



Council for
Certification in
Volunteer
Administration

Ethical Decision Making Process

Step 1: Gather information

What other details or perspectives do you need to know about this situation? What led to this situation? Who are the stakeholders involved?

Step 2: Identify the Conflict

Which two or more core values are at the heart of this dilemma? Where is the main conflict? Name it to be able to address it.

Step 3: Explore options and consequences

Generate a list of possible responses or actions and the possible consequences. Think about how each option might affect various stakeholder, negatively or positively. Always consider the option of doing nothing at all.

Step 4: Decide and test

Decide on the most ethical course of action:

- Consider the interests of all stakeholders. Pick the course of action that produces the most positive consequences and the fewest negative consequences. Choose the path of least harm.
- Only violate a core ethical value if it is clearly necessary in order to advance another core ethical value that will produce a greater balance of good in the long run.

Test your decision by using the CLICK method, or by reviewing your worksheet with a trusted colleague or mentor.

Step 5: Act

Implement your decision with courage, confidence and professionalism.



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Ethical Decision Making Worksheet

Use this worksheet to record your thoughts. Select the action(s) which have the greatest positive consequences and the fewest negative consequences.

Stakeholders who will be affected by my decision:

Core values that are in conflict:

Possible Action/Response	Positive Consequences • include stakeholder(s) most affected	Negative Consequences • <i>include stakeholder(s) most affected</i>