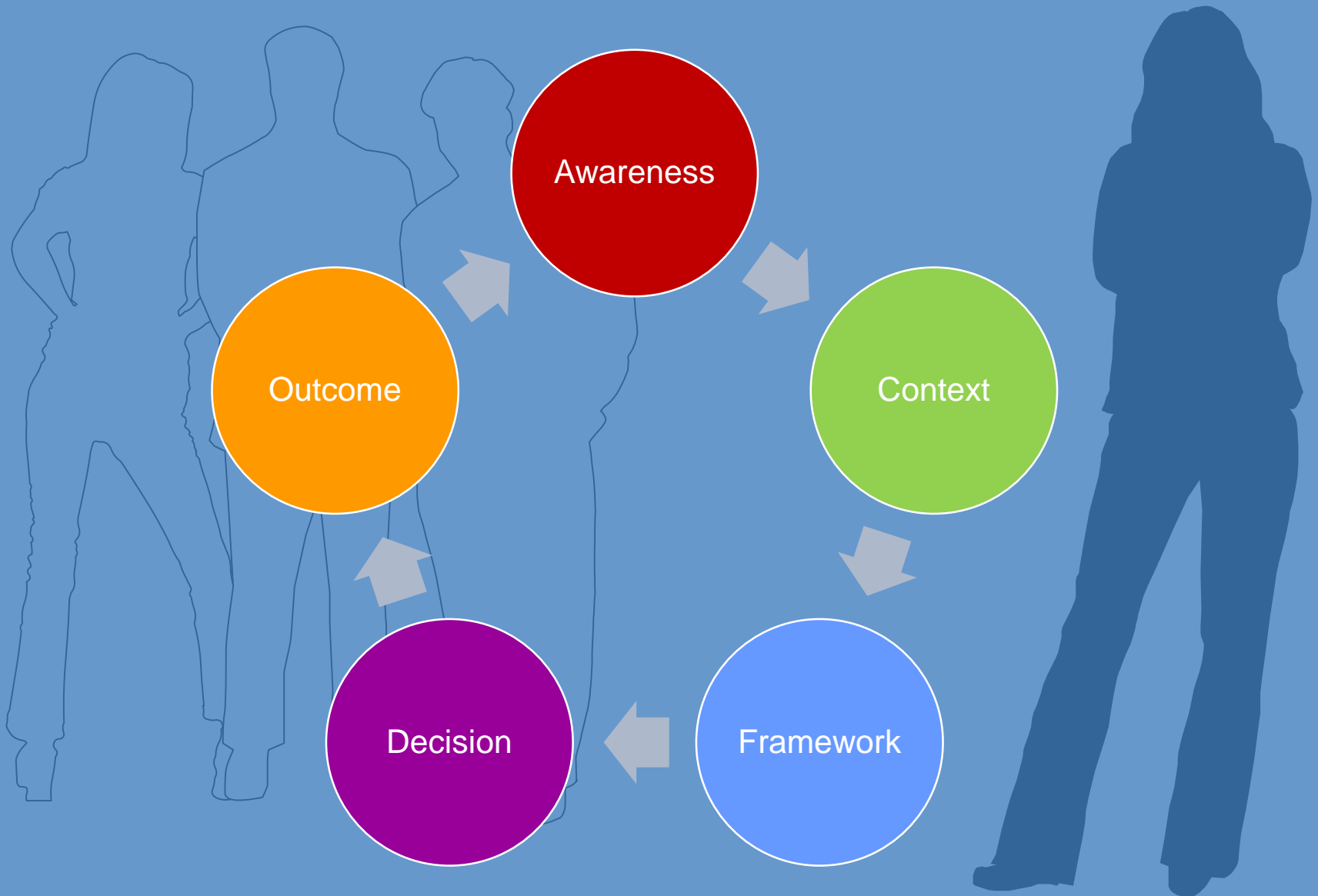
- It is not appropriate to compensate fundraising professionals based on a percentage of money raised

- **Respecting donor intent**

- Use the gift how it was intended by the donor
- If not clear, clarify the intent with the donor and/or receive permission to use differently, if needed

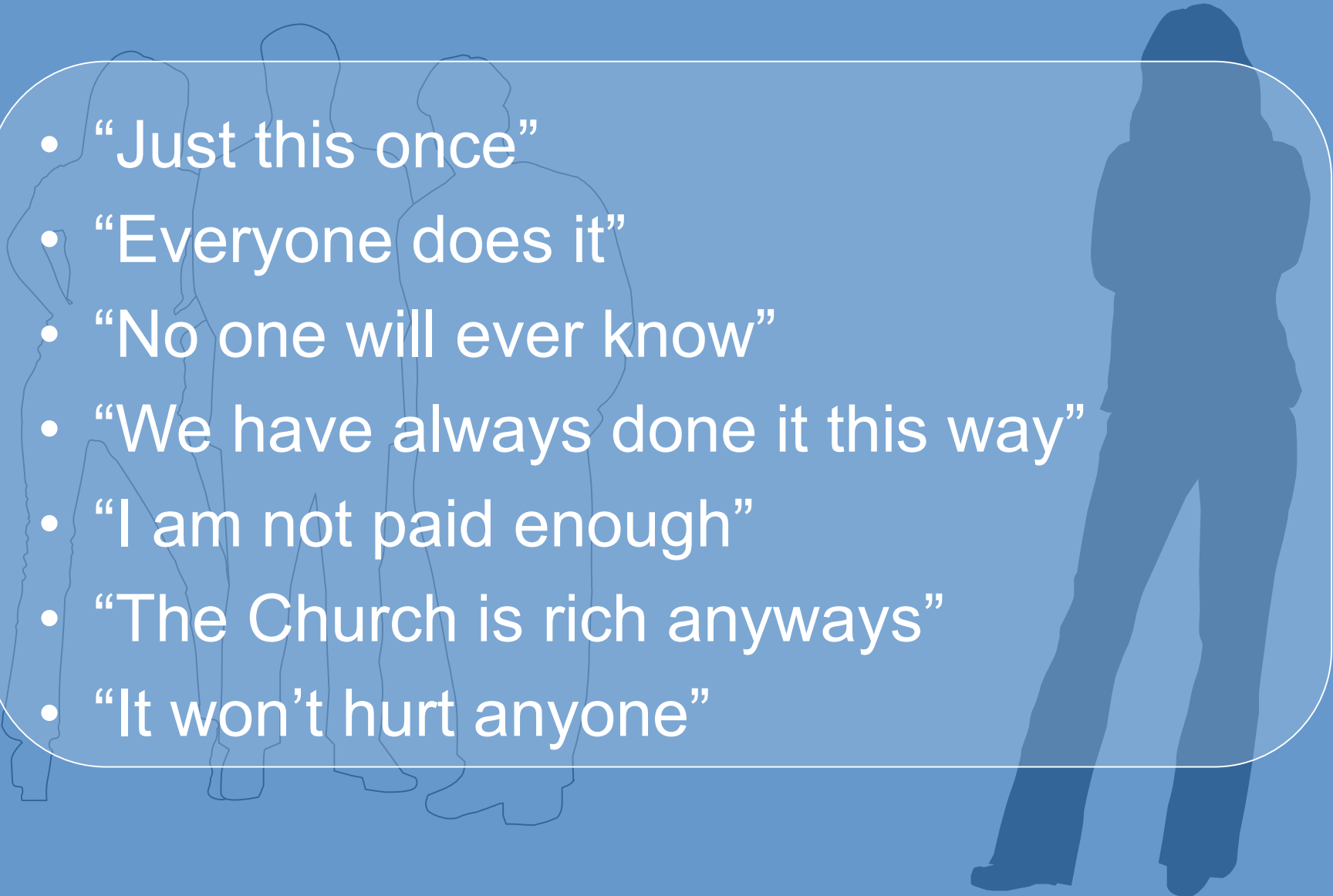


# Decision Making Process: Ethics



# Unethical Behavior- Common Excuses

- “Just this once”
- “Everyone does it”
- “No one will ever know”
- “We have always done it this way”
- “I am not paid enough”
- “The Church is rich anyways”
- “It won’t hurt anyone”



# Unethical Behavior— Evasion, Avoidance, Limitation

- **Making the right choice**

- Ask yourself- are my actions legal? Are they morally acceptable?
- What would Jesus do (WWJD)?
- How will my decision look to the people I love?

- **Policy compliance**

- Check to see if there are policies or rules that restrict your choices
- Evaluate the options, issues and consequences
- Train employees
- If not sure, talk with someone you trust

# Ethics: Words of Wisdom

- Know yourself
- Know your values
- Stand firm
- Be committed
- Be consistent
- Be faithful
- *Stand for something or you will fall for anything.*





# Social Responsibility

# Social Responsibility v. Catholic Social Teaching

## • Social Responsibility

- An ethical framework which suggests that an entity- an organization or individual- has an obligation to act for the benefit of society at large
- Social responsibility means sustaining the equilibrium between economic development and the welfare of the society and environment

## • Catholic Social Teaching

- Doctrine developed by the Catholic Church on matters of social justice, involving issues of poverty, wealth, economics and more
- It is distinctive from modern social and political ideologies- as it has always tried to find a balance between concern for the whole society and respect for human liberty

# The Year of Mercy: 12/08/15 – 11/20/16

...to highlight the Catholic Church's "mission to be a witness of mercy."

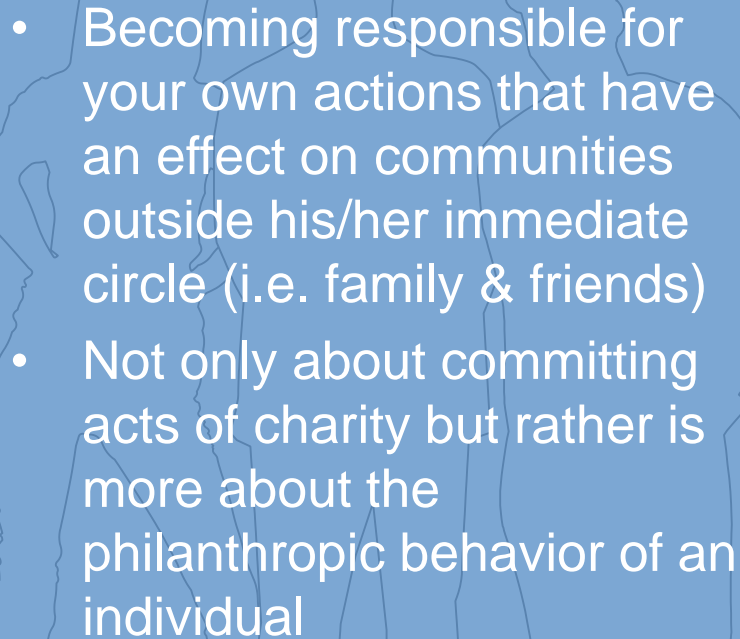
## • Corporal Works of Mercy

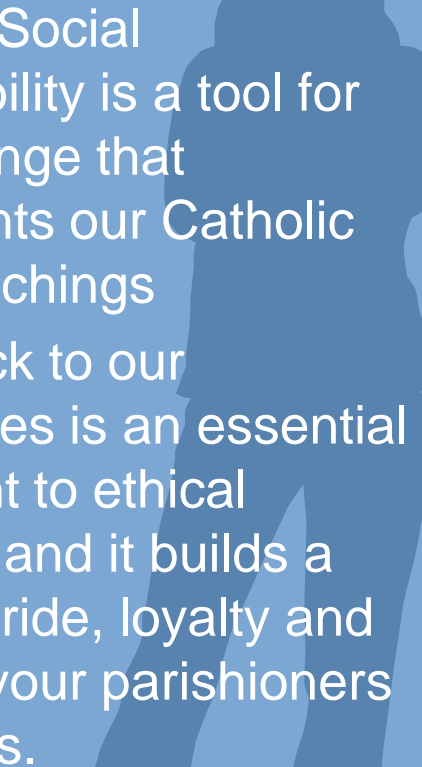
- Feed the hungry
- Give drink to the thirsty
- Clothe the naked
- Shelter the homeless
- Visit the imprisoned
- Care for the sick
- Bury the dead

## • Spiritual Works of Mercy

- Admonish the sinner
- Instruct the ignorant
- Advise the perplexed
- Comfort the unhappy
- Bear wrongs patiently
- Forgive all injuries
- Pray for the living and dead

# Individual Social Responsibility

- 
- Becoming responsible for your own actions that have an effect on communities outside his/her immediate circle (i.e. family & friends)
  - Not only about committing acts of charity but rather is more about the philanthropic behavior of an individual

- 
- Individual Social Responsibility is a tool for social change that compliments our Catholic Social Teachings
  - Giving back to our communities is an essential component to ethical behavior– and it builds a sense of pride, loyalty and trust with your parishioners and donors.



# Continuum of Social Responsibility Strategies

## Reactive Strategy

- Deny or ignore responsibility
- Striving to Maintain the status quo by resisting change

## Accommodation Strategy

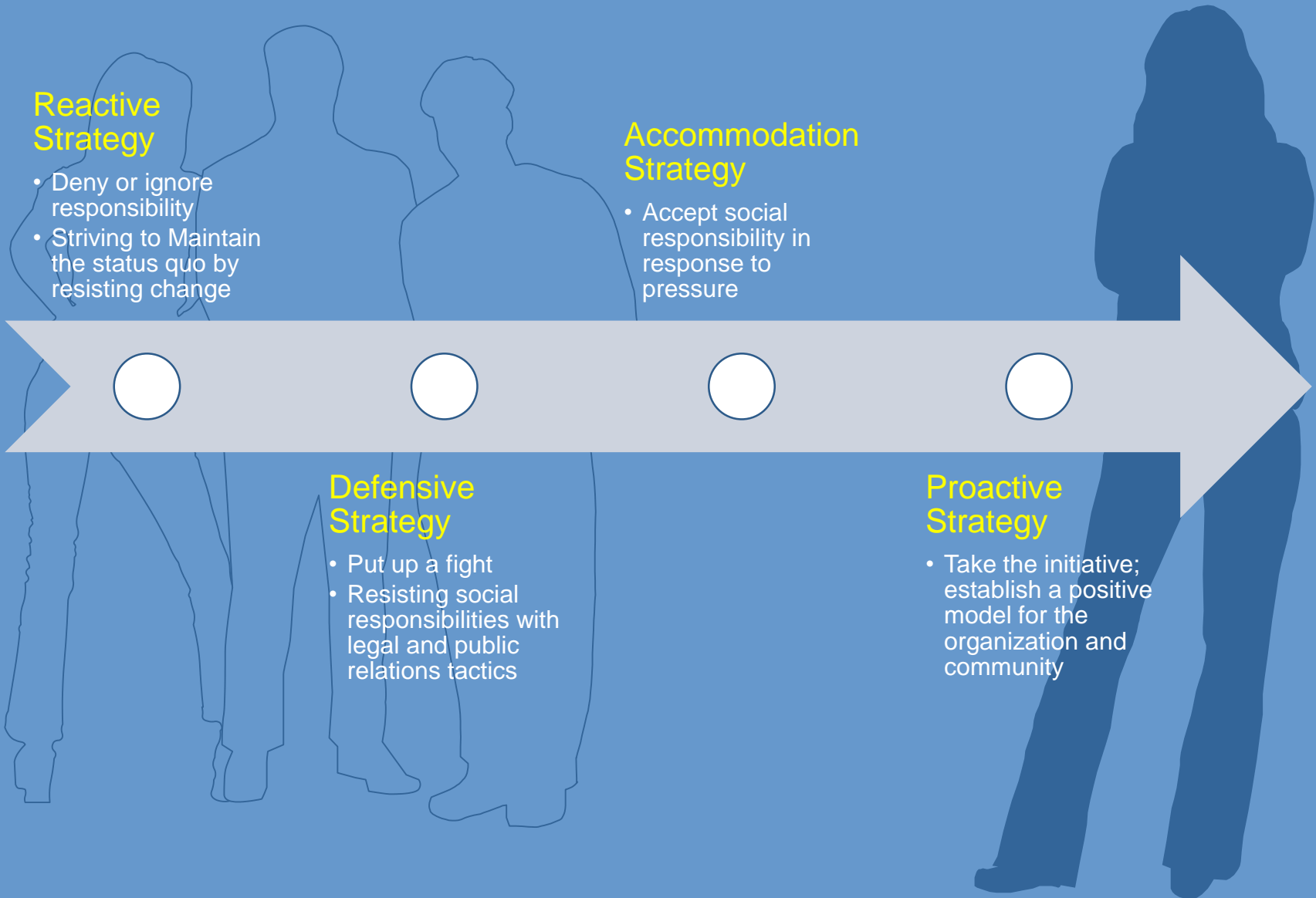
- Accept social responsibility in response to pressure

## Defensive Strategy

- Put up a fight
- Resisting social responsibilities with legal and public relations tactics

## Proactive Strategy

- Take the initiative; establish a positive model for the organization and community

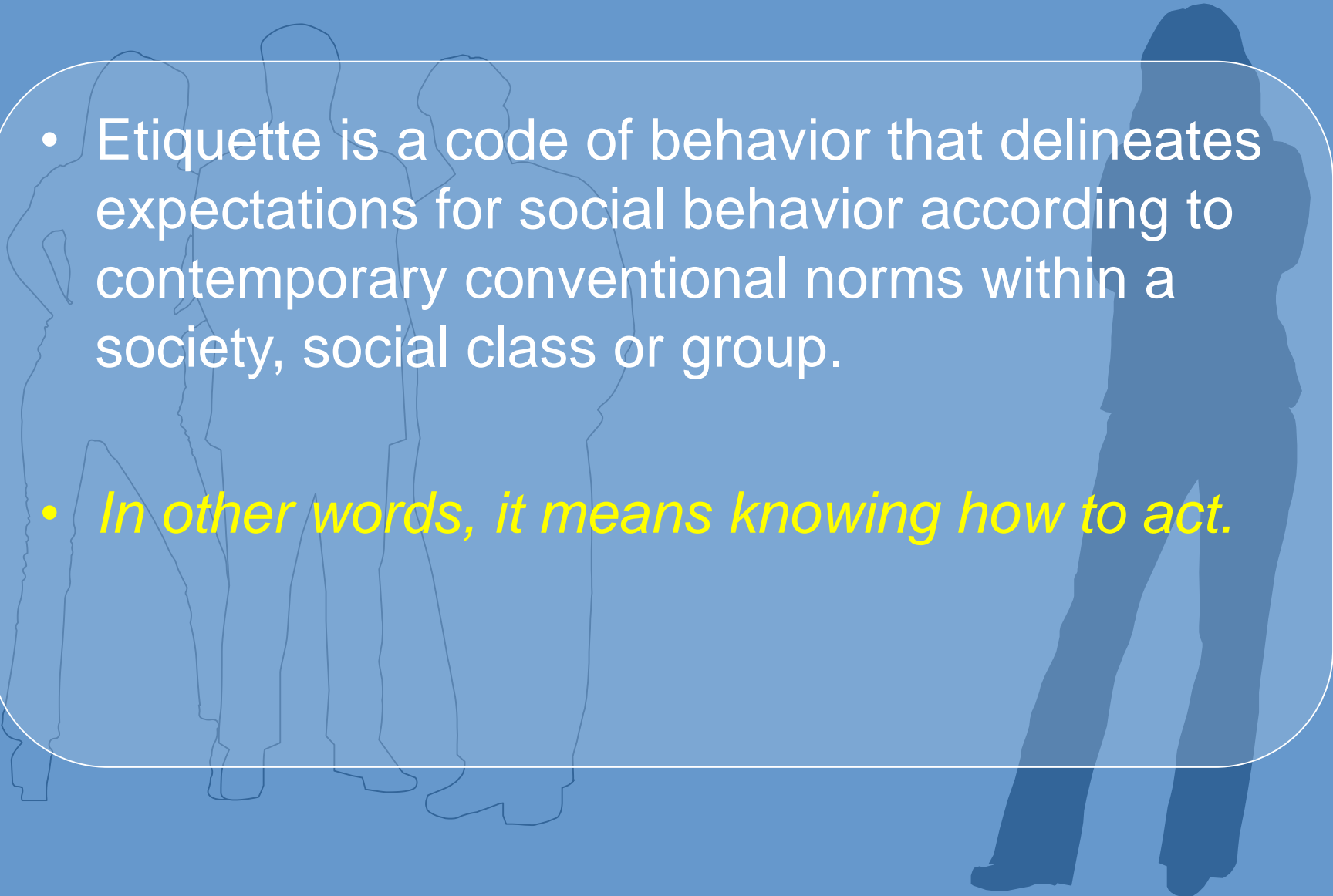




# Etiquette

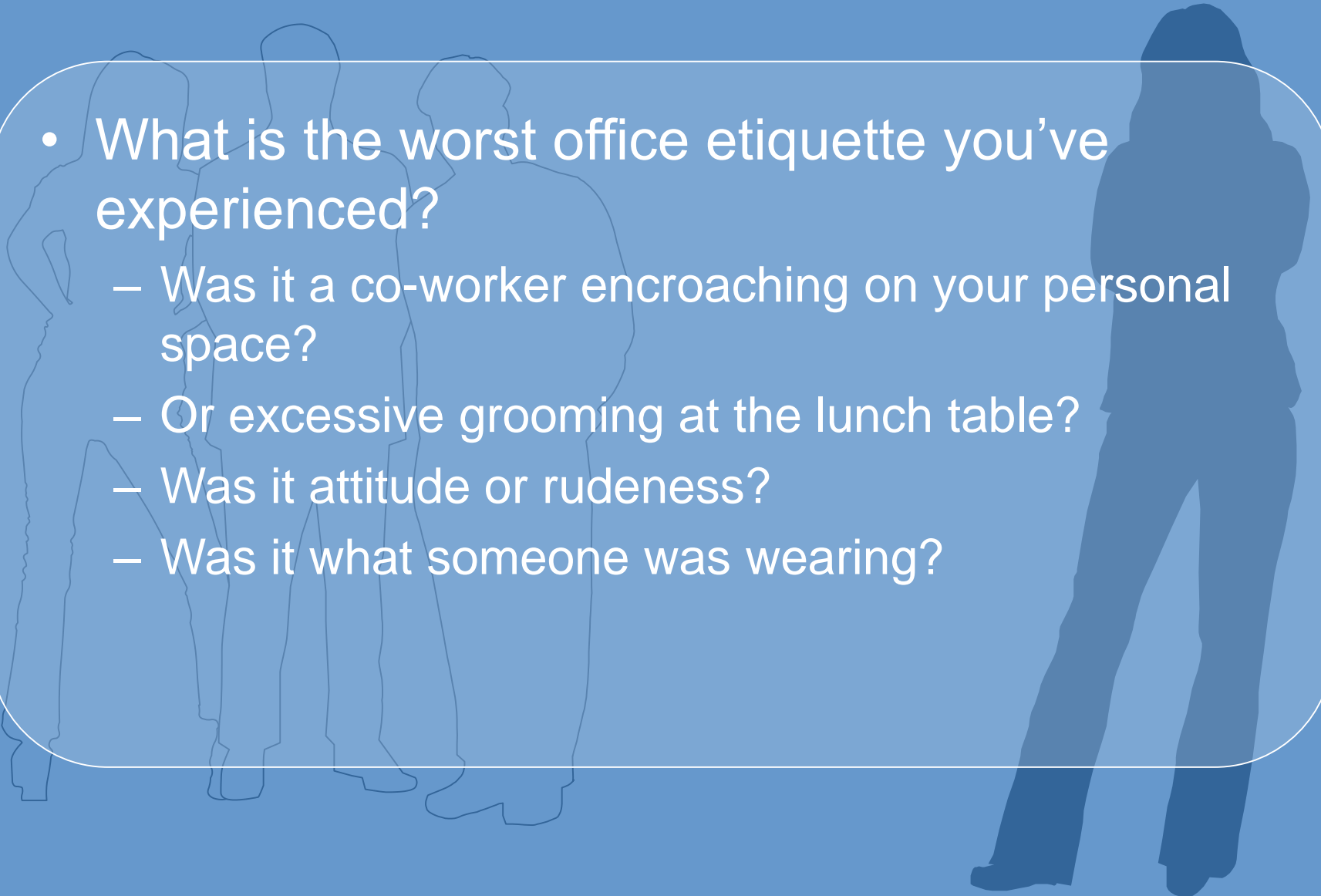
# Workplace Etiquette & Professionalism

- Etiquette is a code of behavior that delineates expectations for social behavior according to contemporary conventional norms within a society, social class or group.
- *In other words, it means knowing how to act.*



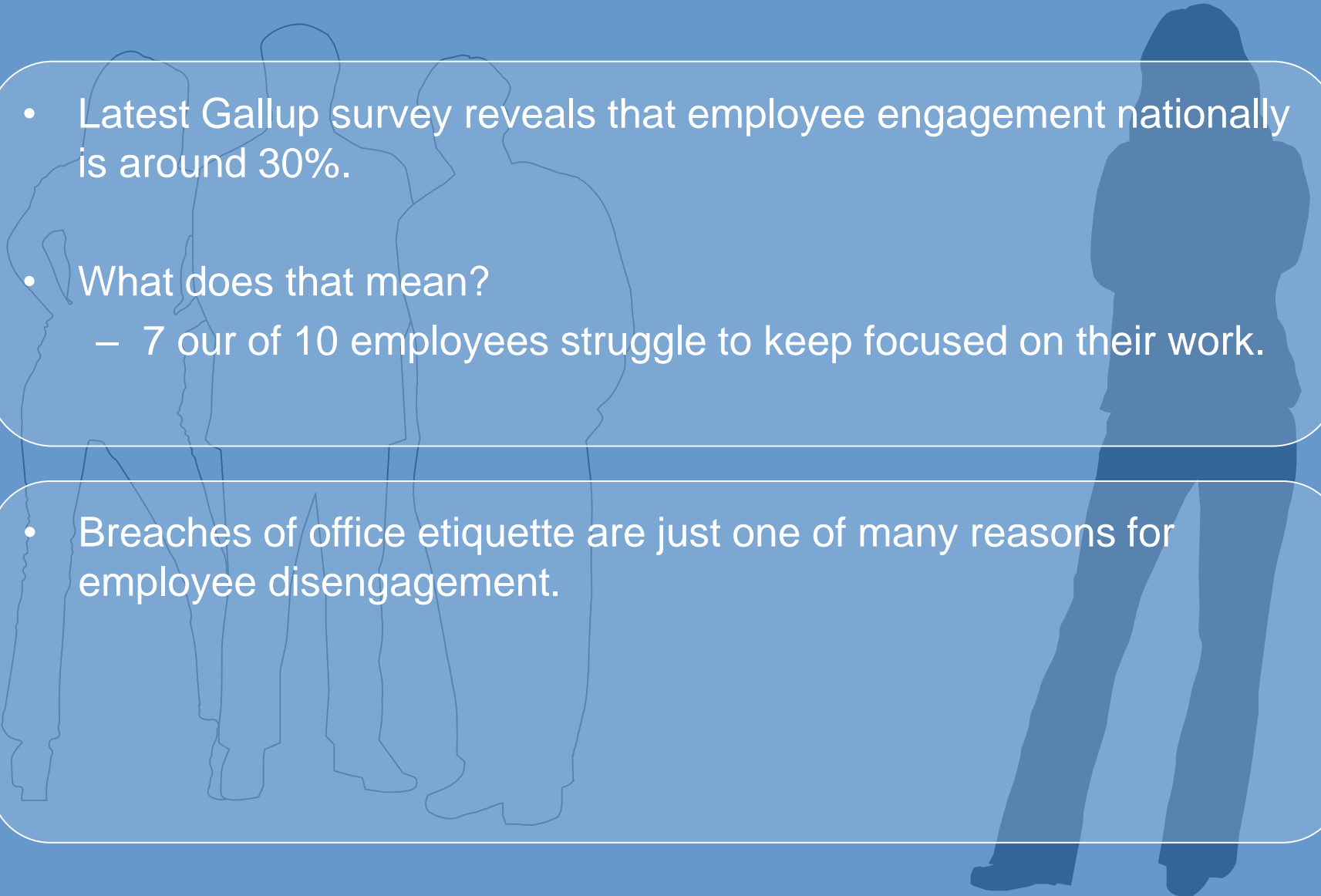
# Examples

- What is the worst office etiquette you've experienced?
  - Was it a co-worker encroaching on your personal space?
  - Or excessive grooming at the lunch table?
  - Was it attitude or rudeness?
  - Was it what someone was wearing?



# Etiquette

- Latest Gallup survey reveals that employee engagement nationally is around 30%.
- What does that mean?
  - 7 out of 10 employees struggle to keep focused on their work.
- Breaches of office etiquette are just one of many reasons for employee disengagement.



# Top 10 Office Etiquette Mistakes

The background of the slide features several light blue silhouettes of people in an office setting. On the left, there are three smaller silhouettes of people standing and talking. On the right, there is a larger silhouette of a person standing with their back to the camera, looking towards the left.

## 1. Dirty Kitchen

Leaving behind a dirty mess in the kitchen is one of the quickest ways to rile up co-workers.

## 2. Being Late to Meetings

HR Magazine once estimated that employee tardiness cost companies over \$3 billion each year

## Top 10 Office Etiquette Mistakes, cont.

The background of the slide features several light blue silhouettes of people in an office setting. On the left, there are four smaller silhouettes of people standing in a group. On the right, there is a larger silhouette of a person standing with their back to the camera, looking towards the group on the left.

### 3. Privacy Invader

Every office has a few employees who are just too eager to learn about everyone else's daily business

### 4. Smelly Food

Some of the smelliest foods that you should NOT bring for lunch: fish, popcorn, garlic, bacon, steamed broccoli

## Top 10 Office Etiquette Mistakes, cont.

Nothing against the food, it is just you  
need to be....

Mindful of others around you!





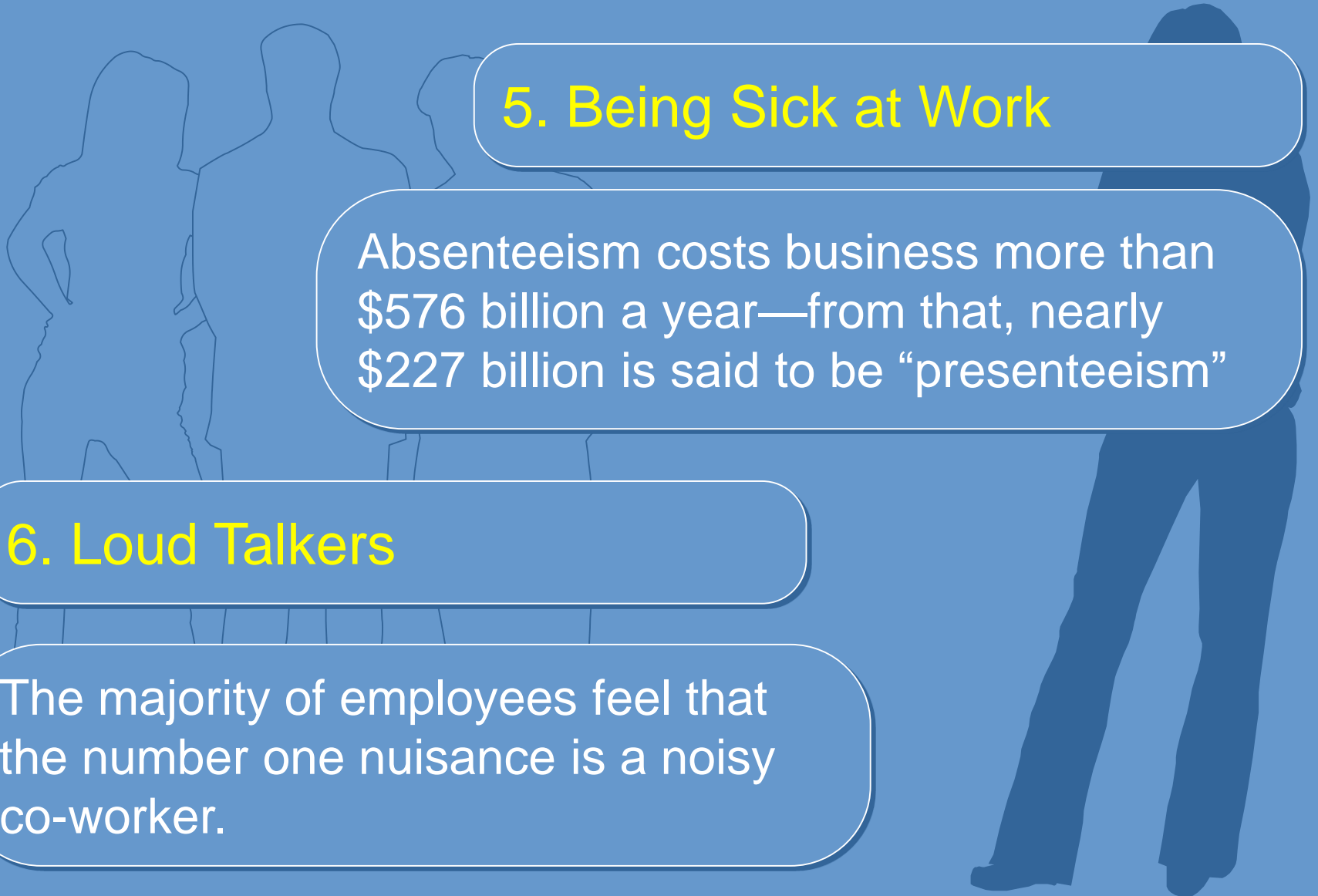
## Top 10 Office Etiquette Mistakes, cont.

### 5. Being Sick at Work

Absenteeism costs business more than \$576 billion a year—from that, nearly \$227 billion is said to be “presenteeism”

### 6. Loud Talkers

The majority of employees feel that the number one nuisance is a noisy co-worker.



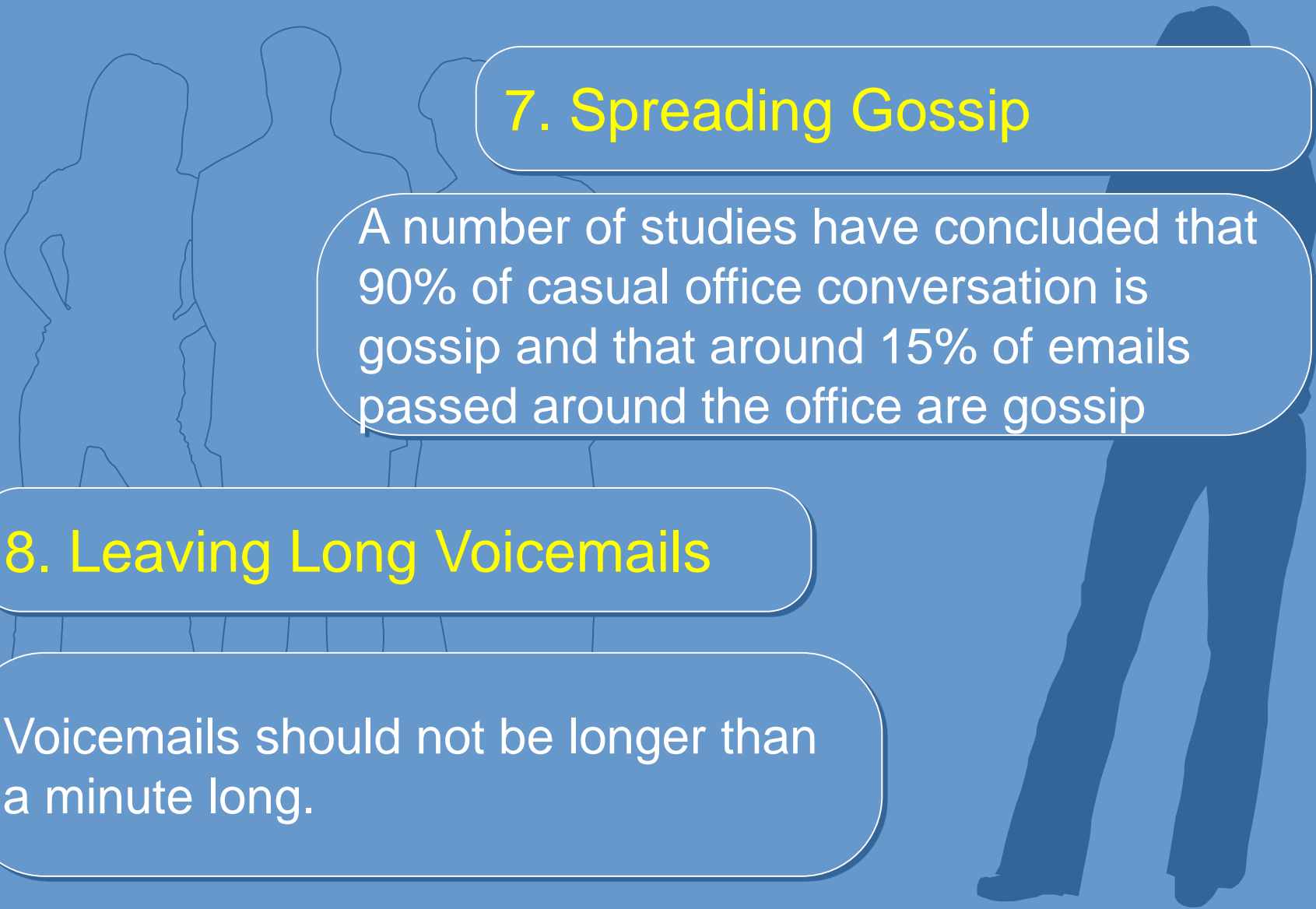
## Top 10 Office Etiquette Mistakes, cont.

### 7. Spreading Gossip

A number of studies have concluded that 90% of casual office conversation is gossip and that around 15% of emails passed around the office are gossip

### 8. Leaving Long Voicemails

Voicemails should not be longer than a minute long.



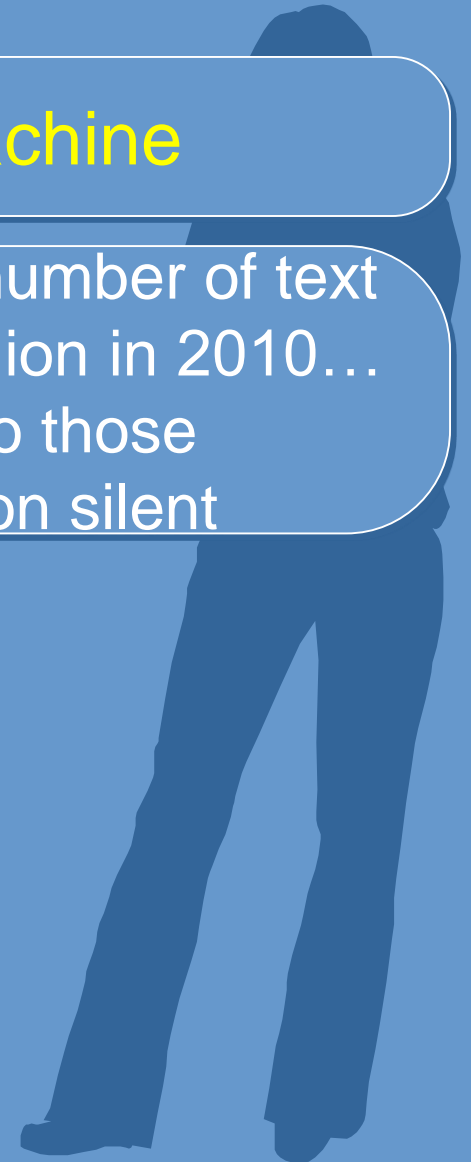
## Top 10 Office Etiquette Mistakes, cont.

### 9. The Texting Machine

According to the Pew Institute, the number of text messages sent monthly was 188 billion in 2010... too much texting can be disruptive to those around you esp. if the phone is not on silent

### 10. The One-Upper

“Oh, yeah I can top that!” One-Uppers aren't personalities that employees will put up with for long. You need team players



# 10 Quick and Easy Tips for Everyday Etiquette

1. Be friendly and polite.

3. Send a thank you note.

5. Be a helper

7. Hold down the noise.

9. Remove your hat.

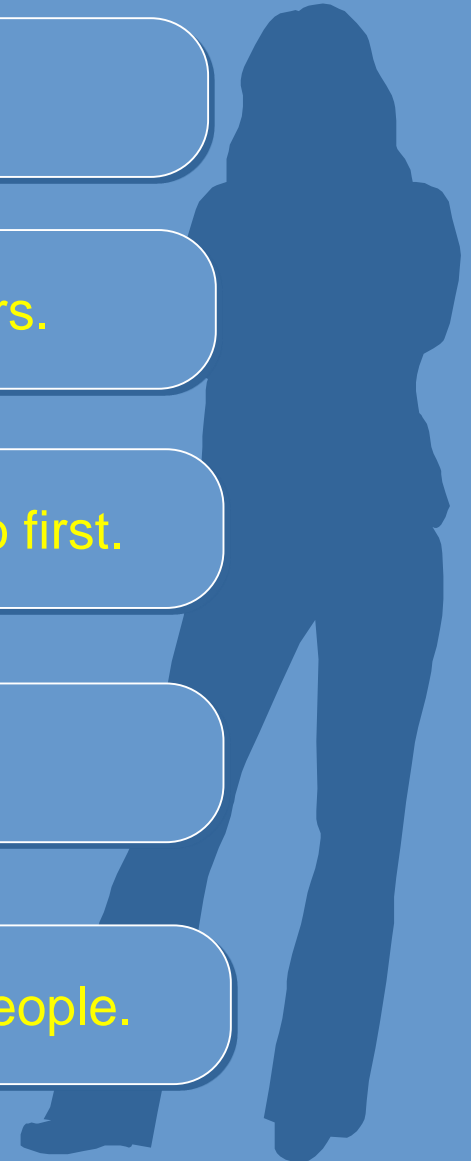
2. Be on time.

4. Respect others.

6. Let others go first.

8. Eat politely.

10. Introduce people.



# Ethics, Social Responsibility & Etiquette

**Ethics**  
(how to act-  
decision making)

The diagram consists of three overlapping circles. The top circle is white and contains the text 'Ethics (how to act- decision making)'. The bottom-left circle is olive green and contains the text 'Social Responsibility (how to act- community)'. The bottom-right circle is blue and contains the text 'Etiquette (how to act- behaviors)'. The intersections of the circles are shaded: the intersection of Ethics and Social Responsibility is yellow, the intersection of Ethics and Etiquette is light blue, and the intersection of Social Responsibility and Etiquette is green. The central intersection of all three is a darker shade of green.

**Social  
Responsibility**  
(how to act-  
community)

**Etiquette**  
(how to act-  
behaviors)

# Ethics, Social Responsibility & Etiquette



QUESTIONS?