

Ethics Focused Organization Certification Program

Workbook Synopsis: Introduction

Among the many benefits your business will enjoy by being an "Ethics Focused Organization"™ (Trademark Pending) are better decision making, reduced legal risk, improved customer service, greater customer loyalty, higher sales & profits, and enhanced employee satisfaction, morale & retention.

James J. Talerico, Jr., CMC® Author

When small businesses look for ways to improve their company's focus on compliance and ethics (C&E,) at present, they have very few options and usually turn to on-line learning.

Our workbook, "8 Steps to Becoming an Ethics Focused Organization," is unique because it advances a small business' thinking about compliance and ethics by focusing on a comprehensive solution that combines the company's organizational structure and culture, industry best practices, and new policies, procedures, systems & controls to create a "closed loop system."

Completing this workbook will not only help you implement a complete solution for strengthening compliance and ethics in your organization but also help you develop a plan to continually improve.

This workbook is broken down into eight chapters, each covering a different idea for strengthening compliance & ethics in your organization. Each chapter starts off by highlighting the objectives of the chapter. At the end of every chapter is a summary and assignments to complete before moving on to the next chapter. There are many tools and aides in our Implementation Guide that can be used to assist you in completing the assignments at the end of the chapter. The aides in our Implementation Guide allow you to accomplish the objectives of this course quicker and more professionally than if you were attempting to create a comprehensive plan for strengthening your business' compliance & ethics on your own.

To become certified, you will need to send us our "Application to Become an Ethics Focused Organization," summarizing your completed assignments for our review. You will find the "Application to Become an Ethics Focused Organization" at the end of the workbook.



Available at:
<https://greater-prairie-business-consulting.square.site/s/shop>



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After your application has been reviewed, there will be a quick phone interview. Following a positive review of your assignments and a successful phone interview, you will receive acknowledgement of your new status as an "Ethics Focused Organization." It is that simple !

Everyone in your organization who participates in our program is eligible to receive eight- (8) CEU's from the *University of Texas at Arlington's Division of Enterprise Development*. Your company will also receive a certificate of completion, an electronic logo to display on your website & marketing collateral, and access to our *Facebook Page* to network with other "Ethics Focused Organizations."

Chapter One: Implementing an Ethics Survey -

In this chapter you will learn:

- That there could be possible differing opinions between managers and employees in connect with your company's current compliance and ethics (C&E) efforts;
- What your customers, vendors, and other stakeholders think about your company's focus on compliance and ethics; and
- How to implement and evaluate C&E stakeholder surveys using our survey templates.

Chapter Two: Putting Together A Company Code of Ethics -

In this chapter you will learn:

- How to put together and implement a company Code of Ethics, with your employees by making use of our template and checklist as guides; and
- How to properly align your new Code of Ethics with your company's Mission Statement, Vision Statement, Core Values, and Guiding Principles.

Chapter Three: Creating A Company Ethics Officer and Ethics Committee -

In this chapter you will learn:

- About the role of an Ethics Officer and how to draft a job description for this position utilizing the sample provided;
- How to create an Ethics Committee with the assistance of our sample corporate charter, best practices checklist, and sample committee member job description;





- Important communications policies that should be created to ensure good communications between managers and employees around compliance & ethics (C&E;) and
- How to craft a compliance & ethics decision making process for commonly encountered C&E problems businesses face.

Chapter Four: Understanding Your Culture and Improving Its' Impact on Compliance and Ethics -

In this chapter you will learn:

- An approach for assessing your company's culture;
- The steps for improving your company's culture; and
- Ways to strengthen your company's culture around compliance & ethics.

Chapter Five: Revising Your Company's Policies, Procedures, & Processes to Improve Your Focus on Compliance and Ethics -

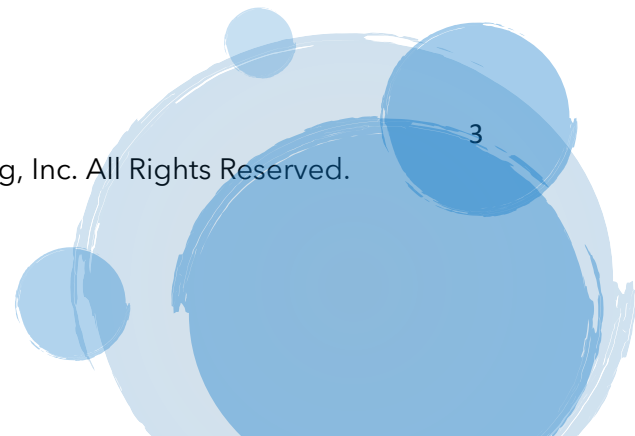
In this chapter you will learn:

- The difference between policies and procedures;
- Ways to refine your policies and procedures around compliance and ethics;
- How to improve your company's three different processes around compliance and ethics; and
- 75 best practices to boost your company's focus on compliance & ethics.

Chapter Six: Identifying Metrics to Track Your Business' Improved Focus on Compliance and Ethics -

In this chapter you will learn:

- The definition of business metrics;
- The four steps of the strategic planning process;
- About different types of business metrics; and
- Ideas for establishing product, service, department & company-wide metrics.





Chapter Seven: Creating A Plan to Continually and Continuously Your Business' Focus on Compliance & Ethics -

In this chapter you will learn:

- The difference between “continual improvement” and “continuous improvement;”
- A dozen lean principles and other ideas for improving your company’s focus on compliance and ethics; and
- How to develop a continuous improvement mindset to improve your business’ compliance and ethics; and
- How to draft a 36-month compliance & ethics improvement plan for your company.

Chapter Eight: Other Ideas to Improve Your Company’s Focus on Compliance & Ethics -

In this chapter you will learn:

- About the benefits of BBB membership and how the BBB’s dispute resolution process works;
- Other ideas for improving your business’ focus on compliance & ethics - like joining your industry association, volunteerism, and donating to a cause important to the company or owners; and
- About ways to ensure the success of your new “Ethics Focused Organization.”

