

## Professional and ethical behaviour

Improve your knowledge of professional and ethical behaviour by applying the principles and values of the code you work under. Use an appropriate way to approach ethical issues, grievances and disputes.

Remember to follow your organisation’s policies and procedures.



### Professional and ethical behaviour

Below are examples of professional behaviour:

- Following health and safety procedures.
- Having good time management.
- Wearing correct clothing and footwear.

Examples of ethical behaviours may include:

- treating people with dignity and respect
- maintaining privacy
- working in partnership with whānau and family
- respecting each person’s culture and cultural needs.

### Personal values and attitudes

Values are basic and fundamental beliefs that guide our attitudes. They are the motives behind our actions and behaviour. Values can determine why someone acts in a particular way.

Some personal values may include:

- individual values
- cultural values
- moral values.

Finding out what people value can help us understand what is important to them and also help us to get along better with others.

### Workplace codes

No matter what your role is in an organisation there are codes or laws that everyone in your sector must follow.

Some examples of the codes that may be relevant to you and your sector are:

- The Code of Rights
- The Privacy Act 1993
- Health and Safety at Work Act 2015
- Human Rights Act 1993.

Your workplace will also have a code of conduct.

It would describe what ethical and professional behaviour looks like in your workplace.

### Approaches for understanding the nature of disputes and grievances to help find a solution

There may be times when a person’s values or attitudes may cause conflict. Your organisation will have a procedure that you must follow.

Below are questions to consider when dealing with disputes and grievances:

- **Why** did a dispute happen?
- **What** kind of dispute or grievance is it?
- **How** could you approach the situation?
- **What** are the options for solving this?

### Self-reflection

- What did I do well?
- What could I have done better?
- How can I adapt my practice in the future?

### Feedback

Ask for feedback from your supervisor, colleagues, or the people you support.

