

## ***Real-to-Life Examples of Complex Ethical Dilemmas***

***Come up with a solution for the following ethical dilemmas using the 6 Step Ethical Steps Process.***

"A customer (or client) asked for a product (or service) from us today. After we told him our price, he said he couldn't afford it. I know he could get it cheaper from a competitor. Should I tell him about the competitor - or let him go without getting what he needs? What should I do?"

"Our company prides itself on its merit-based pay system. One of my employees has done a tremendous job all year, so he deserves strong recognition. However, he's already paid at the top of the salary range for his job grade and our company has too many people in the grade above him, so we can't promote him. What should I do?"

"Our company prides itself on hiring minorities. One candidate fully fits the job requirements for our open position. However, we're concerned that our customers won't understand his limited command of the English language. What should I do?"

"My computer operator told me he'd noticed several personal letters printed from a computer that I was responsible to manage. While we had no specific policies then against personal use of company facilities, I was concerned. I approached the letter writer to discuss the situation. She told me she'd written the letters on her own time to practice using our word processor. What should I do?"

"A fellow employee told me that he plans to quit the company in two months and start a new job which has been guaranteed to him. Meanwhile, my boss told me that he wasn't going to give me a new opportunity in our company because he was going to give it to my fellow employee. What should I do?"