

Managing Ethics and Compliance risks in post COVID-19 world

**Bu sunumda yer alan yazılı ve sözlü görüş ve değerlendirmeler sunumu yapan kişi/kişilerin kişisel değerlendirmeleri olur TEİD'in görüşünü yansıtmamaktadır.*

What will the world look like?



That Discomfort You're Feeling is Grief....

**Harvard
Business
Review**

That Discomfort You're Feeling Is Grief

by [Scott Berinato](#)

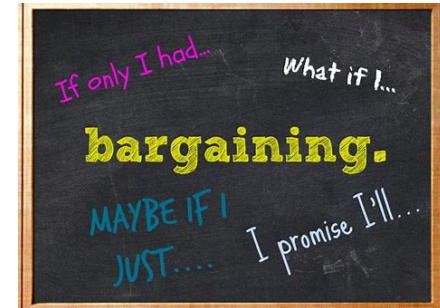
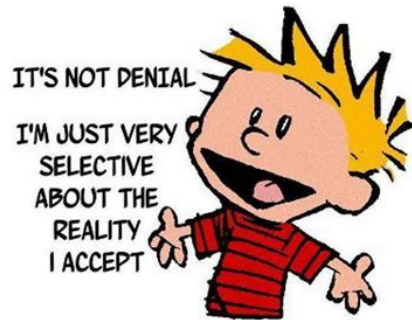
March 23, 2020

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HBR Staff/d3sign/Getty Images







We experience different stages.....



Are there any techniques to deal with this?




Psychology of change – emotions and needs

Attachment		<i>Who am I connected to?</i>	Feel connected, bonded and secure
Territory		<i>Where do I belong?</i>	Feel a sense of belonging place/home/team
Identity		<i>What is my role?</i>	Feel important, involved and valued
Future		<i>Where am I going?</i>	Know who I am individually, what I stand for and my values
Meaning		<i>What is the point?</i>	Know direction, have hope and positive expectations
Control		<i>Can I influence things?</i>	Feel in control of the situation and my destiny

Adapting to the “new normal”

Do you feel stressed working from home during lockdown/quarantine/shelter in place?


- Yes
 - No
- 



LIVING

Boss accidentally transforms into potato during videoconference

By Ben Cost March 31, 2020 | 5:24pm

 A person's boss got turned into a potato during a web meeting.

Rach Clegg shared a screenshot of her boss transformed into a potato on a videoconference.
PettyClegg via Twitter

MORE ON: CORONAVIRUS

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Fortunately, no one was sacked over the mishap.

A company videoconference went hilariously awry after its boss accidentally transformed herself into a potato due to a filter mishap and couldn't undo it, much to the amusement of her colleagues.

A [tweet chronicling](#) her inadvertent makeover has racked up almost 697K likes and over 161K retweets

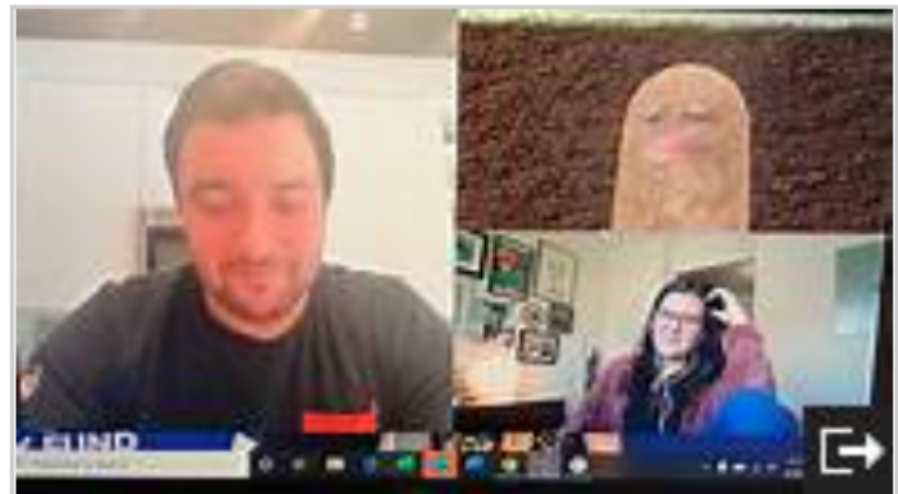
CORONAVIRUS

Total cases globally: **932,605**
Recovered: **193,177**
Deaths: **46,809**

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Working from home has its own challenges



Respect and Inclusion:

- ❖ be mindful of making comments about:
 - Noise caused by one's children during a call – there might be personal or family circumstances that you are not aware of.
 - Age –in many countries people above certain age have been instructed to not leave their homes during the pandemic. While this is a government measure, joking or commenting about one's age can sound very discriminative and humiliating.
 - Nationality or citizenship – different countries have different numbers of infected people and therefore apply different measures.

Gender Equality:

- ❖ Women occupy more 'face-to-face' jobs and are exposed to risk of cut off
- ❖ Women are more likely to be destructed while working from home

Lack of corporate culture:

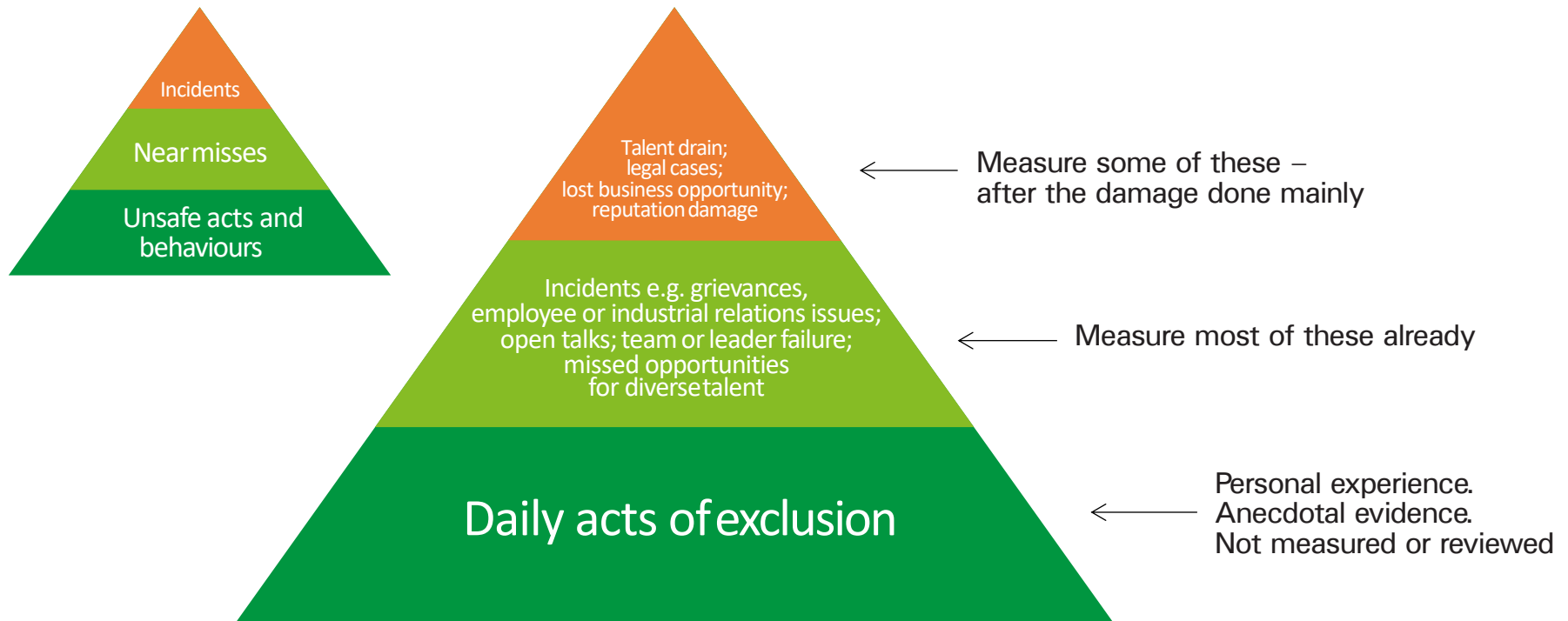
- ❖ No opportunity for networking and building connection
- ❖ Less opportunity for creativity
- ❖ Impact on speak-up culture

What does it take to be inclusive?

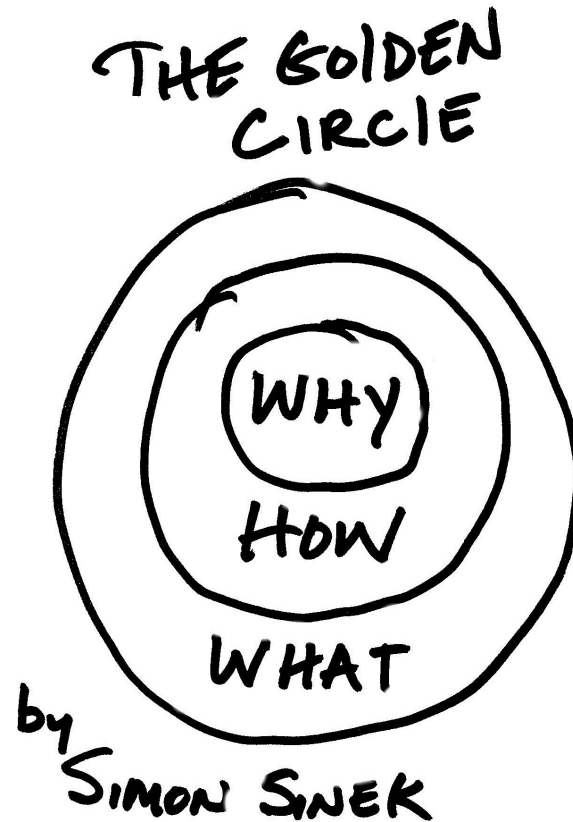


It's about **every** day

Safety triangle



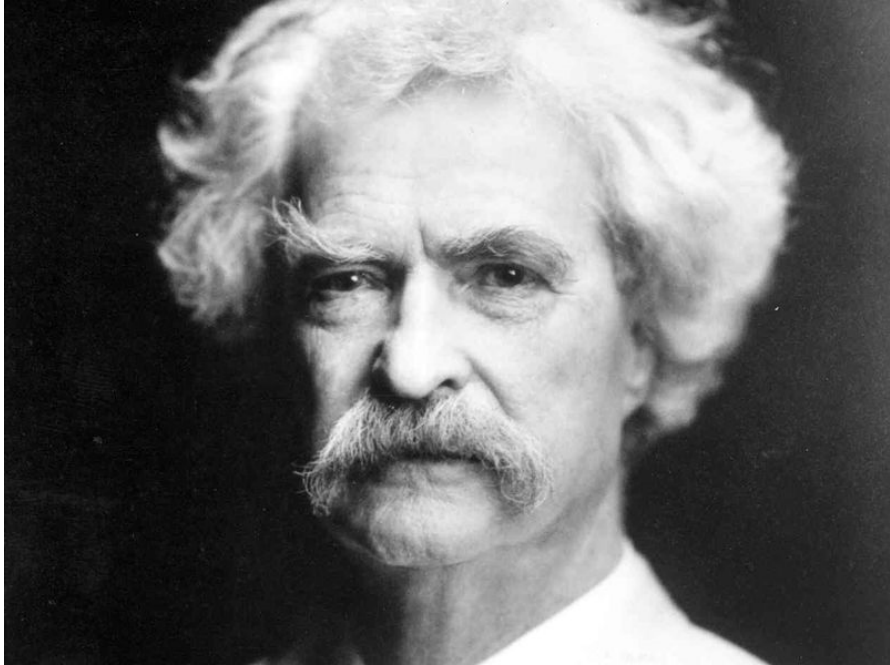
Purpose – the importance of WHY



Why do we keep score?



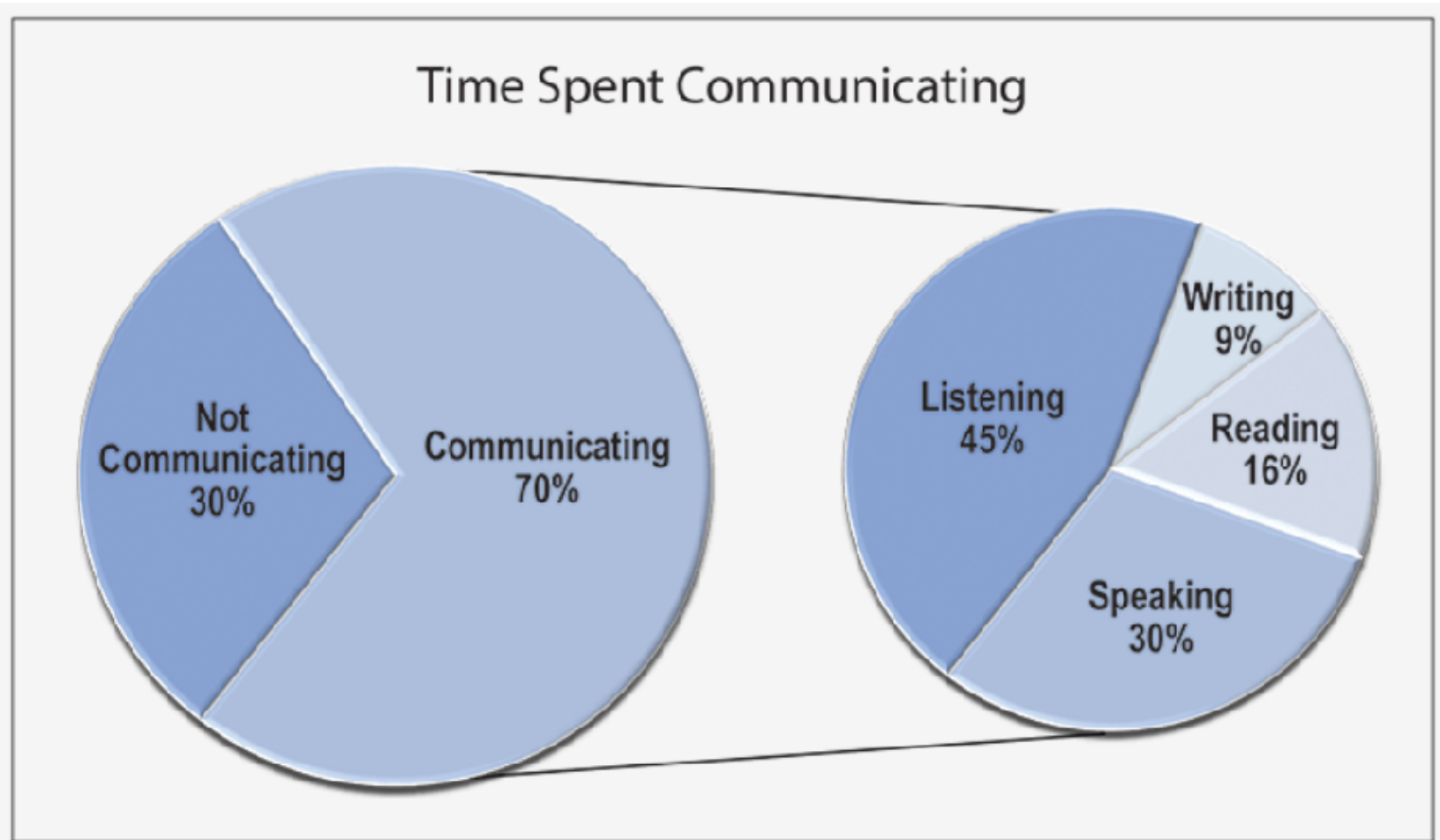
The most important message ...



Mark Twain
Simply genius

“If we were supposed to talk more than we listen, we would have two tongues and one ear.”

Time spent communicating



Based on the research of: Adler, R., Rosenfeld, L. and Proctor, R. (2001)
Interplay: the process of Interpersonal communicating (8th edn), Fort Worth, TX: Harcourt.

Who is your favourite fraudster?



- **Pandemic related reimbursables** – while approving relevant expense claims, approvers need to make sure that (i) the expenditure was pre-authorized; (ii) the purchase is justified given job responsibilities of the person; and (iii) there is a valid receipt attached to the expense claim.
- **Third party invoices** – when verifying and approving third party invoices, approvers need to be ware of red flags, such as (i) lumpsum amounts with no description; (ii) agent fees; (iii) COVID-19 related compensation claims; (iv) reimbursement of donations.
- **Internet based fraud and fishing emails** – there are many phishing emails flying around regarding COVID-19 donation funds and support initiatives. We should only trust the official resources and websites and be cautious about where we pay our money to.