



# Ethiopian TVET System



## **Animal Health Care Service Level -I Training Module –Learning Guide 60-63 Based on Version 3 March 2018 Occupational Standard (OS)**

**Unit of Competence:** Demonstrate Work Value

**Module Title:** Demonstrating Work Values

**TTLM Code:** AGR AHC1 TTLM16 0919v1

October 2019



# Module Title: Demonstrating Work Values

## TTLM Code: AGR AHC1TTLM16 0919v1

This module includes the following Learning Guides

**LG60:** Define the purpose of work

(LG Code: AGR AHC1 M16 LO1-LG-60)

**LG61:** Apply work values/ethics.

(LG Code: AGR AHC1 M16 LO2-LG-61)

**LG62:** Deal with ethical problems.

(LG Code: AGR AHC1 M16 LO3-LG-62)

**LG63:** Maintain integrity of conduct in the workplace.

(LG Code: AGR AHC1 M16 LO4-LG-63)



## INSTRUCTION SHEET

## Learning Guide 60

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics –

- Defining the Purpose of Work
- Identifying and defining the purpose of work
- Determine fundamental rights at work
- personal mission with company's values

This guide will also assist you to attain the learning outcome stated in the cover page. Specifically, upon completion of this Learning Guide, you will be able to –

- Identifying and defining the purpose of work
- Determine fundamental rights at work
- personal mission with company's values

### Learning Activities

1. Read the specific objectives of this Learning Guide.
2. Read the information written in the “Information Sheets-1
3. Accomplish the “Self-check” in page --
4. If you earned a satisfactory evaluation proceed to the next learning guide”. However, if your rating is unsatisfactory, see your teacher for further instructions or go back to Learning Activity #1.
5. Submit your accomplished Self-check. This will form part of your training portfolio.



## Information Sheet-1

## Identifying and defining the purpose of work

### 1. Identifying and defining the purpose of work

#### 1.1 Defining the Purpose of Work

##### 1.1.1 Meaning of work

There are three major approaches to the study of meaning of work: the significance of work, the orientations of work and the coherence of work. As such, we can define the meaning of work in three ways.

##### 1.1.2 The significance of work

The concept of “meaning of work” can be defined as the significance the subject attributes to work, his representations of work, and the importance it has in his life. This way of defining the meaning of work leads to identifying work definition models, as Meaning of Working International team members proposed it.

Work is central in many cultures, although every culture has its own values and conceptions about it. However, it seems that work is important and significant for a majority of people considering the time that individuals devote to work in their lives, the numerous functions which it accomplishes for them, and the fact that work is closely linked with other important aspects of daily life such as family, leisure, religion, and community life.

The notion of “work” has several definitions, but they all share the idea of a purposeful activity. This notion generally refers to expending energy through a set of coordinated activities aimed at producing something useful. Work may be pleasant or unpleasant, and may or may not be associated with monetary exchanges.

### Self-Check 1

### Written Test



Name: \_\_\_\_\_

Date: \_\_\_\_\_

**Directions: Answer all the questions listed below.**

1. Explain the purpose of work? 10 pts.
2. Define work? 10 pts.

**Note: Satisfactory rating - 10 points and above    Unsatisfactory - below 10 points**

You can ask your teacher for the copy of the correct answers.

<b>Information Sheet-2</b>	<b>Determine fundamental rights at work</b>
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## 2.1 The work values (orientations of work)

The concept “meaning of work” can also be defined as one’s orientation or inclination toward work, what the subject is seeking in the work, and the intents that guide his actions. Super and Šverko have found 5 major orientations: autonomy, social advancement, self-achievement, social interactions and risk taking

Ros, Schwartz and Surkiss present a theory of work values, describing four axes: conservation, self-enhancement, openness to change and self-transcendence. Each axis is defined by basic individual values.

These researchers apply this model “to explore the significance of work as a vehicle for reaching cherished goals”. Let’s take an example. John values power, achievement and self-direction; his work would be meaningful to the extent it allows him to find social status and prestige, personal success and freedom in his life. Ros and her colleagues investigated this model in 155 samples from 55 countries. In sum, there are three types of work values that seem to reach the consensus: self-actualization (autonomy, learning, self realization, etc.), security (work conditions and benefits, safety, respect, etc.), and relations (social contact, social contribution, memberships, etc.).

## 2.2 The work coherence

The concept “meaning of work” can be defined as an effect of coherence between the subject and the work he does, the level of harmony or balance he achieves in his relationship to work. The thoughts that one has about something else tend to organize themselves into balanced systems and, consequently, any incoherence leads to activities (intellectual, emotional, behavioral, etc.) to restore that balance. The sense of coherence that the subject finds in his relationship to work gives him a sense of psychological security and serenity which helps him to cope with the challenges that are inevitably involved in performing his duties.

Therefore, one’s unique sense of purpose for working and the reasons of work are necessary to be identified, reflected on and clearly defined for one’s development as a person and as a member of society.

<b>Self-Check 2</b>	<b>Written Test</b>
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Name: \_\_\_\_\_

Date: \_\_\_\_\_

**Directions: Answer all the questions listed below.**

1. What are the three major approaches to study the meaning of work?

i. \_\_\_\_\_

ii. \_\_\_\_\_ and

iii. \_\_\_\_\_

2. Define the meaning of works in three different ways based on the major approaches.

**Note: Satisfactory rating - 25 points and above    Unsatisfactory - below 25points**

You can ask your teacher for the copy of the correct answers.

**Information Sheet-3**

**personal mission with company's values**

### **3.1 Harmony of personal mission with company's values**



It's essential to know who you are as an organization if you hope to achieve and sustain success. Even more important, you have to find ways to be yourself with incredible clarity and consistency, whatever the demands of the moment, and in spite of your individual preferences.

Living and working in harmony with personality lets your company find a natural balance and rhythm. Know and be yourself as a company, and you'll know how best to respond in the face of adversity, crisis, change, and growth.

Most people find themselves at ease in the company of people they know. When you gain this kind of intimacy and insight into your organization as a living entity, you'll find it easier to gauge the most natural course of action. Understanding personality can help your organization capitalize on its strengths and differentiate itself from the competition. It helps you recognize your blind spots and weaknesses and build your organization's sense of community and consensus. Above all, perhaps, the technique provides a straightforward, natural way to measure the results of your efforts. Are you living in harmony with your company's personality? Think about what your company persona would do and do it. You will gain clarity, alignment, and consistency in everything you do.

<b>Self-Check 3</b>	<b>Written Test</b>
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Name: \_\_\_\_\_

Date: \_\_\_\_\_

**Directions: Answer all the questions listed below.**





1. Explain the techniques to  
personalities with company values? 15pts

harmonize

**Note: Satisfactory rating - 8 points and above    Unsatisfactory - below 8 points**

You can ask your teacher for the copy of the correct answers.

**INSTRUCTION SHEET**

**Learning Guide 61**

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics –



## ⇒ Applying Work Values/Ethics

- Identifying and classifying *work values, ethics and concepts*
- Undertake work practice
- Conducting in accordance with ethical standards, policy and guidelines
- Manage company resources

This guide will also assist you to attain the learning outcome stated in the cover page. Specifically, upon completion of this Learning Guide, you will be able to –

- Identifying and classifying *work values, ethics and concepts*
- Undertake work practice
- Conducting in accordance with ethical standards, policy and guidelines
- Manage company resources

## Learning Activities

1. Read the specific objectives of this Learning Guide.
2. Read the information written in the “Information Sheets-1
3. Accomplish the “Self-check” in page –
4. If you earned a satisfactory evaluation proceed to “the next learning guide -”. However, if your rating is unsatisfactory, see your teacher for further instructions or go back to Learning Activity #1.
5. Submit your accomplished Self-check. This will form part of your training portfolio.



## **1.1 Applying Work Values/Ethics**

It needs to classify and reaffirm the work values/ethics/concepts in accordance with the transparent company ethical standards, policies and guidelines for successful accomplishment of activities to be undertaken within the company.

### **1.1.2 Work values, ethics and concepts**

#### **1.1.2.1 Work values**

From the very beginning of social work, the profession has been seen as firmly rooted in values (Reamer, 2001). Almost a half century ago Pumphrey (1959) in *The Teaching of Social Work Values and Ethics* divided values into three categories, first, the values of the profession as related to the larger society; second, internal relationships within professional membership; and third, relationships with the clients.

Although social work values have always been considered an integral part of our profession, social workers have struggled for many years with questions about what are social work values and can they be taught. Values have been defined as beliefs, while ethical practice has been viewed as the application of these beliefs (Congress, 1999). Abbott (1988) looked at social work values in regard to respect for basic rights, sense of social responsibility, commitment to individual freedom (social justice), and support of self-determination.

#### **1.1.2.2 Concept of Ethics**

It concerns with Morals and Philosophy. It is the study of moral obligation. In other words Ethical rules are not enforced by public authority, whereas legal rules are.

Ethics is the values of hard work instilled in or held by employees. For example, an employee with a good work ethic would complete projects and other tasks of a high quality, and take pride in the quality of his or her work.



### 1.1.2.3 The ten work ethics traits

1. **Attendance:** arrives /leaves on time; notifies instructor in advance of planned absences; and makes up assignments punctually.
2. **Character:** displays loyalty, honesty, trustworthiness, reliability, dependability, initiative, self-discipline, and self-responsibility.
3. **Teamwork:** respects rights of others; ...is a team worker; cooperative; assertive? Or displays a customer service attitude; seeks opportunities for continuous learning; and displays mannerly behavior.
4. **Appearance:** displays appropriate dressing, grooming, hygiene, and etiquette.
5. **Attitude:** demonstrates a positive attitude; appears self-confident; and has realistic expectations of self.
6. **Productivity:** follows safety practices; conserves materials; keeps work area neat and clean; and follows directions/procedures.
7. **Organizational Skills:** manifests skill in personal management, time management, prioritizing, flexibility, stress management, and dealing with change.
8. **Communication:** displays appropriate nonverbal and verbal skills.
9. **Cooperation:** displays leadership skills; appropriately handles criticism and complaints; demonstrates problem-solving capability; maintains appropriate relationships with supervisors and peers; and follows chain of command.
10. **Respect:** deals appropriately with cultural/racial diversity and does not engage in harassment of any kind.



<b>Self-Check 1</b>	<b>Written Test</b>
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Name: \_\_\_\_\_

Date: \_\_\_\_\_

**Directions: Answer all the questions listed below.**

1. Determine work ethics? (10 pts.)
2. Define work ethics. List and discuss at least six work ethics traits.? (10 pts.)

**Note: Satisfactory rating - 10 points and above Unsatisfactory - below 10 points**

You can ask your teacher for the copy of the correct answers.

**Information Sheet-2****Undertake work practice**

Flexible work practices are non-traditional work arrangements that allow staff to remain productive and still meet the employers' work needs. While flexible work practices are required for specific equity groups, as defined in the disability and family/carer legislations, flexible work practices are also offered to staff to assist them in managing priorities in their work and personal lives. Staff may have differing priorities in their personal lives which they accommodate within the work priorities. These priorities can include undertaking study (apart from approved University study leave); sporting, community service and cultural endeavors; travelling overseas; need to accompany partner or children for a specified period of time out of the region; health and disability needs; as well as carer and family responsibilities.

In general, work practices should be undertaken flexibly in compliance with industry work ethical standards, organizational policy and guidelines towards the goals of the organization.

Therefore, to attain the stated goals of the company or organization quality of work, punctuality, efficiency, effectiveness, productivity, resourcefulness, innovativeness/creativity, cost consciousness, attention to details, etc. issues should necessarily be understood by the employees of the company.



<b>Self-Check 2</b>	<b>Written Test</b>
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Name: \_\_\_\_\_

Date: \_\_\_\_\_

**Directions: Answer all the questions listed below.**

1. How did create flexible work practice? (15 pts.)

**Note: Satisfactory rating - 10 points and above Unsatisfactory - below 10 points**

You can ask your teacher for the copy of the correct answers.



<b>Information Sheet-3</b>	<b>Conducting in accordance with ethical standards, policy and guidelines</b>
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Employers value employees who maintain a sense of honesty and integrity above all else. Good relationships are built on trust. When working for an employer they want to know that they can trust what you say and what you do. Successful businesses work to gain the trust of customers and maintain the attitude that “the customer is always right”. It is the responsibility of each person to use their own individual sense of moral and ethical behavior when working with and serving others within the scope of their job. Any industry mainly depends upon Human Beings.

So it has to acquire positive relationships with workers and must create an acceptable environment and rule of practice to encourage the degree of participation from its employees.

To implement these, functions of employee towards work relationship

- ✓ Must involve in planning and implementing their own personal development plan.
- ✓ Have the right in decision making and taking responsibility down through organizational hierarchy.
- ✓ Should allow sharing their experience and knowledge with colleagues.
- ✓ Have to receive both general direction and specific quick feedback as required.
- ✓ Have the right to ask their managers for steps they can take to develop regarding their careers.

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<b>Self-Check 3</b>	<b>Written Test</b>
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Name: \_\_\_\_\_

Date: \_\_\_\_\_

**Directions: Answer all the questions listed below.**

1. How did Abbott look at social work values in his study? (15 pts.)

**Note: Satisfactory rating – 8 points and above Unsatisfactory - below 8 points**

You can ask your teacher for the copy of the correct answers.

**Information Sheet-4****Manage company resources**

Company resources (such as consumable materials, equipment/machineries, human, time and financial resources) are provided for company business use, but limited use of company resources for personal use may be acceptable. This procedure provides guidance on the proper use of company resources and addresses such issues as use of company office equipment for personal use. This procedure applies to all employees of the company, including subsidiaries, contingent labor, consultants and others acting for the company unless otherwise approved by the Ethics and Business Conduct.

In other words, it is necessary to specify up to what and how an employee should use different resources found in the company for the company business use and for his personal use if there is any in accordance with transparent company ethical standard, policies and guidelines.



<b>Self-Check 4</b>	<b>Written Test</b>
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Name: \_\_\_\_\_

Date: \_\_\_\_\_

**Directions: Answer all the questions listed below.**

1. How to manage company resource ? (15pts.)

**Note: Satisfactory rating - 8 points and above Unsatisfactory - below 8 points**

You can ask your teacher for the copy of the correct answers.



## INSTRUCTION SHEET

## Learning Guide 62

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics –

- **Deal with ethical problems**
- Applying ethical standards, policies and guideline
- Report work incidents
- using resolution and/or referral of ethical problems identified

This guide will also assist you to attain the learning outcome stated in the cover page. Specifically, upon completion of this Learning Guide, you will be able to –

- Applying ethical standards, policies and guideline
- Report work incidents
- using resolution and/or referral of ethical problems identified

### Learning Activities

1. Read the specific objectives of this Learning Guide.
2. Read the information written in the “Information Sheets-1
3. Accomplish the “Self-check” in page –
4. If you earned a satisfactory evaluation proceed to the next learning guide  
“However, if your rating is unsatisfactory, see your teacher for further instructions or go back to Learning Activity #1
5. Submit your accomplished Self-check. This will form part of your training portfolio.

**Dealing with ethical problems**

A company should have a long-standing commitment to conduct a business in compliance with all applicable laws and regulations and in accordance with the highest ethical principles. The company code of conduct is one of many tools the company conduct and compliance program provides the employees to assist them in meeting the company's legal and ethical obligations.

Employees should comply with the company code of conduct. A business need to manage in compliance with all applicable laws and regulations of the countries in which the company operates, and in accordance with company's high standards of conduct. All employees are expected to comply with the company code of conduct, which is essential to maintaining the employees' reputation for honesty, quality, and integrity. It also needs to be each employee's responsibility to prevent unethical conduct report to the company any situation where the company's standards or the laws are being violated. Any employee disclosing, in good faith, violations or suspected violations of legal requirements or company business standards should not be subjected to retaliation or retribution. Likewise, failure to comply with the provisions of the company code of conduct will not be tolerated.



Self-Check 1	Written Test
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Name: \_\_\_\_\_

Date: \_\_\_\_\_

Directions: Answer all the questions listed below.

1. All employees of a company are expected to comply with the company code of conduct. Discuss why it is so?

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2. A strong internal reporting culture by the employees of a company about misconduct is required by many companies. Discuss why it is so?

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**Note: Satisfactory rating - 25 points and above    Unsatisfactory - below 25points**

You can ask your teacher for the copy of the correct answers.



<b>Information Sheet-2</b>	<b>Report work incidents</b>
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Staff accepts their responsibility to report misconduct. They are familiar with the reporting process and are confident that something will be done about the matter. Staffs are supported in the workplace, and know they can make reports without fear of intimidation, reprisal or pressure from others not to do so. A strong internal reporting culture serves to maintain high professional standards within the organization, and contribute to its continuous improvement. Integrity concerns are managed in the interests of the individual, the organization, and the public.

A company's commitment to integrity includes a responsibility to foster an environment that allows people to report violations without the fear of retaliation or retribution. No one should be discouraged from using any available channel within the organization. Even simple questioning of someone can lead to claims of retaliation, even though that was never the intent, as it may make a person feel that he or she did something wrong by choosing one method over another. People must be able to choose whichever method they are most comfortable with to communicate their concern.



<b>Self-Check 2</b>	<b>Written Test</b>
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Name: \_\_\_\_\_

Date: \_\_\_\_\_

Directions: Answer all the questions listed below.

1. A strong internal reporting culture by the employees of a company about misconduct is required by many companies. Discuss why it is so?

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**Note: Satisfactory rating - 25 points and above    Unsatisfactory - below 25points**

You can ask your teacher for the copy of the correct answers.





<b>Information Sheet-3</b>	<b>using resolution and/or referral of ethical problems identified</b>
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Anyone who retaliates against another employee for reporting known or suspected violations of the company's legal or ethical obligations is in violation of the code and subject to disciplinary action (for resolving the incidents/situations), up to and including dismissal. Retaliation also may be a violation of the law, and as such, could subject both the individual offender and company to legal liability.

Those found to have violated any applicable laws, rules, regulations, policies or Code are subject to appropriate disciplinary action including but not limited to demotion, verbal and written warnings, suspension with or without pay, legal remedies, termination, cancellation of contract and reassignment. Everyone has a personal obligation to report potential wrongdoing via the appropriate channels. Failure to timely report an offense is also subject to appropriate disciplinary action.

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<b>Self-Check 3</b>	<b>Written Test</b>
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Name: \_\_\_\_\_

Date: \_\_\_\_\_

Directions: Answer all the questions listed below.

1. What measures to be taken towards those who violated any applicable laws, rules, regulations, policies or Code of a company? List at least five possible disciplinary actions to be taken.

i. \_\_\_\_\_

ii. \_\_\_\_\_

iii. \_\_\_\_\_

iv. \_\_\_\_\_

v. \_\_\_\_\_

**Note: Satisfactory rating - 25 points and above    Unsatisfactory - below 25points**

You can ask your teacher for the copy of the correct answers.



## INSTRUCTION SHEET

## Learning Guide 63

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics –

⇒ Maintain Integrity of Conduct in the Workplace

- Demonstrating personal work practices and values
- Providing instructions
- Sharing work practice / values

This guide will also assist you to attain the learning outcome stated in the cover page. Specifically, upon completion of this Learning Guide, you will be able to –

- Demonstrating personal work practices and values
- Providing instructions
- Sharing work practice / values

### Learning Activities

1. Read the specific objectives of this Learning Guide.
2. Read the information written in the “Information Sheets-1
3. Accomplish the “Self-check” in page –
4. If you earned a satisfactory evaluation proceed to “Operation Sheet”. in page -. However, if your rating is unsatisfactory, see your teacher for further instructions or go back to Learning Activity #---.



Integrity means that we must be honest, trustworthy, consistent, and open, and always act in accordance with the highest ethical standards.

In essence, building workplace integrity is about creating a workplace that fosters the development of high professional standards, and demonstrates the values of the organization. An ethical and professional workplace is the best safeguard against risks to integrity, including improper conduct, misconduct and corruption.

Building workplace integrity involves developing and maintaining a professional and respectful workplace. It involves ethical leadership, active management and supervision, the right people, effective processes and confident professional reporting.

### **1.1 Personal work practices and values**

Personal work practices and values must be demonstrated consistently with acceptable ethical conduct and company's core values.

The ethical tone of a workplace must start at the top with managers taking responsibility for building a professional and respectful workplace. Managers must not only communicate clear messages about ethical conduct and integrity, but they must also model and demonstrate those very behaviours expected of staff. Demonstrating commitment to the values and goals of the organization must be consistent with professional leadership.

The attitudes, behaviours and responses of staff demonstrate a commitment to organizational values and goals. Ethical conduct prevails in the workplace, and staff takes responsibility for building a professional workplace. Staff at all levels takes action when needed. They act to prevent misconduct and improper behaviour, they raise integrity concerns, and they do not support destabilizing attitudes and behaviours. Staff know what the organization expects of them, and carry out their duties in accordance with these expectations. Staffs feel valued and supported in the workplace.



<b>Self-Check 1</b>	<b>Written Test</b>
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Name: \_\_\_\_\_

Date: \_\_\_\_\_

**Directions: Answer all the questions listed below.**

1. Maintaining integrity of conduct in the workplace is important to foster the development of high professional standards, and demonstrates the values of the organization. What does integrity mean?

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2. Where and with whom does the ethical tone of workplace must start at?

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**Note: Satisfactory rating - 25 points and above    Unsatisfactory - below 25points**

You can ask your teacher for the copy of the correct answers.

**Information Sheet-2****Providing instructions**

People are confused when a person giving instructions later changes his/her mind and gives conflicting instructions. If this happens too often, the person on the other end may 'switch off' or not respond until the details have been checked with someone else.



<b>Self-Check 2</b>	<b>Written Test</b>
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Name: \_\_\_\_\_

Date: \_\_\_\_\_

**Directions: Answer all the questions listed below.**

1. What are the purposes of instruction in work practices? (10 pts.)

**Note: Satisfactory rating - 25 points and above    Unsatisfactory - below 25points**

You can ask your teacher for the copy of the correct answers.

**Information Sheet-3****Sharing work practice / values**

Educate staff about shared or mutual responsibility in the workplace. Shared responsibility involves understanding how your role contributes to the organization. It involves a deliberate effort to actively contribute to and support a positive and professional work environment. In other words, it's about participating in your workplace and taking some responsibility for your own and the organization's development. For example, encourage staff to take responsibility for professional development, to raise integrity concerns, to identify ways to improve how things are done, to actively participate in team meetings and performance management, and to develop partnerships with the community





<b>Self-Check 3</b>	<b>Written Test</b>
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Name: \_\_\_\_\_

Date: \_\_\_\_\_

**Directions: Answer all the questions listed below.**

1. Determine sharing work practices? (10 pts).

**Note: Satisfactory rating - 5 points and above    Unsatisfactory - below 5points**

You can ask your teacher for the copy of the correct answers.