



Principles Course Learning Sequence Guide

Purpose: The purpose of this course is to help you develop the ability to successfully apply the principles of personal and corporate conduct in your business life.

Prerequisites: There are no prerequisites for this course. The Lifelong Learning Course is recommended.

Course schedule:

We have included soft skills as part of its qualification and the essential soft skills courses are delivered before you move on to the technical part of your qualification. See the specific course schedule for this course. Blended learning on this course includes some course time face-to-face and some work done away from our academies. Most of this course is done by you at home.

Methodology:

- Do the study and practical sections as directed by the Learning Sequence Guide
- Regardless of whether you are reading or doing practical exercises, if you encounter difficulty, see your Facilitator who is there to help you get the most out of this course
- All essays are to be handed in to your Facilitator
- Practical work done at home must be brought in to your facilitator on your very next visit to the academy
- If you have any questions or difficulties, see your Facilitator immediately.

Materials: This Learning Sequence Guide and The Principles Course manual; some newspapers and magazines for some of the practical work.

Length of course: 3 to 4 days.

Facilitator Checkouts:

This Learning Sequence Guide will indicate where Facilitators are required to check the learners' understanding of reading material or of practical applications of the material. When doing these checkouts, the facilitator will use various facilitator methods and skills. Where it says 'Facilitator' on the Learning Sequence Guide, this means the Facilitator does a full checkout of the understanding of the learners of that item, and signs and dates the item.

Glossary:

Understanding what you read on this course is important. To make it easier for you to understand this course, words that you might not know the meaning of have been defined in a Soft Skills Glossary. Use the glossary and a good English dictionary whenever you encounter a word you are unsure of or do not understand. You will receive far more benefit from the course if you always do this.

Principles

1. Note to Learner: There are 19 Principles of Professional Conduct in this course. Every one of them should be closely studied by you, in full. Due to time restrictions, we are covering some of these Principles in more detail than others, but please take the time to learn them all.

NB: Homework is best done with some interaction with someone else, but if this is not possible, then you personally complete the tasks that are assigned.

2. Read: **The Introduction**. Use the glossary as much as you can, and a good dictionary. The idea is to understand everything in this course 100%.
3. Practical: Write down and hand in to your Facilitator later:
 - (a) What the word principle means in your own words
 - (b) Three sentences using the word principle
 - (c) Three examples of a principle
4. Practical: Write down and hand in to your Facilitator later:
 - (a) The meaning of **culture**
 - (b) Give an example of a time when someone did something that was not aligned with the culture of the group and how this affected his or her own best interests

Chapter 1

5. **Principle # 1**: Read the chapter **Know, understand and subscribe to the purposes, values and policies of your team**.
6. Practical: Clear up your understanding of:
 - (a) What do **purposes** mean in your own words?
 - (b) What do **values** mean in your own words?
 - (c) What do **policies** mean in your own words?
7. Practical: Using Visual Aids, work out for yourself:
 - (a) What does '**subscribe to**' mean in your own words?
 - (b) What would happen if you did **not** subscribe to the purposes, values and policies of your team?

Chapter 2

8. **Principle # 2:** Read the chapter **Be a good example to others.**
9. Practical: Using Visual Aids, work out for yourself three examples for each of these:
- (a) Being a good example for a child.
 - (b) Being a good example for a fellow worker at your job.
 - (c) Being a good example socially.
10. Practical: For the next 24 hours, apply this chapter in your life. On a separate sheet of paper write down what you did during that time that set a good example for others. How did this affect your own feeling of self-worth? How do you feel about influencing others? Hand this in to your Facilitator later.

Chapter 3

11. **Principle # 3:** Read the chapter **Delivering more than what was expected.**
12. Practical: Write down and hand in to your Facilitator later:
- (a) What does **fair value** mean in your own words?
 - (b) Explain the difference between 'fair value' and 'delivering more than what was expected'.
 - (c) Come up with three examples of 'delivering more than what was expected'.

Chapter 4

13. **Principle # 4:** Read the chapter **When you give your word, keep it.**
14. Practical: Write down and hand in to your Facilitator later:
- (a) Explain what this means: **to give your word is to promise something**
 - (b) Describe someone you know who is trustworthy.
15. Practical: Write up for your Facilitator:
- (a) In your own words, explain what **giving your word is like a debt** means.
 - (b) Explain what an obligation is.
 - (c) Describe how keeping your word develops trust.
16. **Work through these rapidly. Write them up for your facilitator:**
- (a) You are late for an appointment with a client on more than one occasion. You get upset when he takes his work elsewhere. Let us know if you think he is justified in doing so.
 - (b) You have started working and have opened a number of personal accounts, such as for clothing and a new cell phone. At the end of the second month you realize that you do not have enough money to pay all your accounts. Write up the best way to handle this.
 - (c) Work out how you should go about leaving one company to join another, professionally, and **how this relates to keeping your word.**

Chapter 5

- 17. Principle # 5:** Read the chapter **Hold yourself to professional standards.**
- 18.** Practical: Using Visual Aids, give at least 2 examples of how each of the points in this article apply in the workplace or socially
- Competency
 - Reliability and Accountability
 - Honesty and Integrity
 - Self-control
 - Flexibility
 - Respect for others
 - Professional image
- 19.** Find an example in the newspaper or a magazine that represents this type of person and show your Facilitator.
- 20.** Practical: You are approached by a businessman to process his credit application. He offers you a personal favour if you process his application successfully. Show your Facilitator the best way to handle this. Ask for assistance where needed. Make sure your solution is acceptable.

Chapter 6

- 21. Principle # 6:** Read the chapter **Decide for yourself; let others decide for themselves.**
- 22.** Practical: Discuss with your Facilitator "If you agree, for the sake of it, or agree to keep the peace, while inside you actually do not agree, this will compromise your personal integrity. This is being dishonest with yourself". Give each other at least two examples of this.
- 23.** Practical: (Voluntary) France is a country with a majority of Christians (90%). If the French government sends aircraft to bomb parts of Syria, in an attempt to fight terrorism, and while bombing the country, it also kills innocent Muslims, does that make all Christians bad, in France? Or, in some countries, like the USA, some people in that country believe that all Muslims are not to be trusted, because some terrorist acts were carried out by a few members of the Islamic faith. Is this view unfair or incorrect?
- Examine these opinions carefully and find out all about them and then decide if you agree with this statement. Decide for yourself. Write up why you concluded this and hand it to your Facilitator later.
- 24.** Practical: Use the Utilitarian method of judging something right or wrong. Work out an example to use in this discussion, then apply your minds to it.

Chapter 7

- 25. Principle # 7:** Read the chapter **Create Goals and Plans.**
- 26.** Practical: Using Visual Aids, work out:
- (a) Make sure you both can draw out a full understanding of what a goal is.
 - (b) Give two examples of a goal which is challenging but not achievable.
 - (c) Give an example of a goal which is achievable but is very short-term.
- 27.** Practical: Work out, "A goal without a plan is just a wish". Why is this?
- 28.** Practical: Select a goal you have; write a detailed plan of how you intend to achieve this goal; step by step, including timelines for each step. Hand this in to your Facilitator.
- 29.** Practical: Write up:
- (a) A few similar words to **determination**.
 - (b) How you can apply this idea of **determination** to the goal you worked out in the previous practical (#29).

Chapter 8

- 30. Principle # 8:** Read the chapter **Continually develop your professional skills.**

- 31.** Practical: Write up:
- (a) Examples relevant to you that show **why** you have to keep learning?
 - (b) Workout what you think your next step is in learning; degree; course? Make this real and relevant.
 - (c) Work out how speed is affected by certainty. Work out a new example, not from the course materials. Get help if needed.

Chapter 9

- 32. Principle # 9:** Read the chapter **Practice cultural tolerance.**

- 33.** Practical: Write up:
- (a) What is meant by tolerance and why do you think being tolerant of the beliefs of another could be the right thing to do?
 - (b) What is the safest way to talk about beliefs with someone who has different beliefs from your own?
 - (c) What is the difference between judgment and being judgmental?
 - (d) Discuss some new examples of when we should not tolerate something. (Careful not to be judgmental here).

Chapter 10

- 34. Principle # 10:** Read the chapter **Look for the good in the action of others.**

- 35.** Practical: Write up:

Many parents, colleagues and managers have the unfortunate habit of always telling you what you are doing wrong, rather than what you are doing right. This could be true of parents and their children too, correct?

Is the statement true? Have you observed this? Discuss.

Chapter 11

- 36. Principle # 11:** Read the chapter **When you are not sure, ask.**

- 37.** Practical: Write up:
- (a) Why does society seem to sometimes advise you to keep your mouth shut?
 - (b) Work out real examples of what is better about asking, and not keeping quiet. The course says "This modern way is true for employees as well. Speak up. Ask. Communicate. Doing this removes uncertainty, allows you to do a better job, quicker and more accurately".

Chapter 12

- 38. Principle # 12:** Read the chapter **Have Good Manners, Etiquette, Grooming & Personal Habits.**

- 39.** Practical: Write up:
- (a) "Good manners will open doors that the best education cannot." True or false?
 - (b) "Sometimes people do not realize that they are judged on the basis of their appearance." True or false?
 - (c) "Paying attention to manners, etiquette and grooming is very much part of a successful life." True or false?
 - (d) How would you feel if you had a business and you found that your accountant was taking drugs or drinking excessively? What would you do?
 - (e) What could the effect of drinking too much alcohol be on a person who is in a professional career?
 - (f) In the workplace an attractive girl/boy pays you a lot of attention and you are flattered. You have a good relationship with your own partner. You think you would like to get involved with this person in some way. What are the possible consequences:
At work?
At home?
- 40.** Practical: For the next 24 hours, apply this chapter in your life. Try to find an example where you are able to improve something in:
- (a) Your own manners
 - (b) Your own professional etiquette
 - (c) Your own grooming
 - (d) The manners of someone else
 - (e) The professional etiquette of someone else
 - (f) Someone else's grooming
 - (g) Your own personal habits
- On a separate sheet of paper write down how you did this and share any observations you wish. Hand this to your Facilitator.

Chapter 13

- 41. Principle # 13:** Read the chapter **Care for your personal space and the environment.**
- 42.** Practical: Write up:
- (a) Why personal orderliness is an essential part of a successful business career
 - (b) Where would you 'draw the line' on helping others?

Chapter 14

- 43. Principle # 14:** Read the chapter **Use the Golden Rule.**
- 44.** Practical: Write up what this means: "When living life, try and do as little harm as possible to plants, animals and your environment. Take from these what you need and be considerate of the things you do not need".

- 45.** Practical: The course material says "Limit the harm you might do and maximize the good. Staying honest in your interactions with others will give you the best long-term chance at being successful at home, socially and professionally. In the workplace, this is how it works. Dishonesty ends your career". Using Visuals Aids where needed, work out examples of:
- a) A person you have known or read about who meant harm to others. What type of things did he or she do?
 - b) An example of who did something good and what happened.
 - c) How do lies and honesty relate to the Golden Rule?

Chapter 15

- 46. Principle # 15:** Read the chapter **Be observant; be curious.**
- 47.** Practical: Look around the room (or building) you are in and observe the whole space and all people and things in the space, from your table area. No walking around needed. Your facilitator or someone assigned to you asks you, what do you see? Then asks you to notice something you have not noticed before. This can be short and efficient, but get a few examples done. Then switch around. Write up, to make sure you both understand observation.
- 48.** Practical: Write up: "If you take on someone else's observation as your own, so that their opinion is now your opinion, this is fine, as long as you know that this is what you are doing. Best practice, where possible, is to observe for yourself".
- a) Come up with at least two examples each of where you might have accepted someone else's observation or opinion as your own. Be openly honest with yourself. Get assistance as needed.
 - b) Work out at least two examples or the observations of others that you actually have to rely on.
- 49.** Practical: For the next 24 hours, apply this chapter in your life. Use the paragraph on "When driving, traveling or walking". Do this practical. On a separate sheet of paper write down what you observed. Share your observations. Hand this in to your Facilitator.

Chapter 16

- 50. Principle # 16:** Read the chapter **Choose your friends and associates well.**
- 51.** Practical: Write up: "The basic difference therefore between a sociopath and a social person is the question of conscience".
- a) Make sure you both understand exactly what is meant by a conscience. Refer to the course materials, often, or get assistance as needed.
 - b) Go over each item of the list of characteristics shown in the materials. Discuss each one, try and find examples you have observed for 5 of them.
 - c) Work out 5 examples of how those items on the list could apply in a work situation. Get assistance as needed.

Chapter 17

- 52. Principle # 17:** Read the chapter **Beware of peer pressure.**
- 53.** Practical: Write up:
- (a) Write 2 sentences containing the word **peers**
 - (b) Write 2 sentences containing the term **peer group**
 - (c) Write 2 sentences containing the term **peer pressure** and hand these in to your Facilitator.
- 54.** Practical: Write up:
- (a) times when you have seen people giving in to peer pressure (in any situation, social or not)
 - (b) times when you yourself may have given in to peer pressure

Note: Use this day to complete the course, to do any final practical exercises with a facilitator and to write up success stories or reports as requested by the facilitator.

Chapter 18

- 55. Principle # 18:** Read the chapter **You make the difference.**
- 56.** Practical: Go over each section in the article and Write up:
- We create our own thoughts
 - Outcomes are mostly determined by us
 - A vision
 - Look for positives
 - Wise words
- 57.** Practical: For the next 24 hours, apply this chapter in your life. Use as many of these as you wish but include the section "Look for positives." Practice this idea and come back with many examples of how you were able to use this information. On a separate sheet of paper write down how you did this and how this affected your view of what is around you. Hand this in to your Facilitator.

Chapter 19

- 58. Principle # 19:** Read the chapter **Believe in and trust yourself.**
- 59.** Practical: Write up how your actions in life can be different if you believe in and trust yourself.

IFAC Code of Conduct

- 60. IFAC Code:** Read the **IFAC Code of Conduct** that follows Chapter 19 as an added document.

- 61.** Practical: Complete the assessment for Ethics as provided by your facilitator.

End of Learning Sequence Guide