



Practice Ethical Scenario

EMPLOYEE MISCONDUCT IN PUBLIC

You are the VP of Operations for a company that does business across the United States. This week, you sent a team of 15 individuals to another state to perform a three-day safety inspection. On the trip home, several of your employees got into an altercation with airline staff. As the situation escalated, one of your employees made a disrespectful and insulting comment to the airline attendant. Your team was removed from the flight. Several of your team members were wearing shirts with the company name and logo. Now, other passengers on the flight are posting video and pictures on social media. Your CEO has called an emergency meeting with you and other members of the leadership team. Because it was your team involved in the situation, you know the CEO will be looking for you to offer an opinion on how to respond.

Community members are angry. They are making comments on social media and sending emails to the company demanding that everyone on the traveling team be fired. You know that some members of your team don't want you to fire anyone. They hope that as their leader, you will protect their teammates. Other members of the leadership team have already reached out to you and have suggested the company take minimal action and wait for everyone's attention to eventually turn somewhere else. Still, there are several employees that you know personally, who will expect some action to be taken, and would be greatly disappointed if the company did not.



As you prepare for the meeting, you must decide what recommendation you will provide to the CEO.

What factors play into your opinion of how to handle the situation?

What are the implications of mishandling this situation?

How does loyalty play into your decision-making process? Loyalty to the company, your team, and the individual team members.