

## Sample Completed Reading Log

### Self-Evaluations & Ethics

Please complete and submit this reading log to D2L by Sunday night at 11:59pm.

#### Content

- *Reading*
  - Chapter 6, A Communication Miscellany
- *Online Learning*
  - Chapter 6, links to self-assessments

Take 4 of the self-evaluations in Chapter 6. Describe your results here. Options are: Communication Style, Soft Skills, Listening, Emotional Intelligence (on D2L), Personal Report of Communication Apprehension, Ethics

1. **Listening Skills:** I earned a score of 54 on this quiz. The results show that I generally have good listening skills. I am approachable and people trust that I will give them my full attention, which is true. I believe it is important to give people space to talk freely without interruption. I also value this when I am speaking to other people.
2. **Emotional Intelligence:** I received a score of 59 on this quiz. The results show that I am an emotionally intelligent person. People often approach me for advice, but sometimes this gets in the way of my own needs. I have noticed this in the past with some of my friend groups. I believe my empathy and social skills are strong, but I could improve upon my self-awareness, especially in private settings when I am alone.
3. **Ethics:** I received a score of 13, which means sometimes I do the right thing and sometimes I don't. I always strive to do the right thing when I can but there are some circumstances where I don't. I always want to make things better and respect others, but it would be hard to say that I do this 100% of the time. There are unpredictable situations.
4. **Soft skills:** I received a score of 76 on this quiz. I practice some soft skills frequently, but I should spend more time practicing others. I should look deeply into the soft skills that I scored lower on and reevaluate how much time I spend on them. While I am highly skilled in some, it is important for me to spend adequate time on all of them.

Which soft skills did you practice frequently? Which soft skills would you like to improve?

**Soft skills that I practice frequently include problem solving, respecting others' opinions, verbal interaction, in-class conduct, participation, meeting deadlines, attendance, and responsibility. A few soft skills that I would like to improve include time management, improvement, motivation, process, and progressive learning. I noticed that the soft skills I want to improve all relate to improving and finding ways to challenge myself in my work and activities.**

Describe the characteristics of active listening and what they mean?

Active Listening is.....	To me this means.....
<b>The creation of a respectful space</b>	<b>Creating a respectful space is inviting and welcoming. It is important to show the person that you want to take the time to listen, and you have a comfortable space for them to speak. The space should be clean, open, and non-threatening.</b>
<b>The placing of full attention on the speaker</b>	<b>You are giving your full undivided attention. It should just be you and the speaker in the room, and you should be listening to only them. The room should be free of distraction but so should your mind. If something else is keeping you preoccupied, you are not giving the speaker your full attention.</b>
<b>The withholding of judgement and rebuttals (at least while the speaker is talking)</b>	<b>If you spend the whole conversation trying to think of a rebuttal or judgement to the speaker, there is no way you can actively listen. It would be impossible to truly hear what the other person is saying which defeats the purpose of active listening. Also, being too quick to judge before hearing the facts proves to be inaccurate.</b>

Why is active listening important?

**Active listening is extremely important to any conversation. Active listening promotes deeper connections between people. For the speaker, active listening is important because they feel their voice is being heard and what they are saying is meaningful and important to the listener. The speaker will feel more comfortable and willing to talk if they know the listener truly cares. Active listening is important for the listener because it helps them truly understand and analyze what the speaker is saying. If the listener is distracted by other noise or thoughts in their head, they are going to have a difficult time hearing and remembering what the speaker said. Active listening creates a safe emotional space that the speaker may not usually have. Safety and feeling heard is a basic human need that needs to be fulfilled.**

Name the four dimensions of emotional intelligence.

- 1. A person's ability to understand his or her own behavior**
- 2. A person's ability to regulate his or her own behavior**
- 3. A person's ability to understand other people's behavior**
- 4. A person's ability to regulate other people's behavior**

Why is emotional intelligence important in the workplace?

Emotional intelligence is important in the workplace for several reasons. One reason is that a strong EI leads to strong leadership. Managers, for example, need to be able to understand their team, including what motivates them and what emotions they have. Managers with a high EI can understand and manage these motions effectively, allowing their team to continue to be productive. Another reason that EI is important in the workplace is conflict resolution. There is bound to be conflict in the workplace, especially with teams, and having a high EI allows workers to collaborate effectively while solving conflict. Rather than shutting down and becoming hostile, workers with a high EI will find a way to resolve the conflict. Workers with a high EI are also better suited for accepting criticism and using it to improve, rather than feeling threatened by it.

Describe the 5 Step Ethical Decision-Making Framework.

The 5 step decision making framework is one possible guideline to follow while making complex ethical decisions.

1. **Define:** what is the situation and what are the facts? It is important to define all the features of the problem, so you fully understand the situation.
2. **Reflect:** what are your personal ethics? It is important to understand why you are reacting the way you are to the situation. Different people will have different opinions for different reasons.
3. **Consider:** what are other people's views and opinions? Considering other perspectives is important in making ethical decisions. This will help broaden your understanding of the situation and look at other possible sources of information.
4. **Analyze:** what are other options and how might those options work? In analyzing you may ask a few questions such as who would be harmed by the decision or if the option is legal. There are different tests that can help you see the decision in a different situation.
5. **Decide:** what is the option or solution? Here, you must be prepared to explain your decision with adequate support. Not everyone will agree with you, but you must be open to change, and re-evaluation based on your feedback.

Describe a situation in which you have had to make an ethical decision. Or, respond to one of the Ethical Mini-Cases in chapter 6.

**I will be answering Mini-Case 1.**

**Did James act ethically when posting on Instagram?**

- I believe James acted unethically with what he posted on Instagram. ABC Company explicitly laid out the rules to James regarding providing notice due to absences, and James went against this policy. James also made a public statement that ABC Company was wrong in their actions because he was "hanging with his bros". If James wanted to act ethically in this situation, he should have kept the information off social media.

**Is monitoring potential employees' personal social media accounts and invasion of privacy?**

- I do not think it is an invasion of privacy. When you post to social media, it is public for the world to see. When you are applying for a job, you should be comfortable with everything online about you to be researched by your employer. It would be an invasion of privacy if unethical methods were used to obtain James' information, but it was publicly on his Instagram page. James chose to make this post public, so he needs to be aware of the consequences.

Is monitoring potential employees' personal social media accounts ethical?

- I think it is completely ethical. Companies and future employers have a right to know the people that they are hiring. It is ethical for employers to monitor potential employees' accounts, so they hire the right people. I would argue that it would even be unethical to hire James after seeing the posts he made on Instagram regarding his past employers. I do consider the view that employees' social media accounts and work life should be kept separate, but in this case, it is an indication to the employer that James may do the same thing to them.

Do you think it is ethical to use generative Artificial Intelligence in work or school? Explain.

I think it ultimately depends on the context the AI is being used in. If AI is being used simply to generate ideas, I think it is completely ethical. I believe there is nothing wrong with using AI to jumpstart your thinking to give you a few baseline ideas. However, if AI is being used to develop complete essays and assignments, that is unethical, especially when the worker passes it off as their own work. It is unethical to use AI as a complete substitute for human work, especially because AI regenerates ideas that it finds online. Everything generated by AI has come from some other source on the internet.

*Writing Exercise*--Rewrite the sentences below to eliminate the biased terms.

1. The university requires freshmen to live on campus.
  - a. **The university requires first-year students to live on campus.**
2. The company shows genuine care and interest in elderly and handicapped people.
  - a. **The company shows genuine care and interest in elderly and disabled people.**
3. John is the new African-American accountant.
  - a. **John is the new accountant.**
4. Did the cleaning woman bring any new trash bags?
  - a. **Did the cleaner bring any new trash bags?**

### Learning Objectives

- Identify and understand soft skills
- Evaluate your soft skills
- Apply the ethical decision-making process