

The Powerful Bond

Between

Business Ethics

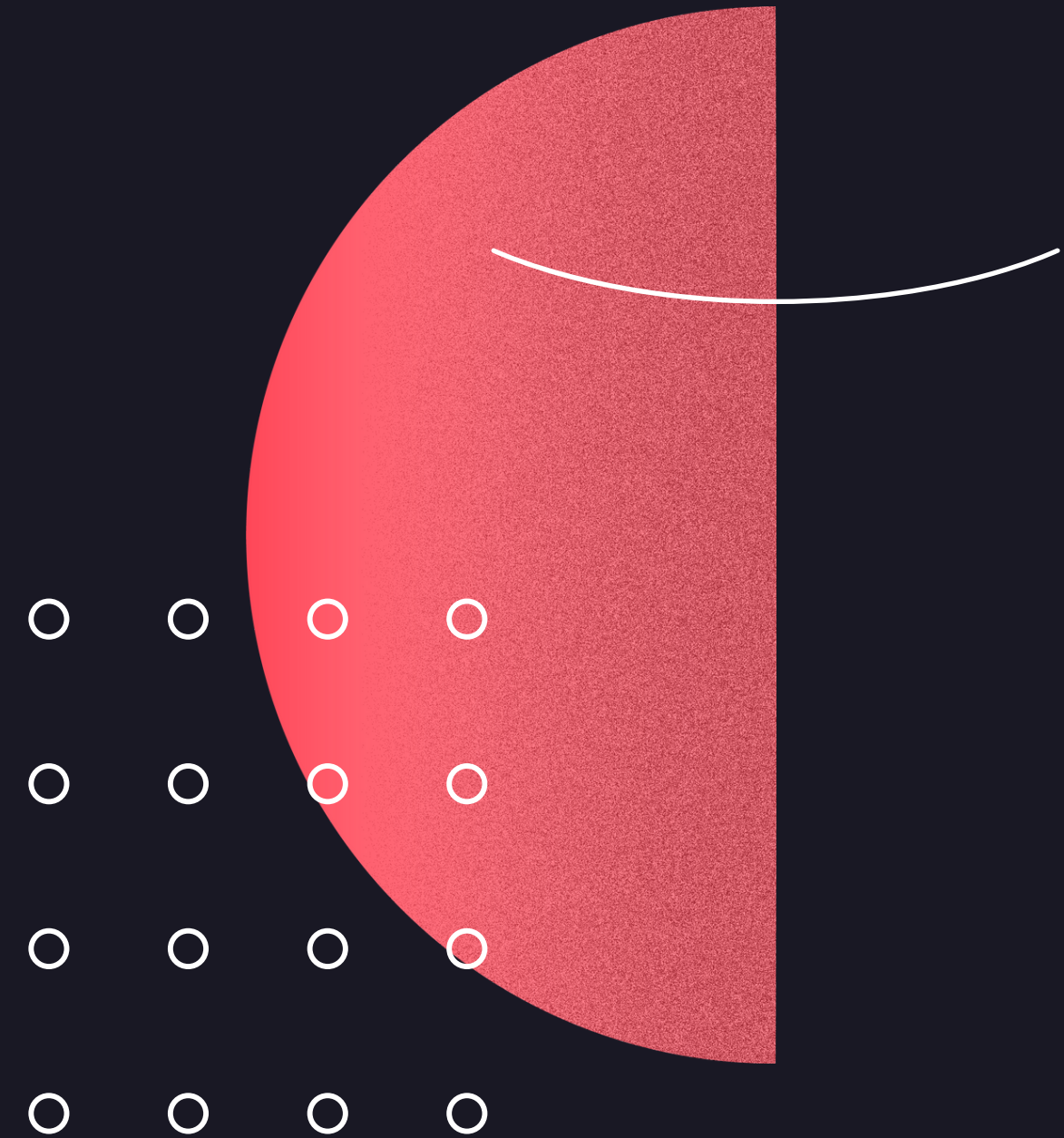
&

Emotional Intelligence

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Presentation Agenda:

- Ethics 101: "Lucy's Dilemmas"
- The 4 Pillars of Emotional Intelligence
- When Managing Your Team,
Lead With Emotional Intelligence
- The Fruits of Your (Emotional) Efforts:
Leading with EQ creates an office culture
of trust and respect, thereby helping to
minimize risk and encourage productive
workflow.





"A (Wo)man without ethics is a wild beast loosed upon this world."

-Albert Camus

ETHICS 101-

BUSINESS ETHICS DEFINE WHO WE ARE INDIVIDUALLY AND AS A COMPANY. THEY ARE A SET OF GUIDING PRINCIPLES ROOTED IN OUR VALUES, AND THEY INFLUENCE THE CHOICES WE MAKE AND HOW WE LIVE OUR LIVES.

"BUSINESS ETHICS" ENCOMPASSES MANY AREAS SUCH AS REVENUE, MANAGEMENT, LAYOFFS, PARTNERSHIPS, INVESTMENTS, ETC.

TODAY, WE WILL FOCUS ON BUSINESS ETHICS IN THE CONTEXT OF MANAGEMENT AND EMPLOYEE RELATIONSHIPS.



THE CONSTANT DILEMMA: WHAT IS THE RIGHT THING TO DO?

VALUES

The five core values are:

- INTEGRITY (doing the right thing);
- RESPECT (treating others the way you want to be treated);
- RESPONSIBILITY (ownership of your duties and holding yourself accountable);
- COMMITMENT (bring your best self, even when you don't feel like it) and;
- LEADERSHIP (serve the common good).

CODE OF CONDUCT

Establishes the rules, values, principles and vision for your company.

A code of conduct provides staff with clear boundaries, standards, and expectations of how to do their job.

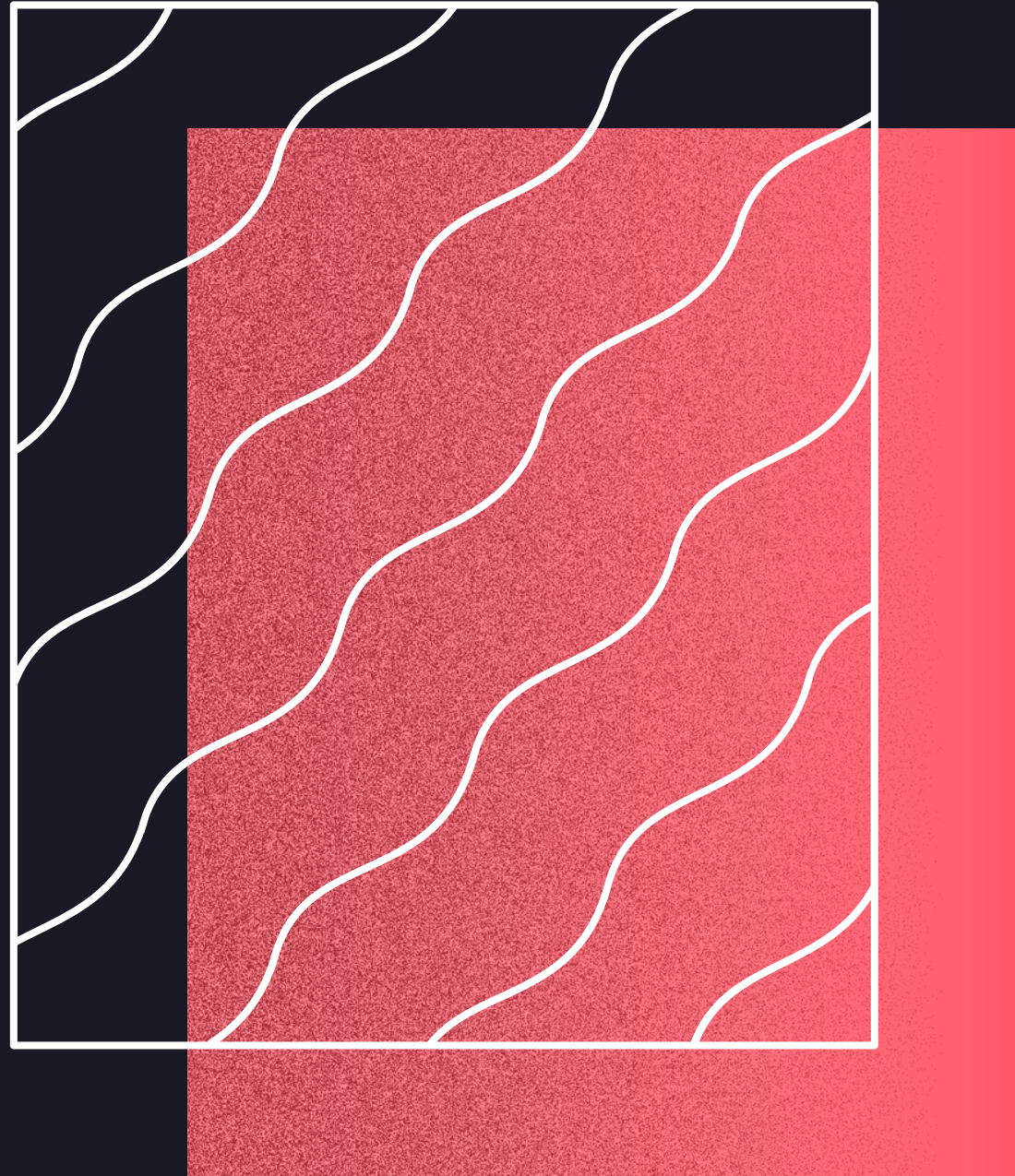
HONESTY

Above all, be honest in your conduct.

Dishonesty allows your enemies to gain leverage over you.

Dishonesty degrades the respect people have for you in the workplace, and that will only lead to more ethical dilemmas.

ETHICAL DILEMMAS IN BUSINESS



The most common ethical dilemma in business requires us to address conflicts in a way that still drives up profits, but does not affect productivity and revenue.

How do we, as business leaders, guide our companies towards profitability and success while still maintaining our morals, values and honesty?

Often, the right ethical choice is so obvious. Other times, the lines between right and wrong are blurred.



**ETHICAL DILEMMA:
WHAT SHOULD LUCY DO?**

LUCY'S ETHICAL DILEMMA #1

Lucy is one of the managing partners at a successful law firm. One of her most valuable employees is an attorney named Ruth. Ruth has been with the law firm for over 20 years. She is always the most ambitious biller, and clients love her litigation style. Ruth has always been an efficient, dedicated employee with a proven track record of success.

One day, Ruth confides in Lucy that she is experiencing extreme stress because her mother has contracted COVID-19, and Ruth has to take care of her. Ruth confided this to Lucy because she knows she can trust Lucy, and they have mutual respect for each other.

Ruth asked Lucy to keep her situation confidential for the sake of privacy. Lucy keeps her promise and does not tell anyone about Ruth's mother.

...LUCY'S ETHICAL DILEMMA #1

Over the next few months, Ruth begins to show signs of struggle. She is behind on her cases, she is calling off of work more often than usual, and she has skipped a few mandatory zoom meetings with clients at the last minute. Lucy's partner, Jill, begins to express frustrations with Ruth's job performance. Eventually, Jill suggests they terminate Ruth and replace her with a younger attorney who costs less and works more.

What should Lucy do? Should she tell Jill the real reason why Ruth is struggling? If she does, it would be a betrayal of Ruth's trust. However, if Lucy does not tell Jill the real reason behind Ruth's struggles, then Jill will continue to grow more resentful and try to terminate Ruth.

What would you do? What is at stake here?

NAVIGATING ETHICAL DILEMMA #1

IDENTIFY THE DILEMMA:

Are there conflicting interests at play?

Would Lucy's decision harm one person while benefitting another?

How will Lucy's decisions affect the law firm, revenue, and company morale? What kind of message would it send to the rest of the law firm if Ruth is fired? Or what if she is not fired despite her recent performance flaws?

IDENTIFY POSSIBLE SOLUTIONS USING ETHICAL REASONING:

Follow the law and company policy. Follow codes of conduct so nobody's rights are violated, and be fair-minded. Follow basic virtues like honesty, integrity, reliability, loyalty and responsibility when making a decision.

ACT WITH COURAGE, INTEGRITY and EMOTIONAL INTELLIGENCE:

After identifying the ethical dilemma and the possible courses of action, act with courage and carry out your ethical decision.

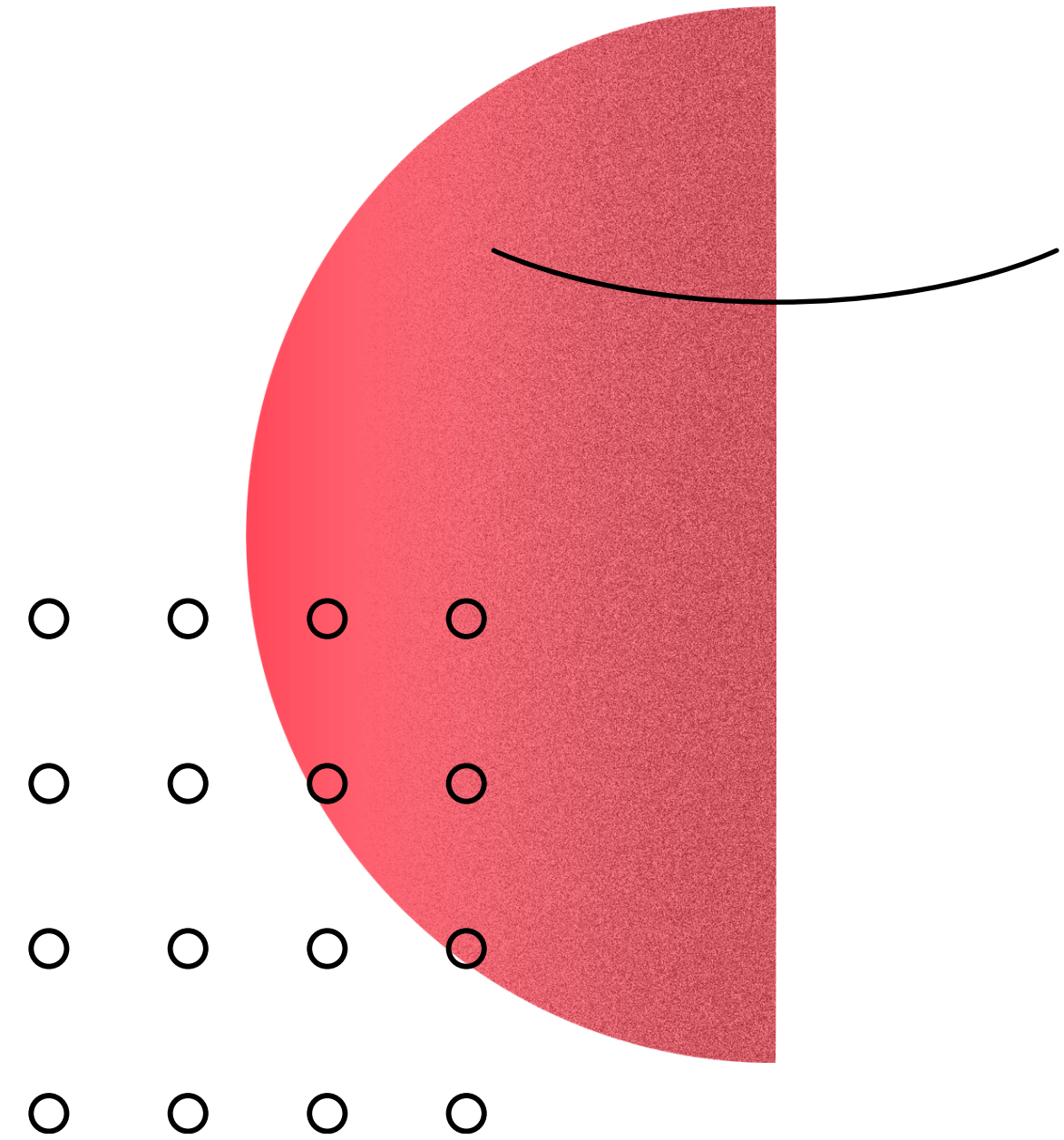
You will face pressure, and others will try to sway your decisions to benefit their interests.

Act with courage and do what you know is right.

What is Emotional Intelligence?

"Emotional Intelligence is the capacity to be aware of, control, and express one's own emotions and to handle interpersonal relationships judiciously and emphatically."

-Oxford Dictionary





NO MATTER WHAT OUR
ROLES, WHAT DO WE ALL
HAVE IN COMMON?

EMOTIONS...we all have them.

WHAT STATE HAVE OUR EMOTIONS BEEN IN LATELY?

WORKING FROM HOME:

Our living spaces are our work spaces, which makes it difficult to separate work and home.

STRESS & ANXIETY


The pandemic, professional uncertainty, and ...of course...work. Work is just plain stressful.

JUGGLING OUR ROLES

We are juggling our roles as professionals and parents, while also helping our children while they attend school from home.

Last year was brutal.





"It is very important to understand that emotional intelligence is not the opposite of intelligence, it is not the triumph of heart over head-it is the unique intersection of both."

-David Caruso



The 4 Pillars of Emotional Intelligence

(1) SELF-AWARENESS

Conscious KNOWLEDGE
of your own emotions as
they are happening.

(2) SELF-DISCIPLINE

Controlling our own emotions
and DOING THE RIGHT
THING DESPITE
TEMPTATIONS to abandon it.
(Apply the Angry 24 Hr. Rule).

The 4 Pillars of Emotional Intelligence

(3) SOCIAL AWARENESS

Understanding the emotions of others and picking up social cues (i.e., "Reading the room")

(4) NURTURING RELATIONSHIPS

Strong relationships allow you to lead your team successfully because they TRUST & RESPECT you.

LUCY'S ETHICAL DILEMMA #2

One of Lucy's biggest clients is a transportation company. Paulina is the Vice President of that transportation company, and she is in charge of selecting the company's attorneys. Lucy and Paulina have had a great working relationship and friendship for over 10 years. The business from this transportation company amounts to 25% of the law firm's business.

Ronald is one of the associate attorneys who works on Paulina's transportation account.

One day, Ronald requests a meeting with Lucy and he seems very nervous. Ronald tells Lucy that he has been having an affair with Paulina for the past year. Ronald feels guilty about the affair, so he told Paulina he wants to break it off.

...LUCY'S ETHICAL DILEMMA #2

Paulina became very angry and threatened to take her business to a different law firm if Ronald did not continue the affair.

Ronald does not know what to do, and he asks Lucy for help. The law firm does not have a policy against staff members sleeping with clients.

What should Lucy do? If she fires Ronald, she could expose her law firm to a wrongful termination law suit. If she confronts Paulina about the threat to Ronald, she could risk losing 25% of the law firm's business.

What kind of emotions are at play here? How do you think Lucy feels right now? How about Paulina and Ronald? What kind of conflicting interests are at play?

What would you do?

NAVIGATING ETHICAL DILEMMA #2

IDENTIFY THE DILEMMA:

Are there conflicting interests at play? What kinds of emotions are at stake in this highly intimate situation? How can Lucy protect the law firm while also protecting Ronald and the relationship with Paulina? Does Lucy have to do anything at all?

If Lucy chooses to protect the law firm above all and fire Ronald, then how will Ronald react? What will he do? Will he retaliate? What will Paulina do if Lucy protects Ronald instead?

IDENTIFY POSSIBLE SOLUTIONS USING ETHICAL REASONING:

Follow the law and company policy. Follow codes of conduct so nobody's rights are violated, and be fair-minded. Follow basic virtues like honesty, integrity, reliability, loyalty and responsibility when making a decision.

Here, there is no company policy forbidding the relationship between Ronald and Paulina. Should Lucy change that? Was that an oversight?

ACT WITH COURAGE, INTEGRITY, and EMOTIONAL INTELLIGENCE:

After identifying the ethical dilemma and the possible courses of action, act with courage and carry out your ethical decision.

You will face pressure, and others will try to sway your decisions to benefit their interests.

Act with courage and do what you know is right.

"When awareness is brought to an emotion, power is brought to your life."

-Tara Meyer Robson

WAYS TO DEVELOP EMOTIONAL INTELLIGENCE

ACKNOWLEDGE THE MONSTER:

Check in with your breath, feel your heart, understand how you feel in your stomach when you feel emotional. Simply acknowledging your emotions will dissipate the power it has over the logical part of your brain.

GIVE YOURSELF THE SPACE TO FEEL THE RAGE:

Do not make a decision while you are angry or emotional. Instead, give yourself 12 or 24 hours before doing anything. Scream at your screen, punch a pillow, go work out. Let the rage monster sit next to you, but don't let it control you. Once you feel it, and it passes, then your head is clear to make a rational decision.

BE EMPATHETIC:

Try to mentally step into the shoes of your employee and consider how they may feel. What kinds of emotions do you think your employee is dealing with? How do you think those emotions are affecting their actions? This is where nurturing relationships with your employees will better help you understand their heart and motives.

(MORE) WAYS TO DEVELOP EMOTIONAL INTELLIGENCE

REMEMBER IT IS NOT PERSONAL:

We all have our own lives.

We are all consumed with our own well-being and our own problems. Your employees have their own kids, bills, parents, jobs and problems to worry about.

Look at the situation objectively so you stay in control. Remember it is not about you (even though it may really annoy you!).

KNOW WHO YOU WORK WITH:

If you make even the smallest effort to get to know your employees, you can better understand who they are and where they are coming from.

What does your employee care about? Is their job their lifelong dream or just a stepping stone? Proactively listen to what they say, and you will learn what motivates them. People always show you who they are, whether they know it or not.

STAY POSITIVE EVEN WHEN IT IS DIFFICULT:

You are a boss. The boss always has to bounce back and lead the team to success.

Embrace the fact that your leadership role comes with more responsibility, and these ethical dilemmas are part of your job. Remember you were put in a position of leadership because your performance showed you could handle it.

Smile, boss. You got this.



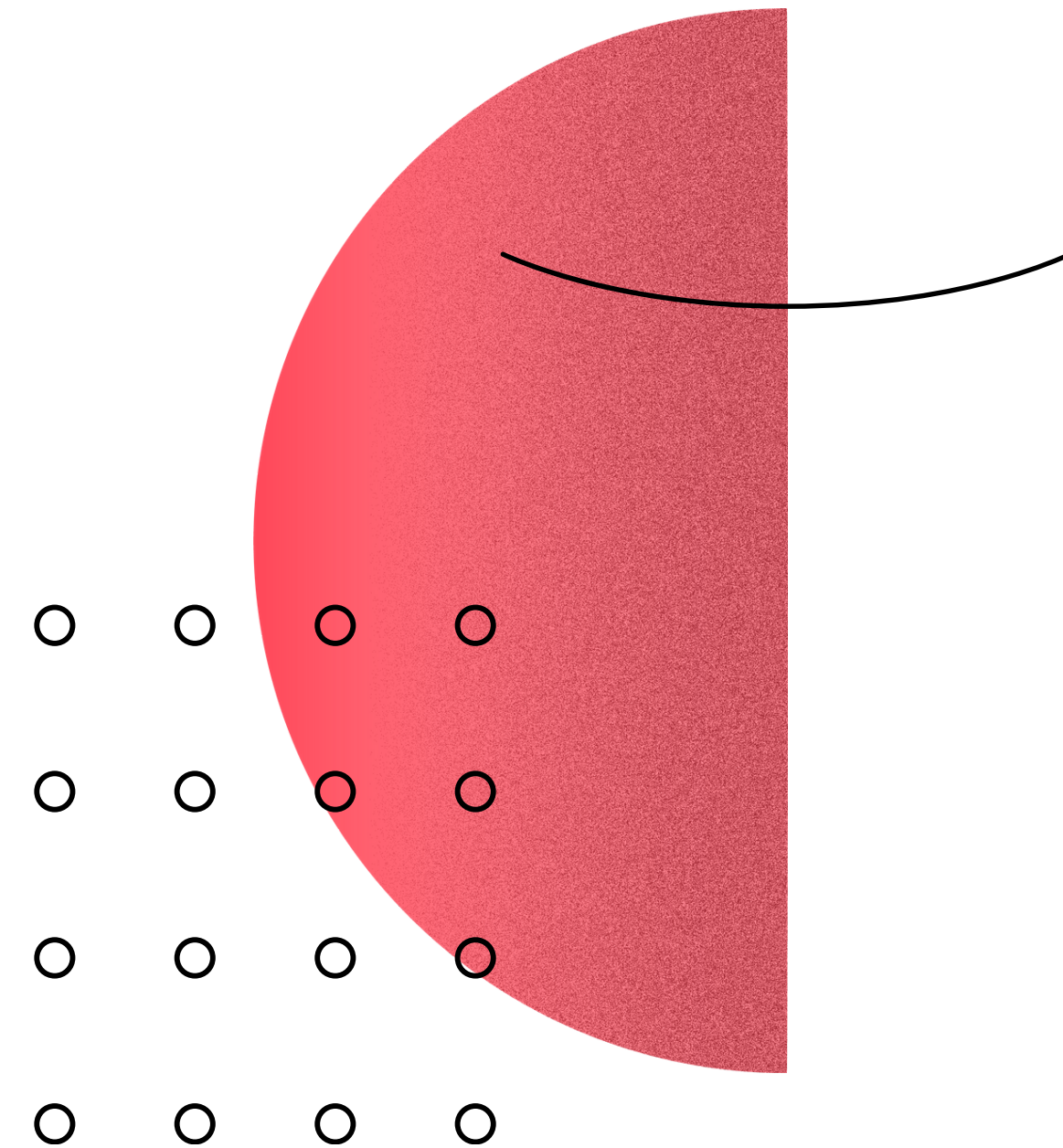
**"Tenderness and kindness are not signs of
weakness and despair,
but manifestations of strength and resolution."**

-Kahlil Gibran

In Conclusion: The Fruits of Your (Emotional) Efforts

We humans are emotional creatures, and we connect with our hearts, not through spreadsheets, nagging emails and anger from our bosses.

When we approach ethical dilemmas with emotional intelligence, we are acting from strength rather than impulse. This self-control can inspire our colleagues to also act with emotional intelligence and pay it forward, thereby creating an office culture of emotional intelligence and mutual respect. Such an environment minimizes risk and increases productive workflow. Profits for all.



RESOURCES:

- **"Emotional Intelligence (Why It Can Matter More Than IQ)"**- Daniel Goleman
- **"Emotional Intelligence 2.0"**- Travis Bradberry
- **"Surrounded By Idiots"** - Thomas Erikson
- **"The Book You Wish Your Parents Had Read"**- Philippa Perry
- **"The Subtle Art of Not Giving a F*ck"**- Mark Manson
- **"Go Suck a Lemon"**- Michael Cornwall





Thank you

Thank you for joining us today!
We appreciate your time, and we hope you found this
presentation valuable and worthwhile.

-The D.A. FIRM
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