

Team Managers

Team managers have a dual responsibility at work. Apart from fulfilling their business goals, they also have to manage the ethical conduct of team members.

First of all, as a team manager, you should maintain effective communication with your subordinates. Understand the ethical challenges they faced, for example, do they have any difficulties in achieving the sales targets? What are their attitude towards entertainment or gifts? How proper do they handle clients' special requests?

Pay attention to how well subordinates are observing the ethical guidelines. Stay alert to symptoms of irregularities.

For example, tampering of company documents or accepting frequent entertainment and favours offered by customers.

Secondly, give guidance and timely advice to staff when required. Remind subordinates to abide by the laws and follow company's policies and procedures when conducting business

Also remind them to actively declare conflict of interest, so as to avoid affecting the company's interests or suspicions of favouritism in business dealings.

Team managers should assign duties to staff members and set business targets based on individual experience and capability. Unrealistic goals will only demotivate or discourage staff.

In extreme case, staff members may turn to unethical means for achieving the targets.

Thirdly, do not condone any unethical behaviours, as it may encourage other staff members to follow suit.

Team managers who fail to deal with misconduct promptly, in particular when the problems are frequent, severe and widespread, might be held accountable for the wrongdoings of their subordinates

Even worse, they might also be implicated in the misdeeds.

Team managers who can understand subordinates' ethical concerns, exercise supervision, and take firm actions against malpractice, will be able to build an ethical team culture, in which staff will distance themselves from corruption.

Ultimately, they can win customers' trust and achieve sustainable results

Hong Kong Business Ethics Development Centre of the ICAC has all along been working together with the industry to prevent corruption and uphold the fair business environment. If you need assistance, please contact the Centre