

# The Oklahoma Business Ethics Consortium



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MANY THANKS TO OUR NAVIGATOR MEMBERS:



MANY THANKS TO OUR STAR MEMBERS:



## Agenda – March 9, 2011

- I. **Welcome & Announcements** – Garyl Geist, *President, OK Ethics; Chief Operating Officer, Oklahoma Allergy & Asthma Clinic*
- II. **Resolving Everyday Conflict** – Joy LaBar, *Vice President, Internal Audit, SandRidge Energy*
- III. **Intentional Interaction** - Dave Schlacter, *Vice President, Peacemaker Ministries*

**Note:** OK Ethics encourages interaction among our members for the purpose of building relationships with others who share an interest in promoting Oklahoma values of integrity at work. At the same time, this is not an appropriate forum for sales activities.

- IV. **Introduction** – Peter Dobelbower, *Vice President & Chief Legal Officer, Hobby Lobby Stores, Inc.*
- V. **Keynote Speaker** – Ken Sande, *Author of The Peacemaker “Peaceful Coexistence in the Workplace: Meeting Conflict with Humility & Grace”*
- VI. **Upcoming Events** – Shannon Warren, *Founder, OK Ethics*
- VII. **Adjourn**

### I. Welcome & Kudos

Congratulations to **Oklahoma City University (13<sup>th</sup>)** and the **University of Oklahoma (17<sup>th</sup>)** for participation in the National Ethics Bowl. There were 48 teams from across the country competing for the honors. It was the first time that Oklahoma teams participated in the event, which is supported by funds from our Navigator and Star members' dues.

To qualify for the national competition, these teams BEAT TEXAS, along with 16 other teams, in the Regional Ethics Bowl held in San Antonio. Prior to that, they had qualified in the Oklahoma Statewide Ethics Competition held in October on the University of Central Oklahoma's campus. They have demonstrated exceptional dedication through these many weeks of preparation. We are very proud of our Oklahoma students who are carrying forth our Oklahoma values of integrity at work and thank them for their inspiration!

### CPE CERTIFICATES

It is the responsibility of participants to demonstrate applicability of each program as it relates to his/her area of practice. OK Ethics makes no guarantees. Also, **attendees must be present** to accept CPE certificates and these will be issued at the back of the room upon the conclusion of the program. **Please note that we do not have the manpower capabilities to email these later.** CPE certificate recipients must be registered on our attendance list to receive a certificate, so please be sure to check in with the registration team.

## Oklahoma Business Ethics Consortium Guiding Principles Adopted July, 2004

*To ensure that the Consortium fosters positive characteristics of integrity in the successful achievement of its goals, these Guiding Principles were discussed and adopted (with revisions) during a milestone planning session held by Consortium leaders in Stroud on June 18, 2004. These principles were developed based on the Character First Institute's values and philosophies.*

### I. Responsibility to Self and Others:

- **Service:**
  - Passion for promoting ethics and integrity
  - Encouraging the promotion of ethical behavior through personal actions and
  - Sharing ideas and resources
  - Responsibility and accountability for fulfilling the mission of the Consortium.
- **Collaboration:**
  - Achievement of common goals through the promotion of ethical, mutually beneficial relationships
  - Service to the Consortium over promotion of self-interest
  - Cooperation emphasized over competition in promoting ethical business conduct
  - Members collaborate by being constructively engaged in discussions regarding ethics
  - Seeking consensus in interactive discussions regarding ethical matters.
- **Respect:**
  - Members may become aware of confidential information shared by others in an effort to determine an ethical course of action. We ask members to be sensitive in recognizing and respecting the efforts made toward achieving ethical behavior. In that vein, public disclosure of this information is discouraged.
  - We respect other members and the process by:
    - Exhibiting listening skills and actively listening to discussions
    - Being open to other points of view and outcomes
  - We are an inclusive organization and demonstrate this by welcoming members who are in different stages of learning as applied to ethical behavior.

### II. Lead with Integrity

- **Dependability:**
  - Members are asked to demonstrate their support of this initiative by consistently attending meetings.
- **Initiative:**
  - Recruiting other members who have demonstrated a desire to promote ethical behavior in their organizations.
  - Recognizing what needs to be done to help promote the Mission of the Consortium and taking action to assist in that effort.
- **Honor:**
  - Members are asked to honor the Consortium through the practice of integrity and ethical behavior in their business dealings.
  - We express gratefulness to our hosts, sponsors and speakers.
  - Realizing that each of us is in a mode of continual learning, we demonstrate humility, care and compassion when sharing our thoughts and knowledge.
- **Courage:**
  - Speak the truth with confidence and encourage others to do the same.

### III. Inspire Trust

- **We serve and promote the cause of truth with integrity, objectivity and fairness to all persons.**
  - We hold ourselves accountable by consistently honoring our word.
  - We extend trust abundantly to those who have earned it.
  - Trust, once earned, will not be taken for granted, manipulated or abused.

**OCU Team Members led by  
Dr. Barbara Crandall:**

- Bridget Poputa-Clean
- Drew McNichols
- John Riesenber
- Maria Perez
- Bethany Layman
- Alisha O'Lague

**OU Team Members led by Breea Bacon, Dr. Stephen Ellis, Dr. Nim Razook and  
Adrienne Jablonski:**

- Tony Boese
- Evan DeFilippis
- Cody Franklin
- Guss Keyes
- Gregory Maus



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**VOLUNTEER RECOGNITION:**

**OK Ethics has no staff and relies on volunteers to achieve the organization's successful pursuit of Oklahoma's values of integrity at work.**

**Registration Team:** These dependable individuals show up every month to diligently record our guests' attendance and handle the collection of fees:

- **Mark Neumeister**, D. R. Payne & Associates: Co-Chairperson
- **Mary Vaughan, CPA**; Co-Chairperson
- **Marvinette Ponder**, Devon Energy
- **Lucius Crandall**, Grant Thornton LLP

**Ambassador Team:** These friendly people welcome our guests each month and assist in helping them locate seats:

**Team Leaders:**

- **Tere Bettis**, Coppermark Bank: Co-Chairperson
- **Linda Streun**, Ideal Homes: Co-Chairperson

**Team Members:**

- **Kristy Boone**, Ideal Homes
- **Shannon Hiebert**, Enterprise Rent-A-Car
- **Brent Martens**, Accounting Principals
- **Arete Muse**, Vericrest Financial

**CPE certificates** – Michael Mount, Oklahoma Accountancy Board

**Logistics:** Jamie Potter, Eide Bailly

**Name tags:** Kim Whyburn, Devon Energy

**Accounts Receivable Reconciliation:** Susan Pate, Stinnett & Associates

**Pre-meeting Slide Show & AV:** Connie Rutz, Maximum Multimedia

**Book sales by Mardel**

## Join our team - Contact our leadership

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



# REMINDER: COMPASS AWARD APPLICATIONS DUE MARCH 24, 2011

## Past Recipients Include:

### 2010 Recipients:

Express Employment  
Professionals (OKC)  
Kimray (OKC)  
Retirement Investment Advisors  
(OKC)

### 2009 Recipients:

Chesapeake Energy (OKC)  
Leader Communications, Inc.  
(OKC)

### 2008 Recipients:

BKD, Inc. (OKC)  
Ideal Homes of Norman (Norman)  
Principal Technologies, Inc. (OKC)

### 2007 Recipients:

Boeing (OKC)  
The Bama Companies (Tulsa)  
Coppermark Bank (OKC)  
Nextep (Norman)

### 2006 Recipients:

Eide Bailly LLC (OKC & Tulsa)  
Valir Health (OKC)

## OK ETHICS VISION:

To be recognized as a statewide and national forum for  
promoting business ethics.

**OKC - Leadership Series**

<p><b>March 22 – April 12, 2011</b></p> <p><b>Bill Blew</b>  <i>Pastor &amp; Former Judge</i>                  “Resolving Everyday Conflict”</p> <p>Lunch &amp; Evening Workshops</p> <p>Go to <a href="http://www.okethics.org">www.okethics.org</a> for times/locations</p>	<p><b>March 30, 2011</b></p> <p><b>John Gibson</b>  <i>President &amp; CEO, ONEOK</i>                  “How Not to Change During Change”</p>	<p><b>April 26, 2011</b></p> <p><b><u>Compass Awards</u></b>  <b><u>Keynote</u></b>  <b>Rita Aragon</b>  <i>Secretary of Veterans Affairs – State of Okla.</i></p>
		

**TULSA OK ETHICS CHAPTER**

**March 24, 2011**

**“Making Character First”**  
**Thomas Hill**  
**Chairman, Kimray, Inc.**  
**Founder, Character First Institute**  
**Author & Lecturer**

**New Venue**  
**Doubletree Hotel Downtown Tulsa**  
**616 W. Seventh Street**



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

For nearly eight 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 John Burnett or Steven Menzel at 405-815-0001 for a personal invitation.

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### ***March 30, 2011: Orientation Training***

The Character First Orientation Training is a hands-on, practical session on how to implement Character First in your organization. It is a must for new members to get the full value of Character First, and it's a great refresher for existing members!

**Topics Include:**

- » *What is character, and why is it important?*
- » *How to emphasize character in the workplace*
- » *How to recognize employees for excellence*
- » *How to handle misconduct or poor character*

*(This training is designed for mid-level managers and higher. It is recommended for 6 continuing education credits.)*

**When:** March 30, 9am–4pm // June 1, 9am–4pm

**Where:** [PHF Conference Center](#) (downtown Oklahoma City)

**Cost:** \$295 per person (or \$40/person for Member Organizations)

**Register:** Call 877-357-0001 or email: [events@characterfirst.com](mailto:events@characterfirst.com)



The Character Council of Central Oklahoma is a separate organization dedicated to promoting character in the Oklahoma City area. Each month, Oklahoma Business Ethics Consortium [www.okethics.org](http://www.okethics.org)

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.

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**General Program 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

**About Your Presenters:**

**Ken Sande** is president of Peacemaker Ministries ([www.Peacemaker.net](http://www.Peacemaker.net)) in Billings, Montana.



After working as an engineer at Cordis-Dow and then getting a law degree, God led Ken into the new field of Christian conciliation in 1982. He founded Peacemaker Ministries then, along with several pastors, business people, and attorneys.

A local ministry became national and then international after Ken wrote *The Peacemaker: A Biblical Guide to Resolving Personal Conflict*, which has been translated into a dozen languages. He and a staff that now numbers 30 carry out Peacemaker Ministries' mission of "equipping and assisting Christians and their churches to respond to conflict biblically."

Ken is passionate about bringing the life-changing power of the gospel and God's peacemaking principles into the lives of Christians and their churches. Over the years he has ministered to parties in hundreds of conflicts ranging from simple personal disputes to complex church and legal conflicts. He regularly serves as a consultant to churches and Christian leaders, has

written numerous resources on conflict resolution. He has co-authored two books – one for teens, *The Peacemaker Student Edition*, and one on family relationships, *Peacemaking for Families*. His wife, Corlette, published a biblical curriculum for children, *The Young Peacemaker*, that has been used widely in many other countries for families, schools, Sunday schools, and missions.

He loves to teach; God has given him numerous opportunities to speak at churches and conferences throughout the U.S. and in many other countries. One memorable trip included teaching biblical peacemaking to a large, eager group of church leaders in the capitol city of Indonesia.

Ken is a history and movie buff. He and Corlette love to hike with their two teenagers in the mountains near their home in Montana.

**David D. Schlachter** serves as the Vice President of the Institute of Christian Conciliation for Peacemaker Ministries, overseeing the delivery of mediation and arbitration services for the resolution of conflicts and disputes for individuals, businesses, and organizations, as well as serving as a mediator and arbitrator. He also oversees the delivery of assistance and intervention services

to churches experiencing conflict and working with denominational groups to prepare their staff to deliver church assistance and intervention services. He is also part of the team reaching out to businesses and organizations seeking workplace conflict resolution training and services. He is part of the teaching staff for conciliator training provided by Peacemaker Ministries, including foundational training for conciliators and advanced training through the Certification Program. A Certified Christian Conciliator and University of Denver Law School graduate, David practiced law for 26 years in Denver, Colorado, specializing in business, real estate, and commercial litigation, before joining the Peacemaker Ministries staff. He has taught biblical peacemaking in his church, for Peacemaker Ministries, and internationally. He has been married to his wife, Carol for 37 years, and has three adult children and a granddaughter.

**Contact Information:**

- 406-256-1583 ; [www.peacemaker.net](http://www.peacemaker.net); [mail@peacemaker.net](mailto:mail@peacemaker.net)

**PEACEFUL COEXISTENCE IN THE WORKPLACE**  
**MEETING CONFLICT WITH HUMILITY AND GRACE**



PEACEMAKER<sup>®</sup>  
 MINISTRIES

**1. Conflict is costly in the workplace (and at home)**

- 22% of workers say they put less effort into work because of conflict at the office
- Conflicts resulting in the loss of an employee can cost 150% of the employee’s annual compensation (managers ~ 250%)
- 60-80% of all difficulties in organizations stem from strained relationships, not from
- Employers can lose up to 25% of an employee’s productivity due to family strife or divorce deficits in skills or motivation

**2. Faith-Based conflict resolution is a tradition in every major religion**

**3. Investing in People/Relational Skills Can Produce a “Double ROI”**

- Every manager leaves a “wake” (Henry Cloud)
- Hard skills / Soft Skills (Prov. 22:39, 22:11)

Technical Expertise x Relational abilities = Contribution to company

- Emotional Intelligence (James 3:13-18; Phil. 2:3-4)

Self Awareness	Self Management
Social Awareness	Relationship Management

**4. Conflict Resolution is a core relational skill (and a great way to raise EI)**

**Four G’s of Peacemaking**

- Go to Higher Ground (1 Cor. 10:31)
- Get Real About Yourself (Matt. 7:3-5)
- Gently Engage Others (Gal. 6:1)
- Get Together on Lasting Solutions (Matt. 5:23-24)

**Discussion:**

1. Which “Slippery Slope” responses did the woman and man use in the first scenario?
2. Which responses did they use in the second scenario?
3. If people have low “Emotional Intelligence,” which Slippery Slope responses are they more likely to use when faced with conflict? Why?
4. What if they have high “EI”? Why?

**Four Promises of Forgiveness**

- I will not dwell on this incident
- I will not bring this incident up and use it against you
- I will not talk to others about this incident
- I will not allow this incident to stand between us or hinder our personal relationship

**5. Implementing Conflict Resolution Program in the workplace**

- Synchronize with HR (Human Relations) policies and practices
- Vendor relations and contracts (ADR/conciliation clauses)
- Management training
- Employee training
- Continuing education and reinforcement

**Discussion:**

1. How would you characterize the general conflict resolution culture in your business? (Escape, Attack, Peacemaking)
2. What benefits could your company experience by teaching and practicing a more relational/peacemaking approach to resolving conflict?

**Further Study:**

- *The Peacemaker* (Baker Books, Ken Sande)
- *Resolving Everyday Conflict* video series