Decission Making at ABBOTT

Translation table

**INSTRUCTIONS:**

1. Please edit the translation in the TARGET column directly.
2. It is best to edit this file in Normal or Draft view rather than page layout.
3. DO NOT alter the ID or SOURCE column text.
4. Blank rows should be ignored but not deleted.
5. **The following formatting must be maintained throughout:**
   * **Paragraph (the number of paragraphs per row must be maintained)**
   * **bold**
   * **italic**
   * **underline**
   * **links**
   * **lists (bullets and number of items in a list must be maintained)**
6. Ctrl+click on an ID in the left hand collumn to view the relevent screen in the online course. Toc ID’s will open the table of contents, ID’s containing \_string\_ have no relevent screen and are not linked.

**Main Course Content**

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| --- | --- | --- |
| Link To View in Course | Source | Target |
| [Screen 1](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=1_C_2)  [1\_C\_2](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=1_C_2) | As Abbott employees, we are responsible for the decisions we make and the actions we take every day.  To help us make the right decisions, we have an established decision-making process grounded in the principles of honesty, fairness and integrity. The aim is to provide you with a systematic way of assessing your options, evaluating their impact, and ultimately making the right choices for you, Abbott and its many stakeholders. |  |
| [Screen 2](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=2_C_3)  [2\_C\_3](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=2_C_3) | Upon completion of this course, you will be able to:   * Explain the importance of a systematic approach to decision making; * Assess whether a course of action is legal, compliant and in keeping with Abbott values; * Evaluate the impact a course of action has on key stakeholders; * Balance the interests of patients, consumers, Abbott and others; and * Know where to turn for help and support.   The course will take 20-25 minutes to complete. |  |
| [Screen 3](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=3_C_4)  [3\_C\_4](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=3_C_4) | The icons at the top of the screen provide one-click access to key resources:   * The Table of Contents, * Important contact information, and * Reference material.   In addition, you can use the Audio icon to turn the audio on or off and the Exit icon to close the course window. |  |
| [Screen 4](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=4_C_5)  [4\_C\_5](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=4_C_5) | There are several features to help guide you through the course:   * The Back and Forward arrows allow you to move from screen to screen. * A horizontal slider bar at the bottom of the screen allows you to see where you are in the course. * The Table of Contents lets you navigate from section to section. |  |
| [Screen 5](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=5_C_6)  [5\_C\_6](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=5_C_6) | Knowledge Check  Once you have reviewed the content of this course, you will be required to complete a 10-question Knowledge Check.  The Knowledge Check can be taken at any time by clicking the Table of Contents icon and selecting Knowledge Check. |  |
| [Screen 6](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=6_C_7)  [6\_C\_7](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=6_C_7) | As stewards of Abbott’s reputation, all of us have a responsibility to make good decisions on Abbott’s behalf.  In this section, we will explain the reason for adopting a systematic approach to decision making. |  |
| [Screen 7](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=7_C_8)  [7\_C\_8](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=7_C_8) | The key to a successful business is good decision making.  Unfortunately, sometimes things like competing interests, the pressure to perform, customer expectations, or time constraints can cause us to make the wrong choices. |  |
| [Screen 8](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=8_C_9)  [8\_C\_9](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=8_C_9) | In most cases, people don’t deliberately set out to make bad decisions.  Bad decisions are simply the result of poor decision making. |  |
| [Screen 9](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=9_C_10)  [9\_C\_10](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=9_C_10) | Sometimes people mistakenly assume that good decision making is simply a matter of wanting to do the right thing.  They believe that if their intentions are good, they can’t help but choose the right course of action. |  |
| [Screen 10](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=10_C_11)  [10\_C\_11](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=10_C_11) | Others believe that good decision making is something instinctual.  If it feels right, it probably is right. |  |
| [Screen 11](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=11_C_12)  [11\_C\_12](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=11_C_12) | But good decision making is deliberative.  It requires careful assessment of the facts and follows a systematic approach. And like any other process, the more we practice the easier it becomes and the more successful we become at implementing it. |  |
| [Screen 12](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=12_C_13)  Activity: Animation  [12\_C\_13](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=12_C_13) | A  I  D  As we will learn in this training, Abbott’s decision-making process consists of three important steps:   * First, a careful assessment of the situation; * Second, an evaluation of its impact on stakeholders; and, * Finally, a decision that balances the interests of patients, consumers, Abbott and other stakeholders.   Let’s take a closer look at this process now. |  |
| [Screen 13](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=13_C_14)  [13\_C\_14](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=13_C_14) | As stewards of Abbott’s reputation, all of us have a responsibility to make good decisions on Abbott’s behalf.  Good decision making is always deliberative. It requires careful assessment of the facts and follows a systematic approach. And like any other process, the more we practice the easier it becomes and the more successful we become at implementing it.  Abbott’s decision-making process consists of three important steps:   * First, a careful assessment of the situation; * Second, an evaluation of its impact on stakeholders; and, * Finally, , a decision that balances the interests of patients, consumers, Abbott and other stakeholders. |  |
| [Screen 14](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=14_C_15)  [14\_C\_15](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=14_C_15) | At Abbott, we are committed to operating within the laws and regulations of all countries and jurisdictions in which we operate. |  |
| [Screen 15](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=15_C_16)  Activity: Animation  [15\_C\_16](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=15_C_16) | Assess  Impact  Decision  The first step in ethical decision-making is assessing whether a proposed course of action is legal, compliant with Abbott policy, and in keeping with Abbott values.  This step requires us to ask ourselves three questions. |  |
| [Screen 16](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=16_C_17)  Activity: Animation  [16\_C\_17](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=16_C_17) | Assess  Impact  Decision  First, is it legal?  Is the course of action that we are considering in compliance with the laws and regulations that govern the healthcare industry generally and the jurisdictions in which we operate specifically? |  |
| [Screen 17](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=17_C_18)  Activity: Scenario  [17\_C\_18](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=17_C_18) | Imagine . . .  You are a Sales Representative. A doctor you have worked with previously has recently opened a private practice in your area. The doctor asks if you wouldn’t mind helping to organize a meeting with some other physicians in the area. The doctor says: “I don’t think it would be appropriate for you to attend the meeting, but if you could help me with the names of some doctors so I can get the invitations out I would be grateful. In any case, it will give you an opportunity to get to know my staff.”  That's not correct!  That's correct!  That's partially correct! |  |
| [Screen 17](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=19_C_18)  Activity: Questions  [19\_C\_18](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=19_C_18) | Is this legal?  [1] Yes.  [2] No.  [3] It depends.  Submit |  |
| [Screen 17](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=18_C_18)  Activity: Feedback  [18\_C\_18](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=18_C_18) | Whether this is legal will depend on several factors: such as what country you are operating in, whether helping with the names of doctors could be considered providing a service or constitute confidential information, whether there are privacy concerns. |  |
| [Screen 18](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=20_C_19)  [20\_C\_19](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=20_C_19) | At first sight, it might seem as though the question of whether something is legal or not is obvious or self-evident.  But this may not always be the case. |  |
| [Screen 19](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=21_C_20)  [21\_C\_20](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=21_C_20) | We work in a highly regulated industry.  This means that there are laws and regulations that govern all aspects of our operations, including health care compliance, privacy, quality, finance, security, purchasing, human resources, and information systems. Some of these laws you may be familiar with, others you may not. Some are simple to understand, others are complex and require detailed legal analysis. |  |
| [Screen 20](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=22_C_21)  [22\_C\_21](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=22_C_21) | Just because there are no local laws that prohibit a certain activity doesn’t mean that the activity is legal.  The laws of one country may apply to the work we do in other countries. For example, the Foreign Corrupt Practices Act (FCPA) is a U.S. statute that prohibits firms and individuals from paying bribes to foreign officials. Even though the FCPA is a U.S. law, it applies to activities in every country in which Abbott operates. |  |
| [Screen 21](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=23_C_22)  [23\_C\_22](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=23_C_22) | If the answer to the question “Is it legal?” is “No”, our response should be immediate and unequivocal: we should not proceed.  There is no acceptable justification for acting illegally on Abbott’s behalf. |  |
| [Screen 22](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=24_C_23)  [24\_C\_23](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=24_C_23) | If, however, we have doubts about whether a particular action is legal or not, we should speak to someone in Abbott’s Legal Division or the Office of Ethics and Compliance.  It is their role to help provide advice on legal issues. |  |
| [Screen 23](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=25_C_24)  Activity: Animation  [25\_C\_24](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=25_C_24) | Assess  Impact  Decision  The second question we should ask ourselves is: does the proposed course of action comply with Abbott’s policies and procedures? |  |
| [Screen 24](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=26_C_25)  Activity: Scenario  [26\_C\_25](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=26_C_25) | Imagine . . .  You work in Operations. You recently transferred to a new country. Within the first month, a supplier with whom you are negotiating a large contract on Abbott’s behalf invites you to a local sporting event. You ask a colleague about Abbott’s local policy on the receiving of gifts and entertainment. Your colleague says it is okay to accept the offer: “This is just a normal part of doing business here.”  That's not correct!  That's correct!  That's partially correct! |  |
| [Screen 24](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=28_C_25)  Activity: Questions  [28\_C\_25](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=28_C_25) | Since your colleague knows the local customs should you accept the offer?  [1] Yes. Your colleague has explained that accepting the offer is a normal part of doing business in this country.  [2] No. Abbott has a global policy on the giving and receiving of gifts and entertainment that takes precedence over any local policy.  [3] It depends on the nature of the gift, its value, and the culture of the country in which you are operating.  Submit |  |
| [Screen 24](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=27_C_25)  Activity: Feedback  [27\_C\_25](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=27_C_25) | It will depend on the nature of the gift, its value, and the culture of the country in which you are operating. The first step is to always check your local policies and procedures. If you still have questions, contact your manager. If you have more questions or need additional guidance, contact Global Procurement. |  |
| [Screen 25](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=29_C_26)  [29\_C\_26](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=29_C_26) | Many company policies and procedures are specific to our job roles and the jurisdictions in which we operate.  For example, if we work in U.S. Sales, we are expected to follow our U.S. Ethics and Compliance Policies and Procedures on Interactions with Healthcare Professionals. If we work in a different work area or jurisdiction, we are expected to follow the policies and procedures specific to that job role and the jurisdictions in which we operate. |  |
| [Screen 26](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=30_C_27)  [30\_C\_27](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=30_C_27) | If the answer to the second question: “Does it comply with Abbott policy?” is “No”, we should not proceed.  There are no exceptions. It doesn’t matter whether others in our industry are doing it, whether we think that the action is in Abbott’s interests, or whether we feel a customer or business is relying on us.  If a course of action does not comply with Abbott’s policies and procedures, we should not proceed without discussing with our manager and the Office of Ethics and Compliance. |  |
| [Screen 27](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=31_C_28)  [31\_C\_28](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=31_C_28) | If we have any doubts about whether a proposed course of action follows Abbott policy, we should take the time to check the most up-to-date versions of the relevant policies and procedures which are available on your local Abbott intranet site.  If we still have questions, we should talk to our manager. Our manager knows us and our job role and is closest to the issue. They will also be able to help provide us with advice on policy or procedural issues. |  |
| [Screen 28](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=32_C_29)  Activity: Animation  [32\_C\_29](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=32_C_29) | Assess  Impact  Decision  The third question to ask is: does the course of action align with Abbott’s values and the principles of honesty, fairness and integrity found in our Code of Business Conduct? |  |
| [Screen 29](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=33_C_30)  Activity: Scenario  [33\_C\_30](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=33_C_30) | Imagine . . .  You work in Human Resources. You are currently negotiating a large contract with a supplier that you have used extensively in the past. During the negotiations, you become aware that the supplier has recently run into some financial difficulties.  That's not correct!  That's correct!  That's partially correct! |  |
| [Screen 29](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=35_C_30)  Activity: Questions  [35\_C\_30](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=35_C_30) | Would it be okay to use the supplier’s financial difficulties to create an unfair advantage and negotiate a massive savings for Abbott?  [1] Yes. Any situation that can be used to Abbott’s advantage should be.  [2] No. You should deal fairly with everyone you encounter in your work.  Submit |  |
| [Screen 29](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=34_C_30)  Activity: Feedback  [34\_C\_30](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=34_C_30) | Our Code of Conduct makes clear that we have an obligation to hold ourselves to the highest ethical standards in everything we do. This includes dealing fairly with coworkers, customers, suppliers, health care professionals, competitors and others. |  |
| [Screen 30](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=36_C_31)  [36\_C\_31](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=36_C_31) | Just because a course of action is legal and complies with policy doesn’t mean it’s the right thing to do.  At Abbott, there is an expectation that we do the right thing for the right reasons. |  |
| [Screen 31](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=37_C_32)  [37\_C\_32](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=37_C_32) | If our answer to the question “Does it align with Abbott’s culture and values?” is “No”, we should not proceed –  even if we’ve established that the course of action is legal and complies with Abbott policy. |  |
| [Screen 32](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=38_C_33)  [38\_C\_33](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=38_C_33) | If we are unsure whether an action aligns with Abbott’s values, we should review Abbott’s Values and Culture statement on the Abbott intranet.  We should also take the time to reread our Code of Business Conduct. |  |
| [Screen 33](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=39_C_34)  [39\_C\_34](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=39_C_34) | The first step in ethical decision-making is assessing whether a proposed course of action is legal, compliant with Abbott policy, and in keeping with Abbott values.  This step requires us to ask ourselves three questions:  1. Is it legal?  2. Does the proposed course of action comply with Abbott’s policies and procedures?  3. Does the course of action align with Abbott’s values and the principles of honesty, fairness and integrity found in our Code of Business Conduct? |  |
| [Screen 34](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=40_C_35)  [40\_C\_35](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=40_C_35) | Even though a decision may be legal, compliant with Abbott policy and in keeping with Abbott’s values, it still might not be the right thing to do. |  |
| [Screen 35](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=41_C_36)  Activity: Animation  [41\_C\_36](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=41_C_36) | Assess  Impact  Decision  The second step in good decision making is evaluating the impact a proposed course of action may have on   * Patients, customers, and consumers, * Abbott’s reputation, and * Other important stakeholders. |  |
| [Screen 36](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=42_C_37)  Activity: Animation  [42\_C\_37](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=42_C_37) | Assess  Impact  Decision  Begin the process by considering the impact the decision will have on those who purchase and use our products. |  |
| [Screen 37](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=43_C_38)  Activity: Dialogue  [43\_C\_38](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=43_C_38) | Imagine you work in logistics at an Abbott manufacturing site.  One of your responsibilities is ensuring the timely shipping of products to warehouses in your region. |  |
| [Screen 37](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=44_C_38)  [44\_C\_38](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=44_C_38) | You’ve noticed that one of the steps that your team engages in is a visual inspection of the product before shipment.  The inspection process seems to be taking up a lot of your team’s time. So, you consider cutting the visual inspection step. You begin with an analysis of the data. Here you can see that in the past visual inspections have caught some issues with the printing on the product labels, but cases have been rare. |  |
| [Screen 37](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=45_C_38)  [45\_C\_38](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=45_C_38) | You take a few minutes to consider the impact cutting the visual inspection step could have on consumers.  While there is no chance that a low-quality label will pose any health or safety risk to consumers, it could significantly impact the consumer experience. After contemplating the consumers’ interests, you decide to continue as normal with the visual inspections and consider other options to save time. |  |
| [Screen 38](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=46_C_39)  [46\_C\_39](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=46_C_39) | While not every decision we make will directly impact patients and consumers, many do.  It is important to take the time to consider the potential impact and to make sure that, if a decision does impact patients and consumers, both their interests and those of Abbott are balanced. |  |
| [Screen 39](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=47_C_40)  Activity: Animation  [47\_C\_40](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=47_C_40) | Assess  Impact  Decision  We also need to a take the time to consider the potential impact our decisions have on Abbott’s reputation. |  |
| [Screen 40](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=48_C_41)  [48\_C\_41](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=48_C_41) | Abbott’s reputation is our most valuable asset.  As our Code reminds us, we earn our reputation every day by the decisions we make and the actions we take. |  |
| [Screen 41](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=49_C_42)  [49\_C\_42](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=49_C_42) | We should always take the time to consider how our decisions and actions reflect on Abbott.  A good way to do this is by using the newspaper test. |  |
| [Screen 42](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=50_C_43)  Activity: Dialogue  [50\_C\_43](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=50_C_43) | Imagine you are an Abbott general manager for an affiliate.  It’s April 2020. The pandemic has just hit. Hospitals all around the world are struggling to secure personal protective equipment (PPE) for their workers. |  |
| [Screen 42](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=51_C_43)  [51\_C\_43](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=51_C_43) | You receive a phone call from an important Abbott customer, an administrator at a large private hospital who asks if you can secure some PPE for them – the administrator says that cost is not an issue, they are willing to pay whatever Abbott wants to charge them.  You reach out to your country’s production facility and you are told that there is lot of spare PPE on site.  Now you are faced with the dilemma of whether Abbott should just provide the PPE or sell the PPE to the private hospital at a large profit. |  |
| [Screen 42](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=52_C_43)  [52\_C\_43](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=52_C_43) | You begin by assessing the situation.  There is nothing about the sale that would be illegal, non-compliant with Abbott policy or not in keeping with Abbott’s values. Abbott clearly has spare PPE that is not being used. And it would clearly benefit a lot of people. |  |
| [Screen 42](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=53_C_43)  [53\_C\_43](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=53_C_43) | But before you make your final decision you stop and imagine how Abbott selling the PPE to a private hospital at a high price might be reported in your local newspaper:  Healthcare Giant Prioritizes Needs of Private Patients  Where health is concerned, company proves money is all that really matters. |  |
| [Screen 42](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=54_C_43)  [54\_C\_43](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=54_C_43) | After considering how your decision could impact on Abbott’s reputation, you decide to decline the request to sell the PPE to the private hospital.  You instead look into a possible donation to your local authority for distribution across the entire health care system. |  |
| [Screen 43](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=55_C_44)  Activity: Animation  [55\_C\_44](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=55_C_44) | Assess  Impact  Decision  Finally, we need to consider the impact our decisions have on Abbott’s other stakeholders, such as colleagues, shareholders, the communities in which we operate, and the general public. |  |
| [Screen 44](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=56_C_45)  [56\_C\_45](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=56_C_45) | Oftentimes, it is easy for us to forget those not directly involved in the decision-making process.  But the impact our decision can have on colleagues, shareholders, the communities in which we operate, and the general public can be just as profound. |  |
| [Screen 45](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=57_C_46)  Activity: Dialogue  [57\_C\_46](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=57_C_46) | Imagine you have an important presentation with senior management first thing Monday morning.  It is Sunday afternoon. The office is closed. Just as you are finishing up work on your presentation your Abbott-issued laptop forces a restart. |  |
| [Screen 45](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=58_C_46)  [58\_C\_46](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=58_C_46) | You realize a file you downloaded seems to have been infected. You are not sure whether it has impacted other files, but you need to get the presentation to senior management first thing Monday morning.  So, you redo the presentation and save the file. But now you are faced with a dilemma: do you send the file to your work colleagues or do you miss your deadline with senior management? |  |
| [Screen 45](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=59_C_46)  [59\_C\_46](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=59_C_46) | You pause and evaluate the potential impact your decision could have on your colleagues.  On the one hand, not sending the file could impact senior management’s perception of you.  On the other, sending a file that turns out to be infected could impact not only your colleagues in your department but could spread to others in the company. |  |
| [Screen 45](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=60_C_46)  [60\_C\_46](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=60_C_46) | After considering your options, you decide to delay sending the file until it can be okayed by the IT department and instead call your manager to inform them of the situation.  The decision is likely to have some impact on senior management’s perception of you, but you decide it’s more important to think about the possible effect on the wider Abbott community. |  |
| [Screen 46](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=61_C_47)  [61\_C\_47](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=61_C_47) | Even though a decision may be legal, compliant with Abbott policy and in keeping with Abbott’s values, it still might not be the right thing to do.  The second step in good decision making is evaluating the impact a proposed course of action may have on   * Patients, customers, and consumers, * Abbott’s reputation, and * Other important stakeholders. |  |
| [Screen 47](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=62_C_48)  [62\_C\_48](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=62_C_48) | In many cases after assessing a situation and evaluating its impact, we may be left with more than one option. |  |
| [Screen 48](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=63_C_49)  Activity: Animation  [63\_C\_49](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=63_C_49) | Assess  Impact  Decision  The final step in good ethical decision making is about choosing a course of action that balances the interests of all stakeholders.  In some cases, this may mean making a decision that favors the interests of consumers and patients, while another may favor the interests of Abbott or another stakeholder. |  |
| [Screen 49](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=64_C_50)  [64\_C\_50](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=64_C_50) | While no decision is likely to please all stakeholders equally,  a good decision will always be grounded in the principles of honesty, fairness and integrity, and will effectively balance the interests of Abbott and Abbott’s stakeholders. |  |
| [Screen 50](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=65_C_51)  [65\_C\_51](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=65_C_51) | If, however, after considering all options, you are still unsure about the right course of action, you can always speak to your manager, the Office of Ethics and Compliance, Human Resources or the Legal Division. |  |
| [Screen 51](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=66_C_52)  [66\_C\_52](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=66_C_52) | In addition, Abbott has created a decision-making AID in support of this training.  This aid walks you through the ethical decision-making process that we have just covered in this training. We strongly recommend that you use it whenever you require additional support.  The decision-making AID can be found on your intranet [here](https://abbott.sharepoint.com/sites/abbottworld/EthicsCompliance/cobc/Pages/Decision-Making-Aid.aspx). |  |
| [Screen 52](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=67_C_53)  [67\_C\_53](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=67_C_53) | A good decision will always be grounded in the principles of honesty, fairness and integrity, and will effectively balance the interests of Abbott and Abbott’s stakeholders.  The final step in good ethical decision making is about choosing a course of action that balances the interests of all stakeholders.  If, however, after considering all options, you are still unsure about the right course of action, you can always speak to your manager, the Office of Ethics and Compliance, Human Resources or the Legal Division.  In addition, Abbott has created a decision-making AID in support of this training. The decision making AID can be found on your intranet here. |  |
| [Screen 53](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=68_C_54)  [68\_C\_54](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=68_C_54) | Manager or Supervisor  If you are unsure about the right course of action or have general questions about assigned task or roles the best place to start is with your immediate manager or supervisor. |  |
| [Screen 53](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=69_C_54)  [69\_C\_54](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=69_C_54) | Global Policy Portal  For our corporate policies and procedures applicable companywide, visit the [Global Policy Portal](https://abbott.sharepoint.com/sites/abbottworld/GlobalPolicy/Pages/Home.aspx). |  |
| [Screen 53](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=70_C_54)  [70\_C\_54](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=70_C_54) | Office of Ethics and Compliance (OEC)  The OEC is a corporate resource available to address your questions or concerns about our company’s values and standards of conduct.   * OEC Website – Refer to the [OEC website](https://abbott.sharepoint.com/sites/abbottworld/EthicsCompliance/Pages/Home.aspx) for answers to a variety of ethics and compliance questions. Our company’s global and country-specific OEC policies and procedures can also be accessed from the website. * OEC Contacts – You are encouraged to contact the OEC at any time with any ethics and compliance questions, or to discuss concerns about possible violations of our written standards, laws, or regulations. * Corporate OEC – Call 1-224-667-5210 or email [oec@abbott.com](mailto:oec@abbott.com) with any questions related to ethics and compliance at Abbott. * Divisional or Country OEC – Your divisional or country [OEC representative](https://icomply.abbott.com/Apps/ComplianceContacts/) can provide additional guidance on divisional or country-specific OEC policies, procedures, and guidelines. * Ethics and Compliance Helpline – Visit our multilingual [Ethics and Compliance Helpline](http://speakup.abbott.com/) available globally 24/7 to voice your concerns about a potential violation of our company’s values and standards of conduct. You can also email [investigations@abbott.com](mailto:investigations@abbott.com) to report a potential violation.   Abbott does not tolerate retaliation against anyone who makes a good-faith report regarding a potential violation of our written standards. In any good-faith report, anonymity is allowed, non-retaliation is ensured, and confidentiality is preserved.   * iComply – Visit [iComply](https://icomply.abbott.com/Default.aspx) to access compliance-related applications and resources geared towards interactions with Health Care Professionals and Health Care Organizations, as well as third parties. |  |
| [Screen 53](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=71_C_54)  [71\_C\_54](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=71_C_54) | Human Resources  For employee-related issues, such as concerns involving management and/or other employees, contact your local [Human Resources](https://abbott.sharepoint.com/sites/myhr/) representative. |  |
| [Screen 53](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=72_C_54)  [72\_C\_54](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=72_C_54) | Legal Division  If you have questions about the laws, regulations, and acceptable business practices, the [Legal Division](https://abbott.sharepoint.com/sites/abbottworld/Legal) can assist you. |  |
| [Screen 53](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=73_C_54)  [73\_C\_54](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=73_C_54) | Other Resources  There are many other resources available to you:   * Finance – If your question is about accounting or finance, contact your local Finance department. * Corporate Audit – If you have specific concerns regarding accounting, internal accounting controls, or auditing matters, promptly report them to Corporate Audit or the OEC. * Abbott Quality and Regulatory – If you have questions about the quality and safety of our products, contact your local Quality and Regulatory department. * Global Environment, Health, and Safety – Contact a Global Environment, Health, and Safety representative if you have questions about a physical site and potential dangers. * Global Procurement – If you have questions about supplier relations, contact Global Procurement. |  |
| [Screen 54](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=74_C_55)  [74\_C\_55](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=74_C_55) | Course Transcript  Click [here](reference/Transcript.pdf) for a full transcript of the course. |  |

**Knowledge Check**

|  |  |  |
| --- | --- | --- |
| Link To View in Course | Source | Target |
| [Screen 55](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=75_C_56)  Activity: Introduction  [75\_C\_56](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=75_C_56) | The Knowledge Check consists of 10 questions. You must score 80% or higher to successfully complete this course.  When you are ready, click the Knowledge Check button to begin. |  |
| [Screen 56](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=76_C_57)  Question 1: Scenario  [76\_C\_57](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=76_C_57) | What are some common causes of poor decision making?  Check all that apply. |  |
| [Screen 56](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=77_C_57)  Question 1: Options  [77\_C\_57](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=77_C_57) | [1] Failure to consider competing interests.  [2] The perception that there is pressure to perform.  [3] Careful deliberation.  [4] The perception of customer expectations.  [5] Time constraints. |  |
| [Screen 56](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=78_C_57)  Question 1: Feedback  [78\_C\_57](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=78_C_57) | Unfortunately, sometimes things like competing interests, the pressure to perform, customer expectations, or time constraints can cause us to make the wrong choices.  For more information about the correct answer, see Section 2.2, Understanding the Process. |  |
| [Screen 56](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=79_C_57)  Question 2: Scenario  [79\_C\_57](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=79_C_57) | Good decision making is: |  |
| [Screen 56](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=80_C_57)  Question 2: Options  [80\_C\_57](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=80_C_57) | [1] About wanting to do the right thing.  [2] Instinctual.  [3] Deliberative. |  |
| [Screen 56](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=81_C_57)  Question 2: Feedback  [81\_C\_57](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=81_C_57) | Good decision making is deliberative. It requires careful assessment of the facts and follows a systematic approach.  For more information about the correct answer, see Section 2.2, Understanding the Process. |  |
| [Screen 56](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=82_C_57)  Question 3: Scenario  [82\_C\_57](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=82_C_57) | Abbott’s decision-making process consists of:  Check all that apply. |  |
| [Screen 56](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=83_C_57)  Question 3: Options  [83\_C\_57](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=83_C_57) | [1] A careful assessment of the situation.  [2] An evaluation of its impact on stakeholders.  [3] Recognizing and resolving ethical dilemmas.  [4] Balancing of the interests of patients, consumers, Abbott and other stakeholders. |  |
| [Screen 56](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=84_C_57)  Question 3: Feedback  [84\_C\_57](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=84_C_57) | Abbott’s decision-making process consists of three steps:   * First, a careful assessment of the situation; * Second, an evaluation of its impact on stakeholders; and, * Finally, a decision that balances the interests of patients, consumers, Abbott and other stakeholders.   For more information about the correct answer, see Section 2.2, Understanding the Process. |  |
| [Screen 56](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=85_C_57)  Question 4: Scenario  [85\_C\_57](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=85_C_57) | An activity is legal as long as there are no local laws that prohibit the activity? |  |
| [Screen 56](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=86_C_57)  Question 4: Options  [86\_C\_57](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=86_C_57) | [1] True.  [2] False. |  |
| [Screen 56](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=87_C_57)  Question 4: Feedback  [87\_C\_57](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=87_C_57) | Just because there are no local laws that prohibit a certain activity doesn’t mean that the activity is legal. The laws of one country may apply to the work we do in other countries. For example, the Foreign Corrupt Practices Act (FCPA) is a U.S. statute that prohibits firms and individuals from paying bribes to foreign officials. Even though the FCPA is a U.S. law, it applies to activities in every country in which Abbott operates.  For more information about the correct answer, see Section 3.2, Is it Legal? |  |
| [Screen 56](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=88_C_57)  Question 5: Scenario  [88\_C\_57](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=88_C_57) | If a course of action is legal and complies with Abbott policy, we can proceed. |  |
| [Screen 56](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=89_C_57)  Question 5: Options  [89\_C\_57](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=89_C_57) | [1] True.  [2] False. |  |
| [Screen 56](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=90_C_57)  Question 5: Feedback  [90\_C\_57](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=90_C_57) | Even if we’ve established that a course of action is legal and complies with Abbott policy, we should not proceed unless it also aligns with Abbott’s values.  For more information about the correct answer, see Section 3.4, Does it Align with Abbott’s Values? |  |
| [Screen 56](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=91_C_57)  Question 6: Scenario  [91\_C\_57](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=91_C_57) | The newspaper test is a good way of assessing the impact a proposed course of action can have on: |  |
| [Screen 56](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=92_C_57)  Question 6: Options  [92\_C\_57](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=92_C_57) | [1] Patients and consumers.  [2] Abbott’s reputation.  [3] Other Abbott stakeholders. |  |
| [Screen 56](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=93_C_57)  Question 6: Feedback  [93\_C\_57](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=93_C_57) | The newspaper test is a good way of assessing the impact our actions can have on Abbott’s reputation.  For more information about the correct answer, see Section 4.3, The Impact on Abbott. |  |
| [Screen 56](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=94_C_57)  Question 7: Scenario  [94\_C\_57](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=94_C_57) | The second step in good decision making is evaluating the impact a proposed course of action may have on:  Check all that apply. |  |
| [Screen 56](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=95_C_57)  Question 7: Options  [95\_C\_57](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=95_C_57) | [1] Patients, customers, and consumers.  [2] One’s own job prospects.  [3] Abbott’s reputation.  [4] Other important stakeholders. |  |
| [Screen 56](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=96_C_57)  Question 7: Feedback  [96\_C\_57](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=96_C_57) | The second step in good decision making is evaluating the impact a proposed course of action may have on   * Patients, customers, and consumers, * Abbott’s reputation, and * Other important stakeholders. |  |
| [Screen 56](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=97_C_57)  Question 8: Scenario  [97\_C\_57](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=97_C_57) | When making a decision, never choose a course of action that favors the interests of one stakeholder group over another. |  |
| [Screen 56](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=98_C_57)  Question 8: Options  [98\_C\_57](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=98_C_57) | [1] True.  [2] False. |  |
| [Screen 56](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=99_C_57)  Question 8: Feedback  [99\_C\_57](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=99_C_57) | While good ethical decision making is about balancing the interests of all stakeholders. In some cases, this may mean making a decision that favors the interests of one stakeholder group over another.  For more information about the correct answer, see Section 5.2, Balancing Competing Interests. |  |
| [Screen 56](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=100_C_57)  Question 9: Scenario  [100\_C\_57](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=100_C_57) | If you are unsure about the right course of action, you should speak to: |  |
| [Screen 56](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=101_C_57)  Question 9: Options  [101\_C\_57](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=101_C_57) | [1] Your manager.  [2] The Office of Ethics and Compliance.  [3] Human Resources.  [4] The Legal Division.  [5] Any or all of the above. |  |
| [Screen 56](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=102_C_57)  Question 9: Feedback  [102\_C\_57](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=102_C_57) | If, after considering all options, you are unsure about the right course of action, you can always speak to your manager, the Office of Ethics and Compliance, Human Resources or the Legal Division.  For more information about the correct answer, see Section 5.3, Help and Support. |  |
| [Screen 56](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=103_C_57)  Question 10: Scenario  [103\_C\_57](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=103_C_57) | Abbott has created a decision-making AID to support you in the decision-making process. |  |
| [Screen 56](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=104_C_57)  Question 10: Options  [104\_C\_57](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=104_C_57) | [1] True.  [2] False. |  |
| [Screen 56](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=105_C_57)  Question 10: Feedback  [105\_C\_57](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=105_C_57) | During the course of your workday, there may be times when it is hard to determine the right course of action. To help you navigate these situations, Abbott has created a decision-making AID that is available on the Company intranet.  For more information about the correct answer, see Section 5.3, Help and Support. |  |
| [Screen 56](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=106_C_57)  [106\_C\_57](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=106_C_57) | All questions remain unanswered |  |
| [Screen 57](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=107_C_58)  Activity: Overall Feedback  [107\_C\_58](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=107_C_58) | No results are available, as you have not completed the Knowledge Check.  Congratulations! You have successfully passed the Knowledge Check and completed the course.  Please review your results below by clicking on each question.  Once you are done, you must click the EXIT [X] icon in the course title bar before closing your browser window or browser tab.  Sorry, you did not pass the Knowledge Check. Take a few minutes to review your results below by clicking on each question.  When you are done, click the Retake Knowledge Check button. |  |

**Miscellaneous**

|  |  |  |
| --- | --- | --- |
| Link To View in Course | Source | Target |
| [108\_toc\_1](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=108_toc_1" \t "_blank) | Introduction |  |
| [109\_toc\_2](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=109_toc_2) | Welcome |  |
| [110\_toc\_3](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=110_toc_3) | Objectives |  |
| [111\_toc\_4](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=111_toc_4) | Tutorial |  |
| [112\_toc\_5](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=112_toc_5) | The Decision-Making Process |  |
| [113\_toc\_6](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=113_toc_6) | Overview |  |
| [114\_toc\_7](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=114_toc_7) | Understanding the Process |  |
| [115\_toc\_8](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=115_toc_8) | The Decision-Making Process: Quick Reference |  |
| [116\_toc\_9](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=116_toc_9) | Assessing the Situation |  |
| [117\_toc\_10](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=117_toc_10) | Overview |  |
| [118\_toc\_11](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=118_toc_11) | Is it Legal? |  |
| [119\_toc\_12](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=119_toc_12) | Does it comply with Abbott Policy? |  |
| [120\_toc\_13](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=120_toc_13) | Does it Align with Our Values? |  |
| [121\_toc\_14](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=121_toc_14) | Assessing the Situation: Quick Reference |  |
| [122\_toc\_15](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=122_toc_15) | Evaluating the Impact |  |
| [123\_toc\_16](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=123_toc_16) | Overview |  |
| [124\_toc\_17](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=124_toc_17) | The Impact on Patients and Consumers |  |
| [125\_toc\_18](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=125_toc_18) | The Impact on Abbott’s Reputation |  |
| [126\_toc\_19](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=126_toc_19) | The Impact on Other Stakeholders |  |
| [127\_toc\_20](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=127_toc_20) | Evaluating the Impact: Quick Reference |  |
| [128\_toc\_21](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=128_toc_21) | Making the Right Decision |  |
| [129\_toc\_22](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=129_toc_22) | Overview |  |
| [130\_toc\_23](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=130_toc_23) | Balancing Competing Interests |  |
| [131\_toc\_24](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=131_toc_24) | Help and Support |  |
| [132\_toc\_25](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=132_toc_25) | Making the Right Decision: Quick Reference |  |
| [133\_toc\_26](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=133_toc_26) | Resources |  |
| [134\_toc\_27](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=134_toc_27) | Where to Get Help |  |
| [135\_toc\_28](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=135_toc_28) | Reference Material |  |
| [136\_toc\_29](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=136_toc_29) | Knowledge Check |  |
| [137\_toc\_30](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=137_toc_30) | Introduction |  |
| [138\_toc\_31](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=138_toc_31) | Knowledge Check |  |
| [139\_toc\_32](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=139_toc_32) | Question 1 |  |
| [140\_toc\_33](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=140_toc_33) | Question 2 |  |
| [141\_toc\_34](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=141_toc_34) | Question 3 |  |
| [142\_toc\_35](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=142_toc_35) | Question 4 |  |
| [143\_toc\_36](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=143_toc_36) | Question 5 |  |
| [144\_toc\_37](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=144_toc_37) | Question 6 |  |
| [145\_toc\_38](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=145_toc_38) | Question 7 |  |
| [146\_toc\_39](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=146_toc_39) | Question 8 |  |
| [147\_toc\_40](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=147_toc_40) | Question 9 |  |
| [148\_toc\_41](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=148_toc_41) | Question 10 |  |
| [149\_toc\_42](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=149_toc_42) | Feedback |  |
| 150\_string\_1 | The Course cannot contact the LMS. Click 'OK' to continue and review the course. Note, Course Certification may not be available. Click 'Cancel' to exit |  |
| 151\_string\_2 | All questions remain unanswered |  |
| 152\_string\_3 | Questions |  |
| 153\_string\_4 | Question |  |
| 154\_string\_5 | not answered |  |
| 155\_string\_6 | That's correct! |  |
| 156\_string\_7 | That's not correct! |  |
| 157\_string\_8 | Feedback: |  |
| 158\_string\_9 | DECISION MAKING AT ABBOTT |  |
| 159\_string\_10 | Knowledge Check |  |
| 160\_string\_11 | Submit |  |
| 161\_string\_12 | Retake Knowledge Check |  |
| 162\_string\_13 | At times, each of us will be faced with situations where the right course of action is hard to determine. The aim of this course is to provide you with a systematic way of assessing your options, evaluating their impact, and ultimately making the right choices for you, Abbott and its many stakeholders. |  |
| 163\_string\_14 | Table of Contents |  |
| 164\_string\_15 | Where to Get Help |  |
| 165\_string\_16 | Reference Material |  |
| 166\_string\_17 | Audio |  |
| 167\_string\_18 | Exit |  |
| 168\_string\_19 | Close |  |