Develop Communication and Interpersonal Skills

Create a PowerPoint presentation addressing the following criteria

- Verbal
- Non-verbal (body language)
- Written
- Diversity in the workplace
- Decision making in the workplace
- Apply Case Scenarios in Making Informed Ethical Decisions

Prompt: You are employed by the Best Computer Systems, Inc., a large computer manufacturing company with approximately 1,000 employees. Your company is based in Kansas City, MO. As the Human Relations department manager, you are approached with the following cases.

Directions:
Review the following human relation cases. Use the steps for making ethical decision (also attached) to select a feasible, ethical decision for each employee. Be prepared to justify your reasoning to the group.

CASE 1 Lorna is an administrative assistant in the Human Resources Department. Her good friend, Bill, is applying for a job with the company and she has agreed to serve as a reference for him. Bill approaches her for advice on preparing for the interview. Lorna has the actual interview questions asked for all applicants and considers making him a copy of the list so he can adequately prepare.

CASE 2 Emily works in Quality Control. Once a year, her supervisor gives away the refurbished computers to the local school. No specific records are kept of this type of transaction and Emily really needs a computer for her son in college. Her supervisor asks her to deliver 12 computer systems to the school.

CASE 3 Marvin is the secretary in the Facilities Management Department. He has just received a new compute and wants to try it out. Though his supervisor has a strict policy about compute use for business purposes only, he wants to learn the e-mail software more thoroughly than his training can provide. One good way to do this, he figures, is to write e-mail messages to his friends and relatives until he "gets the knack" of it. He is caught up on all his work and only has 30 minutes left to work today. His supervisor left early.

CASE 4 Richard and Conway are talking in the hallway about the employee benefits program. Conway, who has had some recent financial trouble, explains to Richard how the benefits program has a loophole that will allow him to receive some financial assistance that he really needs to help pay health care costs for his mother. Cathy, a fellow worker, overhears the conversation. Later, Cathy is approached by her supervisor who says he heard a rumor that some people were "taking advantage of the company benefits program."

CASE 5 Jennie was recently hired to work as receptionist for the front lobby. As receptionist, she is responsible for making copies for the associates. Her son, Bruce, comes in and needs some copies for a school project. He brought his own paper and needs 300 copies for his class. If he doesn't bring the copies with him, he will fail the project. The company copier does not require a security key nor do they keep track of copies made by departments.

Steps for Making Ethical Decisions
1.   Identify the ethical issue or problem
2.   List the factors that have the most bearing on the decision
3.   Identify anyone who might be affected by your decision and how.
4.   Explain what each affected person would want you to do about the issue.
5.   List 3 alternative actions and identify the best and worst case scenario for each alternative, anyone who would be harmed by this choice (and how), any values that would be compromised by selecting this alternative, and any automatic reasons why this alternative should not be selected (legal issues, rules, etc.)
6.   Determine a course of action

Requirement	Points Possible	Points Deducted
Address verbal communication	10 points	
Address nonverbal communication	10 points	
Address written communication	10 points	
Address diversity in the workplace	10 points	
Address decision making process	10 points	
Apply Case Scenarios in Making Informed Ethical Decisions	10 points	
Spelling/Grammar	10 points	
7/7 Rule	10 points	
Met slide requirements	10 points	
Presentation skills	10 points	
Total Points	100 points	