Tiffany Powell

Capella University

Parameters of Ethical Decision Making

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There are 5 different approaches in ethics, and in a business you cannot consider using just one. To run a business using the right ethics it makes since to implement a plan and measures that utilizes all 5 approaches. If only one approach is utilized, treatment wont necessarily be considered unethical but, the employees could run over those in charge and without guidance. There will be no structure! Utilitarian standards are surrounded by doing the most-good and little to no harm to every person. The rights approachis the most common that should be used but often over looked the most in organizations. The employees in a company are most impacted in the decisions that are made, but when a company makes a decision it’s not in consideration of how it will help the employee or their rights. Its more on the lines of whatever will make the company better and increase the most revenue.

In a company, they often promote people from within which is what was used as leverage in the previous company I worked for “Agency Soup”. The supervisors that were full of good ethical standards and abiding by the companies’ rules worked with the employees on their team and made sure they were building what they needed to be promoted. Verses the other supervisors who were only out for themselves and making sure they always looked good. Those were selfish and took every measure to make sure that no one on their team advanced. This is an example of how unethical they supervisors were.

In these types of ethical dilemmas there are few things that could have been done to fix the problems within. To start employees could not be afraid to speak up when doing anonyms surveys that ask about your experiences as an employee. This would be exploring the rights approach, as in every situation we all have rights but just need to know how to use them. There were also surveys that asked about management. Part of the issue was even though the seniors and executives in the company knew of these problems they didn’t do much about them other than watch everyone watch a few videos and read some material. This often doesn’t help because they expect everyone to just do the right things but those who are being unethical because they haven’t been directly reprimanded. Often, they are so used to doing the wrong thing they don’t even know it’s wrong. The rights approach can also make things confrontational if not handled the right way because in this case everyone is standing up for themselves. In this approach, upper management should pay more attention to the teams who have the highest turnover rates and find out why. They should want to know why the people have such a negative approach about the company or a department and cannot wait to leave it.

The approach Agency Soup promoted and stood by are as follows:

“We live and breathe by these [Core Values](https://www.progressive.com/progressive-insurance/core-values/): Integrity, Golden Rule, Objectives, Excellence, and Profit. These values aren't just a poster on the wall—they guide our business decisions and define how we treat each other, our customers, our business partners, and our investors.”

“Staying true to these values is what sets our culture apart from others. We believe that how we achieve something is just as important as what we achieve. And we know that cultivating a diverse, inclusive, and flexible work environment is critical to our achievements. That's why we promote from within, work hard and get rewarded for it, win the right way, and keep our doors open.”

“We encourage everyone to bring their entire self to work. We celebrate people for who they are, the ideas they bring, and the energy they invest.”

“We encourage employees to take ownership of their careers, and we have a history of and commitment to hiring from within. In fact, more than 5,000 people make internal job moves each year. Progressive continually invests in a variety of career development resources” (Progressive. 2018)

This approach is the most ethical approach to me and that is virtue. Virtue says “the quality of morale in excellence, righteousness, and responsibility… a specific type of morale excellence or other exemplary quality considered meritorious a worthy practice or idea.” (Thiroux, J. P., &Krasemann, K. W. 2012)

Agency soup has a great idea of how things should be run, I just think they should try harder to make sure that management is being fair. I also think that more people should be open to speaking up for themselves. If more people were to speak up for themselves and voice their actual experience without the fear of losing their job. More people will start to listen and peruse making a change. It can be easily determined that the person, or few people complaining are not telling the truth or just don’t like who their working with when its only one or two people complaining. Which the leaves it open for HR and others to be biased.

In conclusion if more people spoke up and forced management to have to do the right thing or move on. Then the company would save more on training, licenses, new hires, and lawsuits. This results in a hire revenue for the company and more in bonuses for the stakeholders within the company. The turnover rate would be lower, and the company would be able to retain more employees. Why should someone have to work doing something they have grown to hate because of poor guidance and unethical behavior have to loose time by quitting a career with great potential. There were others who quit but then reapplied to another department just to get from under the manager they had. If the approach of virtue that is perceived is practiced it would be a perfect and ideal world, along with the company itself can reach its goals a lot faster as less would have to be invested in new employees learning what the current ones already know.

References

Our Culture. (2018). Retrieved from https://www.progressive.com/careers/working-at-progressive/our-culture/

Thiroux, J. P., &Krasemann, K. W. (2012). *Ethics Theory and Practice* (11th ed.). Upper Saddle River, NJ: Pearson.