

# PROFESSIONAL ETHICS AND CODE OF CONDUCT

*FOR PERSONAL ASSISTANTS*

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# INTRODUCTION

- The fundamental principles underlying the ethical conduct of a personal assistants at work have not changed. However, the societal framework in which those principles are applied has changed especially with technological advances.



A woman with dark hair, wearing a red long-sleeved shirt, is seated at a desk in an office environment. She is looking down at papers on the desk, with her hands resting on them. To her left is a large white computer monitor. In the background, there is a black office chair and some office equipment. The overall scene is dimly lit, with the woman's red shirt providing a focal point of color.

# ETHICAL CONDUCTS REQUIRED BY PERSONAL ASSISTANTS

PROFESSIONAL ETHICS AND CODE OF CONDUCT

# CONFIDENTIALITY

- **Maintain Privacy:** Safeguard all personal, financial, and sensitive information of the employer.
- **Non-Disclosure:** Not disclosing confidential information about your employer without explicit permission.
- **Encryption and Passwords:** Implement strong encryption and secure password practices to safeguard data.
- **Cybersecurity Awareness:** Stay informed about the latest cybersecurity threats and best practices to protect both personal and professional digital presence; by doing so, they can navigate the complexities of modern technology while upholding the highest ethical standards.





# CONFIDENTIALITY

- **Enhanced Security Measures:** Personal assistants should use advanced security measures to protect sensitive information stored digitally and ensure secure work environment at home in the event of remote working.
- **Regular Updates:** Ensure software and systems are regularly updated to protect against vulnerabilities.
- **Cybersecurity Awareness:** Stay informed about the latest cybersecurity threats and best practices to protect both personal and professional digital presence.
- **Confidentiality on social media:** Protect the employer's private life and information when managing their social media accounts.



# INTEGRITY

- **Honesty:** Always provide honest and accurate information to the employer, fostering a relationship based on trust.
- **Informed Use:** Make the employer aware of the capabilities and limitations of virtual assistants and smart devices.
- **Privacy Settings:** Configure privacy settings on smart devices to minimize data collection and protect personal information.
- **Purposeful Use:** Use technology purposefully to enhance productivity and efficiency without compromising ethical standards.



# INTEGRITY

- Avoid Misuse: Avoid using technology for unethical practices such as surveillance without consent or manipulating information.
- Dress Code: Dressing is such an integral part of being a professional. Every staff must learn to always dress properly. According to UNILAG slogan “Dress the way you want to be addressed”. Adhere to official dress code or grooming standards set by the institution that will earn the respect you deserve.





# RELIABILITY

- **Consistent Performance:** Always perform duties consistently and to the best of your ability, ensuring tasks are completed as expected.
- **Regular Updates:** Provide regular updates on tasks and projects, ensuring the employer is always informed about progress and any potential delays.
- **Availability:** Be readily available during agreed-upon working hours and promptly respond to calls, messages, and requests from the employer.
- **Timeliness:** Arrive on time for appointments, meetings, and deadlines, demonstrating respect for the employer's schedule.
- Maintaining reliability under pressure.





# RESPECT

- Respect is a fundamental ethical principle that personal assistants must uphold to maintain a positive and professional relationship with their employer and others they interact with. Treat the employer and all associated individuals with respect, maintaining professionalism in all interactions.



# COMMUNICATION

- **Professionalism Online:** Maintain professionalism in all forms of digital communication, including emails, messaging apps, and video calls.
- **Clear and Respectful Communication:** Ensure digital messages are clear, respectful, and appropriate. Ensuring that the employer understands your actions, plans, and handling of any issues that arise.
- Ensuring all communications whether written or spoken are clear, concise, concrete, correct, coherent, complete, and courteous.



# PROACTIVITY

- **Taking Initiative:** This involves identifying potential problems early and take steps to address them proactively, proposing and implementing innovative solutions to improve efficiency and productivity.
- **Proactive Updates:** Keep the employer informed about the progress of tasks, potential issues, and proposed solutions without needing to be prompted.
- **Feedback Solicitation:** Regularly seek feedback from the employer to ensure their needs are being met and to identify areas for improvement.
- **Crisis Management:** This involves preparedness to ensure quick and effective responses, maintaining a calm and composed demeanor in crisis situations, demonstrating reliability and competence.





# PROACTIVITY

- **Anticipating Needs:** This includes understanding preferences, scheduling and preparing for upcoming tasks, events, and meetings in advance, and resource management: Ensure that necessary resources (such as office supplies, travel arrangements, etc.) are in place before they are needed.





# ORGANIZATIONAL SKILLS

- **Routine Management:** Maintain a consistent routine in managing tasks and schedules, ensuring the employer can rely on your organizational skills.
- **Quality Work:** Ensure a consistently high standard of work, avoiding fluctuations in performance and attention to detail.
- **Prioritization:** Prioritize tasks based on importance and deadlines, ensuring that critical tasks are completed first.
- **Efficiency:** Optimize your time and workflow to manage tasks effectively and reduce the likelihood of last-minute issues.



# ORGANIZATIONAL SKILLS

- **Resource Management:** Manage resources efficiently, avoiding waste and ensuring that materials, tools, and information are readily available when needed.



# ADAPTABILITY

- **Flexibility:** Be adaptable and flexible, willing to adjust to changes in schedules, tasks, and priorities as needed.
- **Resilience:** Show resilience in handling unexpected challenges and changes, maintaining reliability under pressure.
- Learn to embrace change.



# ADAPTABILITY

- Cultivate a Growth Mindset.
- Manage Your Emotion.
- Practice mindfulness
- Practice Active Learning

Note: Adaptable employees are more productive, efficient, and effective in their roles.





# BOUNDARY *SETTING*

- Respect the employer's personal space and privacy. Avoid intruding into their personal life unless explicitly invited.
- **Work Ethic:** Exhibit a strong work ethic by being diligent, focused, and committed to your role.
- **Ethical Decision-making:** Make decisions based on ethical considerations, ensuring actions are in the best interest of the employer.



# DISCRETION

- **Sensitive Situations:** Handle sensitive situations with tact and discretion.
- **Social media:** Exercise caution when using social media, ensuring no confidential information is shared.
- **Appropriate Content:** Post content that reflects positively on the employer and adheres to their values and public image.



# ACCOUNTABILITY

- **Taking Responsibility:** Own up to mistakes and take responsibility for actions. If an error occurs, inform the employer promptly and propose solutions.
- **Transparency:** Be transparent about the progress of tasks and any challenges encountered, keeping the employer informed and updated.
- **Feedback:** Seek and accept feedback constructively to improve performance and reliability.



# TEAMWORK

- **Transparency:** Communicate openly and transparently, ensuring that your actions are guided by integrity and ethical principles.
- **Empathy:** Showing genuine interest in and understanding of employer and colleagues' needs and concerns, provide emotional support when needed, and respect and understand cultural, social, and personal differences.
- **Patience:** Be patient and composed, especially in challenging situations.





# EMOTIONAL INTELLIGENCE

- **Self-Awareness:** Personal assistant needs to be aware of your own emotions and how they affect your thoughts and behavior.
- **Self-Regulation:** Manage impulsive feelings and behaviors.
- **Adaptability:** Adapt to changing circumstances and challenges without letting stress impact your performance or demeanor.
- **Social Skills:** Handle conflicts and disagreements professionally and calmly, seeking to resolve issues amicably.



# PROFESSIONAL DEVELOPMENT

- **Continuous Learning:** Stay informed about best practices in privacy and data protection to enhance your ability to handle sensitive information discreetly.
- **Training:** Participate in training programs focused on confidentiality, discretion, and ethical conduct.



# CONTINUOUS IMPROVEMENTS

Like any professional role, personal assistant need to continuously update and enhance their skills to meet the job requirements.



# CONCLUSION

*The integration of technological advancements into the role of personal assistants necessitates a strong ethical framework.*

*Personal assistants must prioritize data privacy, maintain professionalism in digital communications, manage the ethical use of AI, and stay informed about cybersecurity.*

*By doing so, they can navigate the complexities of modern technology while upholding the highest ethical standards.*





THANK YOU ALL FOR LISTENING.  
ANY QUESTIONS?