

# Integrity Every Day

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Real Choices. Right Decisions.

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## Facilitator Resources

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# Table of Contents

<b>BEFORE THE SESSION HELPFUL INFORMATION.....</b>	<b>1</b>
Sample Invitation.....	2
Suggestions for Prework.....	3
Facilitation Tips.....	5
<b>DURING THE SESSION SUPPLEMENTAL ACTIVITIES .....</b>	<b>7</b>
Supplemental Options.....	8
Optional Activity 1 Recognizing Integrity Moments.....	9
Optional Activity 2 Case Study Discussion.....	13
<b>DURING THE SESSION SLIDES, FLIPCHARTS AND HANDOUTS ..</b>	<b>15</b>
PowerPoint Slides, Flipcharts and Handouts.....	16
Handout #1 Video Observation Form: I don't have time . . .	17
Handout #2 Video Observation Form: That hurts!.....	19
Handout #3 Video Observation Form: I don't want to get anybody in trouble . . .	21
Handout #3 Video Observation Form: I don't want to get anybody in trouble . . .	21
Handout #4 Video Observation Form: I'm not going to use them anyway . . .	23
Handout #5 Video Observation Form: Just keep it to ourselves . . .	25
Handout #6 Video Observation Form: Is this any way to run a hospital? .....	27
Handout #7 "The Conference" Case Study.....	29
Handout #8 "The Prayer Session" Case Study.....	31
<b>ONLINE RESOURCES.....</b>	<b>33</b>
Online Resources.....	34
<b>AFTER THE SESSION HELPFUL INFORMATION .....</b>	<b>35</b>
Suggestions for Additional Ethics and Compliance Training.....	36
About VisionPoint® .....	38

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## Suggestions for Prework

Assigning prework before the workshop can help engage participants in the program content even before they arrive. If you would like to include prework as part of the course design, we have included some suggestions below for integrating prework into the workshop.

### **Suggestion #1**

Provide a copy of your company's ethics and compliance policy or commitment to integrity statement as pre-reading material. Or, if available, provide a link to the organization's Code of Conduct or ethics and compliance internal website. During introductions, ask everyone to share questions they have about the policy or integrity statement.

### **Suggestion #2**

Ask participants to think about and be prepared to share examples of situations based on their own experiences where they have been faced with "integrity moments"—occasions when they needed to make choices and take actions that support the organization's code of ethics. Then, during the introductory activities, ask them to describe the situation and considerations or challenges related to the situation. During the wrap-up, ask a few volunteers to share how the A.C.T. approach might help with similar situations that they had shared earlier.

### **Suggestion #3**

Ask participants to think about and be prepared to share a specific example of a situation they have heard about in the media that could serve as a discussion

example of the results an organization faces when unethical behavior occurs. Then, during the introductory activities, ask them to briefly share the situation and the potential impact/negative results on the organization. At the conclusion of introductions, summarize by sharing that all of their examples serve to show the negative implications and how important it is for everyone in a company to act with integrity.

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## Optional Activity 1

### Recognizing Integrity Moments

- Time it takes:** 20 – 40 minutes
- What it is about:** Brainstorming a list of integrity moments
- What you will need:**
- PowerPoint Slide #11
  - Several flipchart easels and pads with the heading “Integrity Moments”

**How to do it:**



1. Introduce the activity by saying: **Integrity moments are those moments where we're faced with an ethical choice. A good way to get a list of integrity moments is to brainstorm a list by tapping into the collective experience of everyone in the room.**

**To prompt our brainstorming, imagine that we are entrepreneurs and proud owners of our own companies. We have invested a lot of money, risk and time in creating our companies, so we want to make sure that our managers and employees are ethical and honest with our assets, money and reputation. Therefore, we have decided to develop a Code of Business Conduct and Ethics.**

## Optional Activity 2

### Case Study Discussion

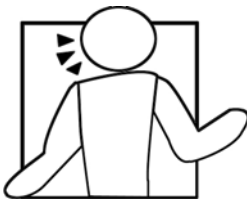
**Time it takes:** 20 minutes

**What it is about:** Discussing the application of the A.C.T. model in real-world workplace situations

**What you will need:**

- Flipchart
- *Handouts #7 – 8* (pages 29 and 31)

**How to do it:**



1. Introduce the activity by saying: **We're going to discuss ways in which the A.C.T. model can help us successfully navigate some additional real-world workplace situations.**
2. Ask participants to break up into small groups and then distribute *Handouts #7 – 8*. Continue by saying: **Please review these case studies and answer the questions on the handout.**

[Allow 10 – 13 minutes.]

*[Facilitator Note: Each of these case studies focuses on an area that is typically included in an organization's Code of Conduct. For your reference, here is a list of the primary focus of each of the case studies:*

*#1 – Gathering competitive information*

*#2 – Harassment and discrimination based on religion]*

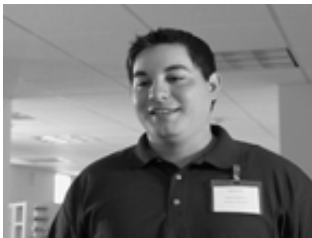
## Handout #1

### Video Observation Form: I don't have time... (Billing & Coding)

#### Characters:



Tess – Employee



Miguel – Coworker

#### Directions – Discussion Questions:

Keep the A.C.T. model in mind as you watch the video example. Make note of any questions or thoughts you have concerning the following discussion questions.

1. Analyze the situation. What is taking place in this example?

## Handout #2

### Video Observation Form: That hurts! (Quality of Care)

#### Characters:



Kiana – Employee



Carl – Coworker



Mr. Olson – Patient



Jana – Kiana's supervisor

#### Directions – Discussion Questions:

Keep the A.C.T. model in mind as you watch the video example. Make note of any questions or thoughts you have concerning the following discussion questions.

## Handout #3

# Video Observation Form: I don't want to get anybody in trouble . . . (Internal Reporting)

### Characters:



Gwen – Employee



Khalil – Coworker

### Directions – Discussion Questions:

Keep the A.C.T. model in mind as you watch the video example. Make note of any questions or thoughts you have concerning the following discussion questions.

1. Analyze the situation. What is taking place in this example?

## Handout #4

### Video Observation Form: I'm not going to use them anyway . . . (Giving and Receiving Gifts)

#### Characters:



Lisa – Employee



Max – Vendor

#### Directions – Discussion Questions:

Keep the A.C.T. model in mind as you watch the video example. Make note of any questions or thoughts you have concerning the following discussion questions.

1. Analyze the situation. What is taking place in this example?

## Handout #5

### Video Observation Form: Just keep it to ourselves . . . (Document Retention and Destruction)

#### Characters:



Crystal – Employee



Tim – Crystal's manager

#### Directions – Discussion Questions:

Keep the A.C.T. model in mind as you watch the video example. Make note of any questions or thoughts you have concerning the following discussion questions.

1. Analyze the situation. What is taking place in this example?

## Handout #6

### Video Observation Form: Is this any way to run a hospital? (Customer Service, Culture and Community)

#### Characters:



George – Employee



Mr. Stewart – Patient

#### Directions – Discussion Questions:

Keep the A.C.T. model in mind as you watch the video example. Make note of any questions or thoughts you have concerning the following discussion questions.

1. Analyze the situation. What is taking place in this example?

## Handout #7

### “The Conference” Case Study

You and a colleague are attending a professional conference and notice one of your competitors is hosting a private seminar. There is a large sign in front of the conference door that says, “Private Educational Session: XYZ Company Employees Only.”

You observe a large crowd of people entering the room. Many of them do not have on their conference badges. Your colleague suggests you both remove your badges and go to the seminar. “No one is checking badges here. Let’s go in. You never know what we might learn!” he tells you as he removes his badge.

1. Analyze the situation. What is going on in this example?
2. Consider the consequences. What is at stake? What are the potential consequences for you if you follow your colleague’s recommendation? What about consequences for the organization?
3. Take appropriate action. Based on our organization’s Code of Conduct and ethics and compliance programs, what action(s) should you take to address the situation?

## Handout #8

### “The Prayer Session” Case Study

Your department manager has recently begun each Monday morning staff meeting with a prayer session. She asks the department members to join her by repeating a prayer out loud with her.

This has been going on for three weeks. You are uncomfortable with this and have talked with two of your associates who are also uncomfortable with the practice. You have approached your manager about eliminating the public prayer session. She has told you that she believes the prayer unifies the staff and is not going to eliminate it from the agenda.

1. Analyze the situation. What is going on in this example?
2. Consider the consequences. What is at stake? What are the potential consequences, if any, for the manager if she continues the practice? What about consequences for the organization?
3. Take appropriate action. Based on our organization’s Code of Conduct and ethics and compliance programs, what action(s) should you take to address the situation?

## Online Resources

VisionPoint's website is host to the most up-to-date **Program Resources**, including program-specific tools like reproducible participant materials, self-study guides, facilitator answer guides, FAQs, session extenders, **SMART-START®** activities, case studies, video scripts and more.

Additional **Trainer Resources** include information and tools such as energizers, team builders, competency matrices, perspective papers, learning style guides and access to VisionPoint's master trainers and TrainerSelect™ team.

Resources are updated regularly, so check back when preparing for a new training session.

To access the *Online Resources*, go to [www.visionpoint.com](http://www.visionpoint.com) and select Program Resources under the **Resources** menu. Login for full access to this program's resources.

If you have any questions about available resources, contact the TrainerTALK™ helpline at 800-300-8880 x302 or [trainer@visionpoint.com](mailto:trainer@visionpoint.com).