



AMBASSADOR
SERVICE GROUP

Ethics, Empathy & Encouragement



Objectives

- “ Define Ethics, Empathy, and Encouragement
- “ Participants will be able to demonstrate knowledge of other ethical codes of conduct likely to be encountered in the scope of practice
- “ Participants will be able to demonstrate knowledge on the potential impact of the various codes of conduct or other ethical issues that could impact outcomes
- “ Participants will be able to develop strategies for dealing with potential ethical dilemmas likely to be encountered in their scope of practice



1 ethics *plural in form but singular or plural in construction* : the discipline dealing with what is good and bad and with moral duty and obligation

2 a : a set of moral principles

b: ethics *plural in form but singular or plural in construction* : the principles of conduct governing an individual or a group professional *ethics*

c : a guiding philosophy

d : a consciousness of moral importance forge a conservation *ethic*

3 ethics *plural* : a set of moral issues or aspects (such as rightness) debated the *ethics* of human cloning

<https://www.merriam-webster.com/dictionary>





Empathy Defined

1: the action of understanding, being aware of, being sensitive to, and vicariously experiencing the feelings, thoughts, and experience of another of either the past or present without having the feelings, thoughts, and experience fully communicated in an objectively explicit manner; *also* : the capacity for this

2: the imaginative projection of a subjective state into an object so that the object appears to be infused with it

<https://www.merriam-webster.com/dictionary>



Encourage Defined

- 1a** : to inspire with courage, spirit, or hope : [HEARTEN](#) she was *encouraged* to continue by her early success
- b** : to attempt to persuade : [URGE](#) they *encouraged* him to go back to school
- 2**: to spur on : [STIMULATE](#) warm weather *encourages* plant growth
- 3**: to give help or patronage to : [FOSTER](#) government grants designed to *encourage* conservation

<https://www.merriam-webster.com/dictionary>

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CODES OF ETHICS

“ Do You Know
What They
Are?”



Common Principles

“ Confidentiality/privacy

“ Advocacy

“ Appreciating/Respecting Cultural
Diversity

“ Professional Responsibility

<https://ccmcertification.org/courses/ethics-case-managers>



Common Principles

- “ Public Interest
- “ Respect Their Rights
 - “ Be Objective
 - “ Act with Integrity
- “ Maintain Competency
- “ Honor Integrity of Code
- “ Obey all Laws and Regulations



Standards

Client Advocate

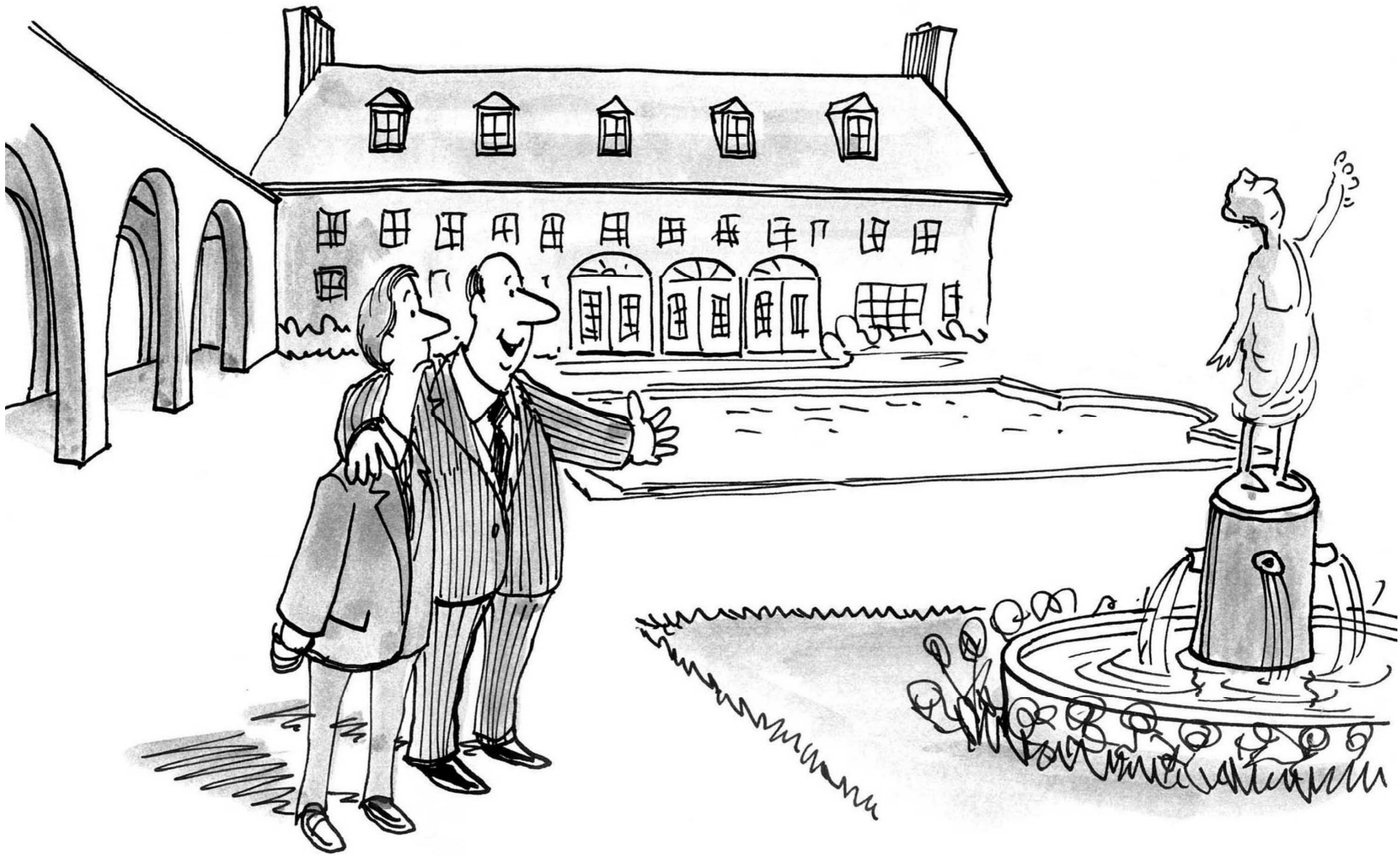


Other Ethical Codes?

- ” Medical
- ” Legal
- ” Business
- ” Client
- ” Cultural
- ” Personal

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<https://www.ama-assn.org/sites/default/files/media.../principle:medical-ethics.pdf>
https://www.americanbar.org/groups/.../mocs_of_professional_conduct.html





“All this, on the other hand, is what you get if you win the case.”

Culture

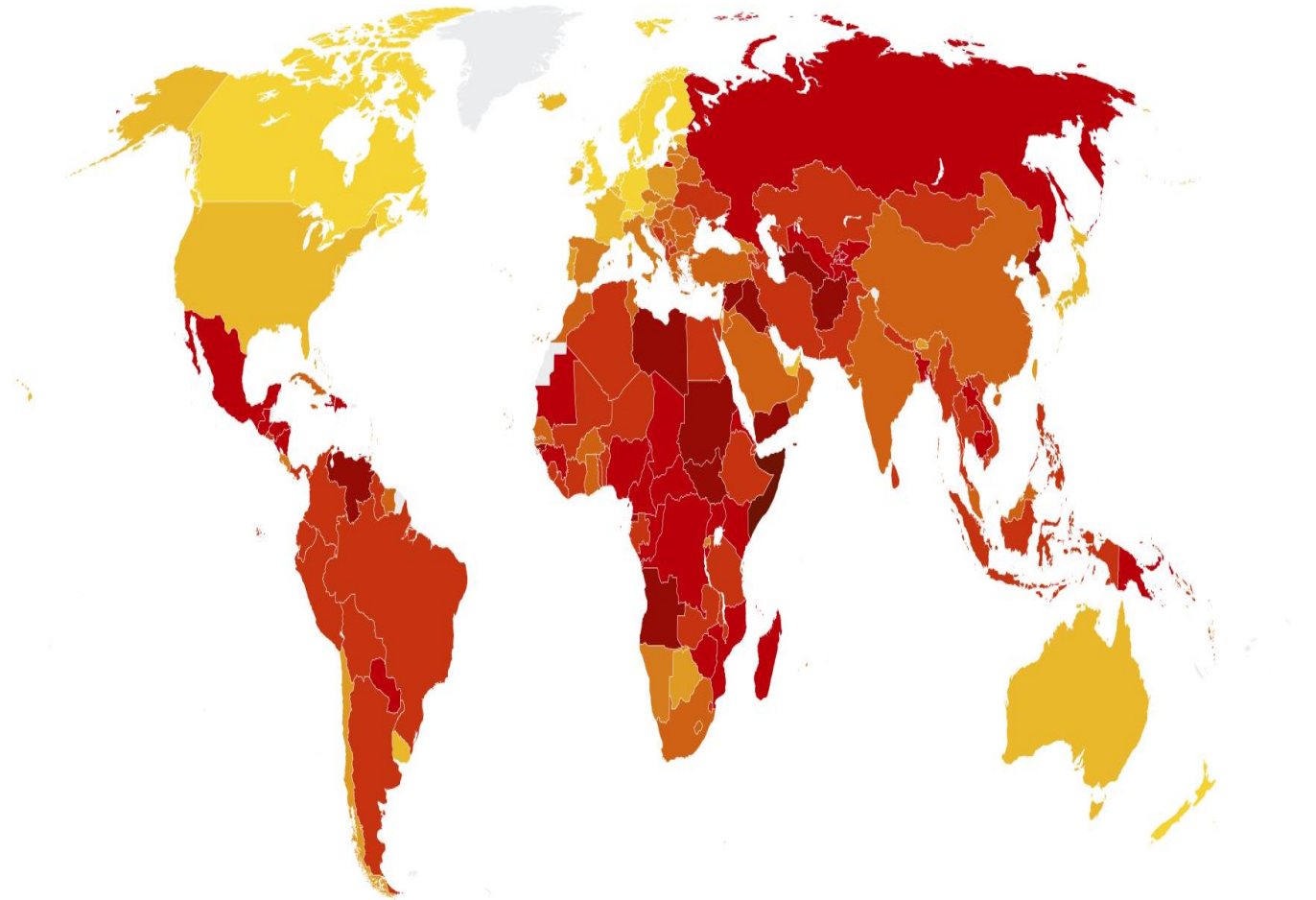
- %Normal+and %Right+or %Strange+and %Wrong+is based on culture.
- Cultural imprinting begins at an early age so most of us are unaware of our own cultural biases.



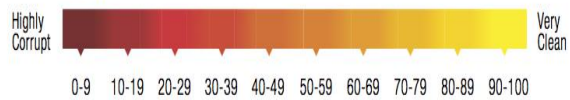


CORRUPTION PERCEPTIONS INDEX 2017

The perceived levels of public sector corruption in 180 countries/territories around the world.



SCORE



#cpi2017

www.transparency.org/cpi

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Workers Compensation



Strategies

Recognize
Expect
Accept
Determine



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***“We have an agreement in principle.
The question is, do we all have the same principles?”***

Resources

- ” <https://ccmcertification.org/courses/ethics-case-managers>
- ” <http://nbcc.org/Assets/Ethics/NBCCCodeofEthics.pdf>
- ” <http://cdms.org/index.php/CDMS-Certification/Content/codeofconduct.html>
- ” [https://www.americanbar.org/groups/.../model rules of professional conduct.html](https://www.americanbar.org/groups/.../model_rules_of_professional_conduct.html)
- ” <https://www.ama-assn.org/sites/default/files/media.../principles-of-medical-ethics.pdf>
- ” <https://www.forbes.com/.../carolkinseygoman/.../how-culture-controls-communication...>
- ” <http://www.pewresearch.org/next-america/#Two-Dramas-in-Slow-Motion>
- ” https://www.transparency.org/news/feature/corruption_perceptions_index_2017
- ” www.istockphoto.com
- ”



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