

WILLING CHANGE QUIZ ANSWERS – FAIRNESS F1  
*Thought-Provoking – Inspirational - Relevant*  
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Thanks for taking a quiz that corresponds to *Willing Change* courses. This quiz is from Module 1 of The F.A.C.E. of Ethical Character in the Workplace for Financial Managers – FAIRNESS. It is suitable for Continuing Education purposes in the categories of ethics, professional development and career development. The estimated time for completion is 15 hours (including 6 hours for the optional/free section). A verification certificate is included upon completion of the evaluation.

Potential Responses:

1. Without a word, Olivia immediately left the customer in her chair, with wet and half-cut hair, to follow the well-dressed woman and took care of her.

If you chose this response you may be feeling intimidated by the arriving customer. If she is a regular customer and has been given an expectation of special treatment by your employer, it may be difficult to do otherwise. You or your employer likely has a rule: The best customers get the best treatment.

By not bothering to explain her absence to the customer in the chair Olivia is revealing her beliefs about her lack of respect. This response is likely one that has been conditioned by the employer and/or the work situation.

2. Olivia let the well-dressed woman know she would be another 15 minutes.

This option reveals a desire for fairness to both. Rather than jumping to the well-dressed woman's attention, an attempt was made to be considerate to both. It may not please them both and there may be some repercussions from the employer if a complaint is made but this response was a decision rather than an automatic reaction. You may have this rule: I consider the perspectives of all involved.

3. She ignored the well-dressed woman.

This response may be a pretence of unawareness of a situation that needs to be dealt with—but could be potentially difficult. It may show fear of mishandling it and causing trouble or a way to blame and results it on your trainer (boss). You may have this resistant rule: I will wait to be told what to do (and pretend it's not part of my job).

4. Olivia excused herself to her customer in the chair explaining she had to take care of the woman who walked in.

The fact that Olivia feels she has no choice but to look after the well-dressed woman suggests she is doing as instructed. If you chose this response you may have this rule: Always do what the boss asks.

The book *Willing Change* provides the background methodology for changing and/or developing new mindsets by helping you to: recognize your current thinking habits, gain new perspectives, ease transitions, enhance productivity and think more ethically. The e-book version can be viewed using e-readers or apps on your computer, tablet or phone. Here are some common links: [Chapters Indigo](#) [Amazon Kindle](#) [KOBO](#) [Ebooks](#)  
A **limited supply** of print books is available (due to supply issues of printers) and you can inquire through the website about obtaining a copy.

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