

SYKES

NEW

HIRE

orientation

Learner Activity Workbook



Session 1 Activity

Instructions:

Your instructor will lead you in this activity, so follow the instructions you are given.

1. Your instructor will read three mission statements.
2. You will be assigned to a team, which will have a minute to discuss the answer to the question.
3. Then, a representative from your team will answer the question.

Here are mission statements from three different companies. For each statement, what is the one thing that seems to be the most important to that company?

1. SYKES

To make our clients more efficient and more profitable while improving loyalty to their company brands.

2. Nike

To bring inspiration and innovation to every athlete in the world. If you have a body, you are an athlete.

3. Meralco (Manila Electric Company)

To provide our customers the best value in energy, products and services.

Use the space below for your notes.

Session 2 Activity

Instructions:

Your instructor will lead you in this activity, so follow the instructions you are given.

1. Your instructor will describe the activity and read the situation.
2. In the space provided, answer the questions with the correct term from the list below.

You work with Manny, Lola and Juan.

- One day, Manny pays a local police chief \$500 out of company funds to do him a favor.
- Then, Lola buys 1,000 shares of stock one day before the company announces a merger that she knew about.
- Finally, Juan decides not to report a certain business transaction in the company's records.

Answer each question in the space next to it by writing in the correct term from the list below.

1. What is Manny violating? _____
2. What is Lola violating? _____
3. What is Juan violating? _____
4. You want to file a complaint against Juan. What resource should you use to report anonymously?

List of terms:

- FCPA (Foreign Corrupt Practices Act)
- Anti-Fraud Hotline
- Recordkeeping
- Insider Trading

Session 3 Activity

Instructions:

Your instructor will lead you in this activity, so follow the instructions you are given.

1. Your instructor will describe the activity and read a situation.
2. You will be assigned to a team, which will have a minute to discuss the answer to the situation.
3. Then, a representative from your team should answer in a sentence, either:
 - a. "Yes, this is a conflict of interest because" and give your reason why it is; or
 - b. "No, this is not a conflict of interest because..." and give your reason why it is not.

As you just learned, one of the standards of conduct at SYKES is avoiding conflicts of interest, when you unfairly use something you have to achieve a personal gain or do something that hurts your personal or professional integrity. A situation may not be a conflict of interest but just appear to be improper.

Situation: Ray spends his nights working at a company that directly competes for the same customers as the company where he works during the day. Is this a conflict of interest? Why or why not?

Use the space below for your notes.

Session 4 Activity

Instructions:

Your instructor will lead you in this activity, so follow the instructions you are given.

1. Your instructor will describe the activity.
2. In the table, answer the questions by checking Yes or No.

Below, you'll find six behaviors. You must say whether each is either acceptable or unacceptable to do using your work computer, based on SYKES' rules on proper use of the company's computers and software. Place a checkmark in either the "Yes" box or the "No" box on the right. You have two minutes.

Is it Acceptable To Use Your Work Computer to...	Yes	No
1. Post birthday wishes to a friend on Facebook?	<input type="checkbox"/>	<input type="checkbox"/>
2. Visit your client's web site for the latest product information?	<input type="checkbox"/>	<input type="checkbox"/>
3. Download a free online sports trivia game?	<input type="checkbox"/>	<input type="checkbox"/>
4. Visit SYKES.com to learn about the company's history?	<input type="checkbox"/>	<input type="checkbox"/>
5. Download a pirated movie that you found on the Internet?	<input type="checkbox"/>	<input type="checkbox"/>
6. Place Personal Identifiable Information about a client's customer on a social networking site?	<input type="checkbox"/>	<input type="checkbox"/>

Session 5 Activity

Instructions:

Your instructor will lead you in this activity, so follow the instructions you are given.

1. Your instructor will read a situation and five questions about it.
2. You will be assigned to a team, which will have two minutes to discuss the situation and come up with an answer to each question.
3. Your instructor will ask a representative from your team to answer one of the questions. You won't know which question the instructor will ask you.

Situation:

Carlos likes to joke around with people. Whenever you see him, he says things like, "Hey, you look a shade browner today!" or "Looking hot, babe!" Everyone knows he doesn't mean it. For example, yesterday he told Liz that she didn't say much during a meeting because "I hear you've been sleeping around....Just kidding!"

Questions:

1. What is Carlos guilty of doing?
2. What is the recommended way to deal with Carlos?
3. What policy does SYKES have in place for employees who harass others?
4. If an employee violates the policy, what will SYKES do?
5. If Liz reports him to her supervisor, what could happen to Carlos?

Use the space below for your notes.

Session 6 Activity

Instructions:

Your instructor will lead you in this activity, so follow the instructions you are given.

1. Your instructor will read the activity.
2. In the table, answer the questions by checking Yes or No and stating why or why not.

The SYKES Password Management Process is designed to help you create “strong,” secure passwords. Each password:

- Must be *a minimum of 8 characters long*
- Must contain at least three of the following four types of characters:
 - Uppercase letters
 - Lowercase letters
 - Numbers
 - Non-alphanumeric characters, such as ! # \$ % & *

Below, you will see five passwords that someone created. You must say whether each is a “strong,” secure password based on the SYKES Password Management Process. Place a checkmark in either the “Yes” box or the “No” box on the right. You have two minutes.

	Are the following “strong” and secure passwords according to the SYKES Password Management Process?	Yes	No
1	X3aQv6\$	<input type="checkbox"/>	<input type="checkbox"/>
2	A!B#C?X%L	<input type="checkbox"/>	<input type="checkbox"/>
3	hello2you	<input type="checkbox"/>	<input type="checkbox"/>
4	SyKe\$RuLe\$	<input type="checkbox"/>	<input type="checkbox"/>
5	7eUBV&y!	<input type="checkbox"/>	<input type="checkbox"/>

Session 7 Activity

Instructions:

Your instructor will lead you in this activity, so follow the instructions you are given.

1. Your instructor will read a situation and five questions about it.
2. You will be assigned to a team, which will have two minutes to discuss the situation and come up with an answer to each question.
3. Your instructor will ask a representative from your team to answer one of the questions. You won't know which question the instructor will ask you.

Situation:

Lola is Teresa's supervisor. After an unsatisfactory performance discussion, Teresa pushes Lola into the wall and says, "Just hope that I don't meet you alone somewhere else." As Teresa turns to leave, Lola opens her purse and takes out a six-inch knife that she keeps for protection. A security guard arrives and handles the situation according to the SYKES policy.

Questions:

1. What is Teresa, the employee, guilty of?
2. What is Lola, the supervisor, guilty of?
3. What policy does SYKES have in place to address this situation?
4. Under SYKES' policy, what will happen to Teresa and Lola?
5. What should Lola have done instead?

Use the space below for your notes.

Session 8 Activity

Instructions:

Your instructor will lead you in this activity, so follow the instructions you are given.

1. Your instructor will read the activity.
2. In the table, identify the source by checking either SYKES Intranet, SYKES.com, or another source.

"Where Will You Find It?"

Below is a list of five information items that can be found on either the SYKES Intranet site, SYKES.com, or a different source. Where will you find this information? You must put a checkmark in the box of either **SYKES Intranet**, **SYKES.com**, or **Another source**.

You'll have one minute to answer the questions.

	Where would you find this information?	SYKES Intranet	Sykes.com	Another source
1	Videos of the Executive Leadership Team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Sports scores of your favorite team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Departmental information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Facts about SYKES for the general public	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Link to SharePoint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Notes