

Eva Jenkins – Code of Ethical and Professional Practice:

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1.1: 'Ethical Principles' and how these can inform the way people behave at work

Ethical principles and professional values guide individuals and organisations in making decisions that are morally in line with professional standards. These principles will not only help workers personal behaviour but also influence how their work is approached.

Ethical principles include respect, equality and fairness which can guide conduct and decision making, creating a positive and productive environment. Respect is fundamental in promoting an inclusive and supportive work environment by valuing diversity and treating colleagues with fairness and consideration. By treating others with respect this will help reduce workplace conflicts, leading to better work relationships and standards of work. Equality is treating individuals equally and making unbiased decisions will create a comfortable working environment for all employees. Individuals should be given equal opportunities within the workplace, in order to keep a happy, and motivated workforce. When signs of favouritism and discrimination begin to show this causes a divide in the workplace leading to poor teamwork and conflict. Being diverse while hiring and making promotion decisions will create a culture of equality within the workplace. The Equality Act 2010 legally protects people from discrimination in the workplace and wider society. Types of discrimination includes direct and indirect discrimination, harassment and victimisation towards individuals with protected characteristics. There are 8 protected characteristics which are age, gender reassignment, being married, pregnancy or maternity, disability, race, religion, sex and sexual orientation. These protected characteristics are protected in many places including work. If they have been unfairly discriminated at work, taking action with Human Resources, as well as external help such as ACAS, Citizens advice or a Trade Union Representative. This way, you can use mediation to come to a 'dispute resolution' or even take your employer to a Tribunal. (Gov, [Discrimination: your rights: What you can do - GOV.UK](#) accessed April 2025) Fairness is portrayed in the workplace by management treating all employees with respect and appreciation. Managers will base this fair treatment on employee behaviour and their work environment. In fair and respectable workplaces, managers will treat their employees with dignity and respect regardless of their demographic status or relationship to other members of their organisation. Fairness, Equality and Respect must begin at the top, within managers and seniors of the company. If a company has directors and seniors which are susceptible to being unfair, unethical and easily influenced by corporate culture they

can be recognised as 'Bad Barrel' (Zimbardo, 1971, Stanford Prison Experiment) This unethical behaviour can be passed down through the company. However, 'Bad Apples' is the notion which blames a few unsavoury individuals which can toxify a healthy working environment. (CIPD, 2019, [Unethical workplace behaviour: Rotten apples, bad barrels and sticky situations | CIPD](#))

1.1 'Professional Values' and how these can inform the way people behave at work

In the workplace, professional values and principles guide ethical and effective behaviour which results in integrity, honesty and accountability. Accountability is taking responsibility for one's actions decisions and outcomes. If there's a culture of trust and responsibility within the workplace this will ensure motivation, pride and care within the employee's work. This creates a culture of ownership and wanting to strive and exceed expectations in their role. Integrity within the workplace portrays selflessness due to acting with honesty and ethical behaviour, prioritising doing the right thing over personal gain. Integrity means being trustworthy and committed to carrying out the duties that you are responsible for. It's an important trait that can help you build positive and supportive relationships at work. It shows that you as an individual are dependable, honest in your interactions and in communicating with others. Having strong communication skills can also help show integrity by acknowledging the needs of others and also showing empathy. Having the ability to communicate effectively can help construct an ethical, professional brand. (Indeed, Hanne Keiling, 2025, Available at [Core Values in the Workplace: 80 Powerful Examples | Indeed.com](#) accessed April 2025). When you remain open and honest in communicating with colleagues and managers, they will more likely come to you when needing help, if you have questions or need extra help is needed you would be the first point of call. Remaining honest within your work will display trustworthiness, and set achievable, yet important standards to other colleagues.

1.2 – Three examples of how you a member of the people practice team, conform with the Equality Act 2010

Members of the People Practice Team must conform with the Equality Act 2010 to help strengthen protections against discrimination and equality. This act of Parliament provides a legal framework to protect individual rights.

Conforming consistently with relevant regulations and laws within the context of ethics and professional practice is necessary for creating trust and compliance. By regularly updating yourself on the laws, regulations and codes of conduct that apply to your industry/profession. For example, within any profession HR needs to ensure that they know workers' rights and if any new bills are being made into laws. (Prestige Network, [12](#)

[Essential Steps to Ensure Your Company is Fully Compliant with the UK's Equality Act | Prestige Network](#) accessed April 2025)

The Equality Act 2010 prohibits direct and indirect discrimination, harassment and victimisation. Familiarising yourself with ethical guidelines on codes of conduct can help create a trusting and professional workplace. For example, using ACAS for codes of practice, or a Trade Unions Representative's advice can help keep decisions fair and legal within your workplace. Following a code of practice guide for disciplinaries and grievances will ensure a fair decision from the employer. Consulting legal advice when in specific situations and dilemmas is necessary to ensure all decisions are ethical and in line with the codes of practice. By seeking legal advice, following the right steps and creating a fair decision will help employees build trust with their employer. Using professional expertise in situations will also help you with future decisions as consulting professionals will teach you the correct way to go about certain situations. This can also help train your own staff in accessibility. Training staff on the principles of accessibility and equality, while also addressing areas of discrimination within your company. This is to ensure that your staff know their roles when it comes to implementing policies and procedures regarding the Equality Act. A recommendation is to appoint an Equality Officer. An Equality Officer will help the people professionals in overseeing and implementing initiatives which promote inclusivity and accessibility within your organisation. The appointed Equality officer can then consult with disabled individuals and organisations to improve your accessibility initiatives within the company. Gaining insights from first hand perspectives will help the company become aware and informed about real life issues which effect people on a day-to-day basis.

2.1 – Please summarise different ways people practitioners can demonstrate respectful and inclusive working:

Demonstrating respectful and inclusive working fosters an environment where diverse perspectives are valued and everyone feels heard. Firstly, being open and constructive. Respectfully offering your opinion will add value to the discussion. Sharing your thoughts which are open-ended or in a manner which can promote dialogue from colleagues can help them feel included and that they are allowed to be open on how they feel about dilemmas / situations within the workplace. Acknowledging others' views will help employees feel like they have a voice within the company. By showing employees that you value their opinion and allow their voice to be heard will create an environment in which work standards will soar due to workers being respected.

Listening actively in discussions will help gain different perspectives of a situation in work. Encouraging diverse input by requesting feedback from employees including the

few who might feel less comfortable speaking up. This is to ensure all voices are heard in problem solving and decision making within the company. Asking questions to staff, which are non-confrontational can encourage staff to speak up which will lead to a good employer employee relationship. Open ended questions such as 'Is there anything preventing you from doing your job well?' These questions give workers a chance to open up to employers by giving feedback and advice on how to improve aspects of the role.

Communicating inclusively enforces a culture of equality within the workplace. Ensuring all messages are clear, transparent and accessible can help employees of different backgrounds understand the messages that are being portrayed. Also, employers should make messages easily accessible to avoid behaviour that may alienate some team members. Respecting diversity and inclusion can be recognised by appreciating different backgrounds, opinions and perspectives. Recognising that each team member will have a different viewpoint is the first step to making the workplace somewhere which brings different characters to work together instead of isolating particular employees. Tuckman's model, 1965, suggests that the natural progression of the workplace follow a particular pattern which is Forming, Storming, Norming, Performing and Adjourning. Forming is where the employee is full of optimism however uncertain about team roles and goals. Interactions are polite and only surface level. In the forming stage, it's focused on getting to know each other and understanding the project scope. The second stage is Storming. In this stage there's conflicts and power struggles which tests the leadership's authority. This stage is also where personalities, work styles and expectations become evident. There may be difficulty resolving disagreements causing tension and potential conflicts within the workforce. The third stage is Norming. Norming is where the team begins to resolve conflicts and establish an understanding of each other's roles within the team. There's improved collaboration alongside clearer roles and responsibilities. The fourth stage is Performing. Performing is where there's high productivity and effective decision making within the team. The team will need minimal supervision as they are operating effectively. Creativity and innovation are also at its peak. Lastly, is Adjourning, this is where there's reflection and evaluation within the team on completion of tasks and projects. Team members may feel a range of emotions as they reflect on what they have learnt and begin to yearn for their new roles within the business.

Tuckman's model may have some limitations due to its oversimplification and cultural differences. Some teams in real world scenarios may experience non-linear progress or skip the stages altogether. In addition, diverse teams may face unique challenges which aren't captured for example, cultural differences. (Tuckman's Model, [Forming Storming Norming Performing | Tuckman's stages of group development explained \[with diagram\] — BiteSize Learning](#))

2.2 – Three recommendations for how people practice team members can find out about current issues and development in the world of work and people practice

A few ways you can show inquisitiveness about issues within the people profession include, staying updates, engaging in networking and conducting surveys.

Staying updated within the people profession includes regularly reading industry specific publications blogs and news sources. HR focused outlets such as CIPD and ACAS can keep people updated on the latest updates within the profession. By subscribing to newsletters, attending webinars and podcasts on people management. Podcasts such as 'HR Besties' cover topics of HR such as ageism and fair management while making it enjoyable to listen to. These podcasts are free and can benefit greatly to one's role.

Engaging in networking by connecting with people professionals in HR or people management through apps such as LinkedIn can help connect with people, build a brand and research companies and their employees. A platform such as LinkedIn can encourage users to ask questions, share insights and become more open to diverse viewpoints.

Conducting surveys and interviews can be another way of gathering information and insights from employees, peers or leaders within the profession. This approach will help teach you first handedly about issues that have arisen within your company. By creating your own survey, you maintain control over the quality of the data collected and ensure that its objective, reliable and valid. (ACAS, 2025, [Acas Codes of Practice | Acas](#))

2.3 – Briefly explain how people practitioners can be proactive in their approach to continued professional development (CPD)

Demonstrating proactive approaches such as self-assessments, setting SMART goals, career goals can encourage developing, recording and reflecting on your professional knowledge, skills and experience.

Self-assessments periodically assess your strengths, weaknesses, skills and your areas for growth. While self-assessing, reflecting helps keeps track of milestones, challenges and keeps skills documented. Reflecting can help understand your own strengths and weaknesses. Setting SMART goals – Specific, measurable, achievable, relevant and time-bound. SMART goals can help achieve goals on time, stay focused on end results, identifying areas which need improvement, encouraging bad habits, allow for better goal tracking, and boosting motivation. Setting clear career goals and adjusting the goals based on new information or challenges can ensure your targets are achievable. Also, keeping goal tracking documents of your skills and knowledge learnt can help record the progress you have made so far within the role/company.

References:

- 1.1, Paragraph 1, [Discrimination: your rights: What you can do - GOV.UK](#)
- 1.1, Paragraph 1, [Unethical workplace behaviour: Rotten apples, bad barrels and sticky situations | CIPD](#))
- 1.1, Paragraph 2, [Core Values in the Workplace: 80 Powerful Examples | Indeed.com](#)
- 1.2, Paragraph 2, , [12 Essential Steps to Ensure Your Company is Fully Compliant with the UK's Equality Act | Prestige Network](#)
- 2.1, Paragraph 4 [Forming Storming Norming Performing | Tuckman's stages of group development explained \[with diagram\] — BiteSize Learning](#))
- 2.2, Paragraph 4 [Acas Codes of Practice | Acas](#)