

The Oklahoma Business Ethics Consortium



Agenda – September 8, 2010

MANY THANKS TO OUR NAVIGATOR MEMBERS:



MANY THANKS TO OUR STAR MEMBERS:

ENTERPRISE HOLDINGS:



- I. Welcome & Kudos
- II. Join Now - OK Ethics Annual Membership Drive Underway
- III. OK Ethics Foundation – Statewide Student Ethics Challenge
- IV. Program: “Emotional Vampires”
- V. Preview of Upcoming Events – Decencies & Peacemakers
- VI. Adjourn & Book Signing

I. Welcome & Kudos

*Garyl Geist, President OK Ethics
State Council
Board Member, Valir Health*

New OK Ethics Board Members:

- Lynda Mobley, ONEOK (OKC & Tulsa)
- Michael Oonk, American Bank (Tulsa)

Join now!

We appreciate our **PACESETTER COMPANIES** who have already committed to participating in OK Ethics **EIGHTH SEASON** that begins next month:

Chesapeake Energy, Devon Energy, ONEOK & SandRidge

Membership levels: No dues increase for FY10-11 – Meal costs will increase

\$7500 – Navigator = Prepaid for 16 attendees at each event + Compass Awards with a portion of dues donated to the OK Ethics Foundation supporting our educational initiatives

\$5000 - Oklahoma Stars = Prepaid for 8 attendees at each event + Compass Awards with a portion of dues donated to the OK Ethics Foundation supporting our educational initiatives

\$3000 – Horizon = Prepaid 8 attendees at each function except Compass Awards

\$1500 – Leading = Prepaid 2 attendees at each function including Compass Awards

\$ 500 – Trailblazer = Prepaid 1 attendee at each function except Compass Awards

\$ 350 – Frontier = 8 attendees at each function; meal costs excluded

* Complimentary memberships are available for 501c3 non-profits that qualify.

\$ 75 - Scout = 1 attendee at each function; meal costs excluded

*Complimentary memberships are available at the Scout level for those who have been recently laid off.

CPE CERTIFICATES

It is the responsibility of participants to demonstrate applicability of each program for demonstration of earned CPE credits, to his/her area of practice. OK Ethics makes no guarantees. Also, **attendees must be present** to accept CPE certificates that will be issued at the conclusion of the program.

Please note that we do not have the manpower capabilities to email these later.
Also, you must be registered on our attendance list to receive a certificate.

THANK YOU

OK Ethics is directed and operated entirely by volunteers.
Today's event was made possible by the following individuals:

Registration Team Leaders:

- **Mark Neumeister**, D.R. Payne & Assoc
- **Mary Vaughan**, CPA

Registration Team Members:

- **Becky Cavnar**, Oklahoma Baptist University Graduate School
- **Marvinette Ponder** – Devon Energy
- **Joe Walker** - Grant Thornton

Ambassador Team Leaders:

- **Tere Bettis** - Coppermark Bank
- **Linda Streun** – Ideal Homes

Ambassador Team Members

- **Beau Reed and Kyle Weldon** with Accounting Principals
- **Scott Harris**, Oklahoma Baptist University Graduate School

CPE Certificates: **Colin Autin**, Oklahoma Accountancy Board

Logistics Chairperson: **Jamie Potter**, Eide Bailly

Name Tags: **Arete Muse**, Vericrest Financial, Inc.

Power Point Presentations: **Connie Storey** - Maximum Multi Media Creations

Member Care Coordinator: **Deborah Gavula**, OK Ethics

Join our team - Contact our leadership

- ✓ **Programs:** Shannon Warren, Founder, OK Ethics warrenokla@cox.net or 858-2233
- ✓ **Membership & Recruiting:** Shannon Hiebert, Vice President of Human Resources, Enterprise Rent-A-Car; Shannon.Hiebert@erac.com or call 330-9191
- ✓ **Public Relations:** Kellian Schneider, Owner, FullForce Branding & Marketing; kellian@fullforcebusiness.com
- ✓ **Ambassador Co-Chairs:** Tere Bettis, Vice President of Human Resources, Coppermark Bank, TBettis@coppermarkbank.com or Linda Streun, Director of Human Resources, Ideal Homes, lindastreun@ideal-homes.com
- ✓ **Registration:** Mark Neumeister, D. R. Payne; 272-0511; moneumeister@drpayne.com

VII. **OK Ethics Foundation – Statewide Student Ethics Challenge**

Bob Byrne, Chief Diplomat, OK Ethics Board of Directors (Retired Ethics Advisor – Boeing)

CREATE A LEGACY – MENTOR A COLLEGE OR UNIVERSITY

Contact OK Ethics Foundation President, Pam Fountain at pfountain@principaltechnologies.com if you are interested in working with a university to coach a team for participation in the Ethics Bowl, serving as a judge for the Statewide Student Ethics Competition on October 16 at the University of Central Oklahoma campus or joining us for the regional competition in San Antonio this November.

We appreciate those who will be assisting us with the judging process this year:

Carol Ringrose Alexander, Retirement Investment Advisors

Lisa Axisa, NASBA;s Center for Public Trust (NYC)

Ray Belford, Belford Consulting

Rev. Linda Brinkworth, St. Luke's United Methodist Church

Scott Carter, The Journal Record

Young Chappell, Boeing

Keith Chappell, Boeing

Dr. Jim Collard, Citizen Potawatomie

Gerald Coury, The Character Doctor

Carolyn Elliott, Express Employment Professionals

Joy LaBar, SandRidge Energy

Brian Rice, Ideal Homes

Edith Steele, (Retired) Oklahoma Accountancy Board

Linda Stone, Cadre

Linda Streun, Ideal Homes

Joe Walker, Grant Thornton

In addition to your membership dues, please consider a tax-deductible donation to the OK Ethics Foundation – a 501c3 that is dedicated solely to university initiatives. You can mail these to: Attn: Pam Fountain, c/o The OK Ethics Foundation, P. O. Box 3174, Oklahoma City, Okla. 73101-3174.

ABOUT YOUR PRESENTER:

Marsha Petrie Sue is the Muhammad Ali of personal development, leadership, communications and managing change. Think of her presentations as charm school with live ammunition. She challenges every morsel of your beliefs while entertaining and enlightening.

She dares people to take personal responsibility for their choices, success and life. She is the best-selling author of *Toxic People: Decontaminate Difficult People at Work Without Using Weapons or Duct Tape* and also *The Reactor Factor: How to Handle Difficult Work Situations without Going Nuclear*.

Marsha holds a Certified Speaking Professional CSP. (Fewer than 10% of speakers hold this designation.) Among many other responsibilities, she serves on the Board of Directors for Reliance Bank and The Women's Outdoor Media Association. She has been featured in countless news publications including *The New York Times*, *The Wall Street Journal*, *USA Today*, *Newsweek On-Line*, *Business Journal*, *The Boston Globe*, *Women's Media*, *Cosmopolitan* and many others.

General Disclaimer: Members of the Oklahoma Business Ethics Consortium frequently share information concerning various issues and developments that may have legal implications. The discussions, commentary, and handouts at Consortium meetings or presentations to other organizations are for general informational purposes only. They cover only some aspects of the subject topic, and do not constitute a complete legal analysis of the topic or how it might apply to any particular set of facts. Before taking any action based on information presented during a Consortium event, participants are encouraged to consult a qualified attorney. The observations and comments of presenters at Consortium meetings and networking are the views and opinions of the presenter and do not constitute the opinion or policies of the Consortium or any of its members. Presenters are respectfully requested to avoid profanity, preaching, politics and self-promotion during their lectures.

EMOTIONAL VAMPIRES:

Liars, Backstabbers & Other Unpleasant Characters

by Shannon Warren, Founder of the Oklahoma Business Ethics Consortium

September 2, 2010

It's almost as if an honest person doesn't have a chance in business any more. According to Marsha Petrie Sue in her book *Toxic People: Decontaminate Difficult People without Using Weapons or Duct Tape*:

- 4% of the population are accomplished liars - well over a million people;
- 1 out of every 30 people in high-performing business situations have been identified as a Backstabber. That's way higher than what you'd normally encounter.

Not surprising, employers are impacted by deceitful practices on a massive scale. The Society for Human Resources reports that:

- 11% of applicants don't tell the real reason why they left a past job.
- A huge percentage of job applications contain untrue information.
- 1% of applicants completely falsify their identity.

At some point in our careers, we will likely meet some unpleasant characters in the dark corners of the workplace. It's important to develop survival skills before these emotional vampires drive us batty.

Dealing with a liar? Ms. Petrie Sue suggests that you start paying less attention to what you're going to say and focus more on what they are actually saying. Look for inconsistencies in words as well as actions. Also, train yourself to be attentive to microexpressions, those telltale emotions that flash on a person's face in a nanosecond.

The author has not provided advice for reading people with botox injections, the miracle drug that enables them to keep a completely straight face. However, I think many of her applications may be useful in detecting deceit. For instance, watch for contradictions between an individual's body language and words. Is he shaking his head no while saying yes? That might mean he's not totally committed to what he's telling you.

Got a Backstabber making your blood boil? First, don't be stupid. Ms. Petrie Sue recommends that you don't play the same game. That means *never* say anything bad about them to other colleagues. Don't like that idea? Then, you won't be wild about these either, but I believe they're worth pursuing:

- Be friendly, but not bosom buddies. Stay close enough so that they like you and are willing to share information.
- Be gracious when exposing lies. First, you might be dead wrong in your assumptions, so it's best to seek a gentler clarification rather than using confrontation to get at the truth.
- Document your moves. Note your conversations and write down outcomes of interactions with the Backstabber.
- Don't think they'll magically vanish. These folks are dangerous to your career, your culture and your company. Take responsibility for initiating damage control.

There are lots more vampires that can drain the lifeblood out of you and your organization. Ms. Petrie Sue covers all of these, including Steamrollers, Zipper Lips, and Know-It-Alls, with comprehensive strategies for each one. What was her best advice? It was the recommendation that we take a realistic, long look at ourselves to be sure we don't become a pain-in-the-neck to others.

Decontaminate Toxic People (Without Weapons or Duct Tape!) Marsha Petrie Sue, MBA, CSP www.MarshaPetrieSue.com

1. Identify the type of behavior the Toxic Person is displaying.
2. Choose the appropriate approach and avoid moral amnesia.
3. Eliminate mental terrorism and manage an ethical crisis.
4. Make deposits into everyone's emotional bank account.
5. Remember the T.L.C. when making choices. So what is your plan?
6. Consistently act with integrity by applying your ethical standards.
7. Peel the Spam off your mental filter. Keep an open mind.
8. Remember that individual perception is reality.
9. You are accountable for building relationships and diffusing conflict.
10. Train yourself to listen at Level I – tuned in and present!
11. Invest 2% of your gross annual income on your own development.

STEAMROLLER: Kim, as I was saying, I have a solution for this problem!



KNOW IT ALL: Al, you're the expert in this case and you may be right. Help me understand...

BACKSTABBER: That did sound like you were serious. Do the rest of you feel that way? Is this becoming a problem?



ZIPPER LIP: I expected you to have responded by now and you haven't. I'd like to know how you feel about this.

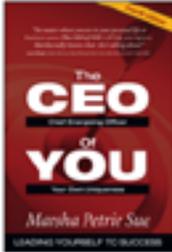
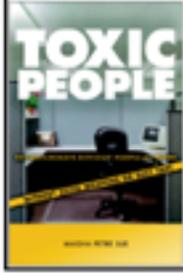
NEEDY WEENIE: Let's make a wish list of pros and cons to help clarify this.



WHINE & CHEESER: Are you looking for some specific solutions to this or do you want me just to listen to the problem?

Decontaminate Toxic People (Without Weapons or Duct Tape!) Marsha Petrie Sue, MBA, CSP www.MarshaPetrieSue.com

1. It's About Time!	CD	14.95	Best of MPS – SAVE! (Programs 1 – 6) Value 127.70 Bail Out! \$60.00 All Credit Cards Accepted Cash and Checks too!
2. Are you Listening?	CD	14.95	
3. Accountability Master	DVD	29.95	
4. The CEO of YOU	Book	17.95	
5. Toxic People	Book	24.95	
6. The Reactor Factor	Book	24.95	






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Additional Learning Resources:

Brogan, Chris. *Trust Agents*. John Wiley. August, 2009.

Comm, Joel. *Twitter Power*. Wiley. 2009.

Comm, Joel. [Click Here To Order](#). Morgan James. 2009.

Fraser, Mathew. *Throwing Sheep in the Boardroom*. John Wiley. 2008.

Gladwell, Malcomb. *Outliers*. Little, Brown. 2008.

Goleman, Daniel. *Social Intelligence*. Audio Renaissance Tapes. 2007.

Hyken, Shep. *Cult of the Customer*. John Wiley. 2009.

Jarvis, Jeff. *What Would Google Do?* Collins. 2009.

Safko, Lon. *The Social Media Bible. The Social Media Bible*. Wiley. 2009.

Sowell, Thomas. *Applied Economics*. Basic Books. 2007.

Sue, Marsha Petrie. *The CEO of YOU*. Communicating Rsults Press. 2003.

Sue, Marsha Petrie. *Toxic People*. Wiley. 2007.

Sue, Marsha Petrie. *The Reactor Factor*. Wiley. October, 2009.

Winget, Larry. *It's Called Work for a Reason*. Penguin. 2009.

Newsletter sign up and free gift: www.MarshaPetrieSue.com

Facebook: Personal Responsibility for Success Club
<http://t.pm0.net/s/c?6h.bkbz.1.7qpe>

Free iPhone/iPod Reactor Factor Application: <http://appadvice.com/app/345202252>
Marsha@MarshaPetrieSue.com

V. Preview of Upcoming Events

Shannon Warren, Founder, OK Ethics

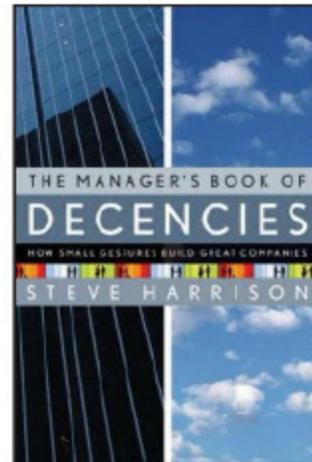
OKLAHOMA CITY CHAPTER

October 13, 2010

“Decencies – How Small Gestures Build Great Companies”

A former chief ethics officer, Steve Harrison will share insights from his collective experiences as an author and Chairman of Lee Hecht Harrison. He will discuss how to achieve success with honor. Topics include:

- The Power of Decency
- Why The Big Stick Doesn't Work
- Dealing with Stresses & Interference
- The CEO's Dilemma & Executive Humility
- Stewardship of an Ethical Culture



November 10

“Criminal Intent”

Can good people go wrong?

Could it happen to you or someone you know?

Hear the compelling story of Kevin Barnes, a law enforcement officer who went from a family of fighting crime to partnering with organized crime to commit bank fraud. After serving time, Kevin emerged with greater spiritual awareness and a strong desire to help others avoid the same snares. He is now President of Mortgage Fraud Awareness LLC.



Leadership Series

December 8, 2010

David Thompson
*President of Opubco
Communications Group*



January 12, 2011

David Woods
*CEO of Giant Partners
Strategist & Corporate
Advisor*

March 9, 2011

Ken Sande
*Attorney & author,
The Peacemaker*
Resolving business
conflicts with grace
and humility

www.okethics.org

"PEACEMAKING FOR BUSINESS"

Options for Personal Development & Facilitator Training

RECOMMENDED FOR 8 HOURS CPE

Conflict surrounds us and impacts all aspects of our lives – whether at work or home. “Peacemaking for Business” focuses on resolving the central issues of conflict while helping the individuals preserve and restore lasting, healthy relationships. The program will help those who are conflict-averse as well as those desiring to find better solutions for resolving disputes in the workplace. Participants will be better equipped to identify the sources of conflict and learn to avoid “Slippery Slopes” that escalate difficulties.

Four Principles of Peacemaking are emphasized:

1. Go to Higher Ground – Seeing conflict as an opportunity
2. Get Real – Taking responsibility; learning humility
3. Gently Engage Others – Helping others see how they may have contributed to the issues
4. Get Together on Lasting Solutions – Building genuine relationships through reconciliation

These principles are Biblically based, so participants need to be mindful of that in determining whether or not to pursue this special offer. Having said that, this study and training uses “non-churchy” language and examples that are readily understandable by diverse faith perspectives found in the workplace. In other words, the main principles are universal and can be applied by Christians and non-Christians alike.

RESOLVING EVERYDAY CONFLICT

Ideal for either personal development or facilitator training.

Presented by

Bill Blew, Attorney



PICK ONE OPTION:

Location: Langston (OKC campus)

4205 N Lincoln Dr, OKC

Four Tuesday Lunch Hours:

October 12, 19, 26 & November 2

11:00 a.m. to 1:00 p.m.

(Lunch & materials provided)

Cost: \$50 per person

Location: Southern Nazarene University

6729 NW 39th Expressway, Bethany

Four Tuesday Evenings:

October 12, 19, 26 & November 2

5:30 p.m. to 7:30 p.m.

(Materials provided)

Cost: \$35 per person

Recommended for:

Anyone desiring to develop personal skills in the area of conflict resolution and relationship restoration, particularly business leaders, owners and Human Resources professionals.

Prerequisites:

None

Course Objectives:

Participants will learn basic Peacemaking insights that will enable them to:

- Assess anatomy of a conflict
- Evaluate individual responses to conflict
- Adjust personal approach to conflict
- Know when to turn away
- Understand when to engage
- Develop skills for constructive engagement
- Resolve disputes
- Rebuild relationships

TRANSFORMING CONFLICT IN THE WORKPLACE

Ideal for facilitator training

Presented by

Dave Schlachter

Vice President

Peacemaker Ministries



RECOMMENDED FOR 6 HOURS CPE

PICK ONE OPTION:

Location: To be determined (OKC)

Friday, November 19

8:30 to 3:30

(Lunch & materials provided)

Cost: \$225 per person

Location: To be determined (OKC)

Saturday, November 20

9:00 to 4:00

(Lunch & materials provided)

Cost: \$225 per person

Note that class size is limited. Every effort has been made to contain costs. At the same time, classes are subject to cancellation at the discretion of OK Ethics' leadership if attendance prohibits the organization's ability to recover costs.

Recommended for:

Leaders responsible for Implementing this program in their organization Conducting Peacemaker for Business training

Prerequisites:

Basic knowledge of the key concepts of Peacemaking for Business as may be gained through the Resolving Everyday Conflict sessions. If not available to attend sessions, please contact Shannon at 858-2233 to discuss other options.

Course Objectives:

Building on a basic understanding of the Peacemaking concepts, this program uses interactive exercises and discussions of case studies that will enable business leaders to model and implement the Peacemaking skills in their organizations.

Participants will learn how to:

- Apply the principles to the workplace
- Facilitate training
- Develop an effective method for negotiating substantive resolutions

CPE INFORMATION

This topic is recommended as a professional development opportunity for any business leader desiring to develop their skills in resolving conflict and restoring relationships. This is an ideal program for those who are conflict averse or find themselves in management positions. Auditors and human resources professionals who regularly find themselves in emotional situations will learn new skills for dealing with these problems in a constructive manner.

It is the responsibility of participants to demonstrate applicability of each program for demonstration of earned CPE credits, to his/her area of practices. OK Ethics makes no guarantees. Also, attendees must be present for all sessions in order to receive CPE certificates that will be issued at the conclusion of the program. Also, you must be registered on our attendance lists to receive a certificate.

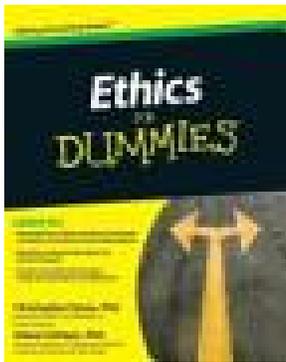
For more information contact:

Shannon Warren • Phone: 405-858-2233 • Email: warrenokla@cox.net

www.okethics.org

OK ETHICS EVENTS (TULSA CHAPTER)

Thursday, September 23, 2010



"Ethics for Dummies" *presented by*

CHRISTOPHER PANZA, Ph.D.
Professor, Drury University & Co-Author, "Ethics for Dummies"

& ADAM POTTHAST, Ph.D.
Professor, Park University & Co-Author, "Ethics for Dummies"

Christopher Panza and Adam Potthast bring a practical, friendly and fresh look to our view of ethics. They will provide an easily understood way of looking at today's ethical dilemmas and controversies as well as explore the all-important question of good vs. evil. Panza and Potthast are sure to bring a new perspective to real life ethical issues - you won't want to miss this great presentation!

UPCOMING EVENTS FOCUSED ON INTEGRITY AT WORK (Not affiliated with OK Ethics)

Over the past seven years, we have been inspired by our friendship with the Character First Institute. Leaders with that organization provided the wisdom and insight for OK Ethics' Guiding Principles.



All events are by invitation only. To learn more about the Character First Institute, please contact Steven Menzel at 405-815-0001 or email smenzel@characterfirst.com for a personal invitation.

September 16, 2010

Dr. Nathan Mellor, president of Character First, will introduce the Character First Membership program and how it can benefit your organization. (Luncheon at PHF Conference Center)

Sep. 30, 2010: Intro to Character First

Dr. Nathan Mellor, president of Character First, will introduce the Character First Membership program and how it can benefit your organization. (Luncheon at PHF Conference Center)

Oct 14, 2010: "Effective Communication for Managers"

9:00a-4:00p; Oklahoma City, OK; [PHF Conference Center](#)

If managers cannot effectively communicate their vision, it should come as no surprise that their vision does not come to life. Learning to be an effective communicator requires the ability to understand how to organize your thoughts and deliver them as clearly as possible. For the novice and advanced communicator alike, this highly practical program provides an enjoyable learning experience for those seeking to enhance their communication skills.

Cost: \$395.00 each for members, \$495.00 each for non-members

Note that OK Ethics members may join Character First for half-price!

Oklahoma Business Ethics Consortium www.okethics.org



The Character Council of Central Oklahoma is a separate organization dedicated to promoting character in the Oklahoma City area. Each month, they host a luncheon highlighting one of the 49 character traits developed by the Character First Institute. Cost is \$10 and reservations may be made by contacting them at (405) 526-0001. Upcoming events are scheduled for September 24 and October 28.

OK ETHICS VISION:
To be recognized as a statewide and national forum for promoting business ethics.