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Ethics

PRESENTED BY

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NUTRITION THERAPY ESSENTIALS

CHANGING LIVES ONE MEAL AT A TIME

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About Me



My name is **Suzanne Ousey**, founder of NTE.

I have 25+ years of experience in long-term care, with a passion for nutrition, resident dignity, and compassionate care.

I founded NTE to empower dietary teams with practical solutions that strengthen programs and improve quality of life—**one meal at a time**.

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Overview

Together, these concepts provide a framework for how we think, make decisions, and show up—both individually and within an organization.

Ethics

Accountability

Four Agreements

Core Values

The goal is simple: align what we believe, what we say, and how we behave.

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The Definition

ETHIC(S) / *noun*

- 1) a set of moral principles: a theory or system of moral values
- 2) plural in form but singular or plural in construction: the principles of conduct governing an individual or a group

**Merriam-Webster Dictionary*



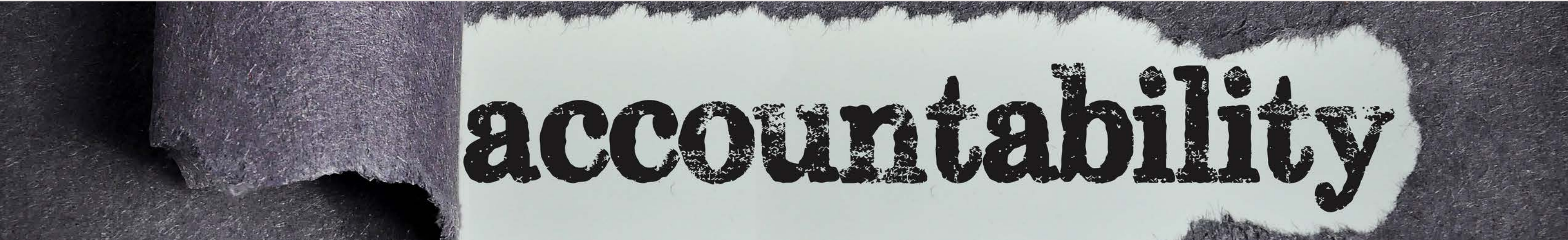
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The Definition

ACCOUNTABILITY / *noun*

- 1) the quality or state of being accountable
- 2) an obligation or willingness to accept responsibility or to account for one's actions

**Merriam -Webster Dictionary*



accountability

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Who Represents Ethics?

Who Represents Ethics to You?

Think of a person who immediately comes to mind when you hear the word “ethics.”

Why Does This Person Represent Ethics?

What qualities, choices, or actions make you see this person as ethical or someone who stands for doing the right thing?

Can Your Behavior Affect an Ethical Situation?

Consider how your own choices, words, and actions can influence whether a situation becomes more or less ethical.

What Does That Look Like in Real Life?

Think of a situation where your behavior could make a difference—for example, speaking up when something is wrong, being honest, or treating someone fairly.

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How Are Unethical Decisions Made?

It Doesn't Feel Safe to Speak Up

Encourage dissent and protect people who speak up.

Pressure to Perform

Set achievable expectations and take responsibility when goals aren't met.

Conflicting Goals

Acknowledge the trade-offs openly instead of hiding them.

Leaders Aren't Setting an Example

Model the behavior you expect—and openly correct yourself when you don't.

**Why Ethical People Make Unethical Choices, Ron Carucci, Harvard Business Review*

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Ethics & Accountability

- ➡ Ethics is what we believe is right; accountability is what we do about it.
- ➡ Own the decision: name the choice you made and the impact it had.
- ➡ Speak up early, even when it is uncomfortable or costly.
- ➡ Set expectations that people can meet honestly, then hold to them.
- ➡ Measure behavior, not just results, so values are visible in practice.

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The Four Agreements

“Be Impeccable With Your Word”

Encourage dissent and protect people who speak up.

“Don’t Take Anything Personally”

Set achievable expectations and take responsibility when goals aren’t met.

“Don’t Make Assumptions”

Acknowledge the trade-offs openly instead of hiding them.

“Always Do Your Best”

Model the behavior you expect—and openly correct yourself when you don’t.

**The Four Agreements: A Practical Guide to Personal Freedom, Miguel Ruiz*

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“Whenever we hear an opinion and believe it, we make an agreement, and it becomes part of our belief system.” — Miguel Ruiz

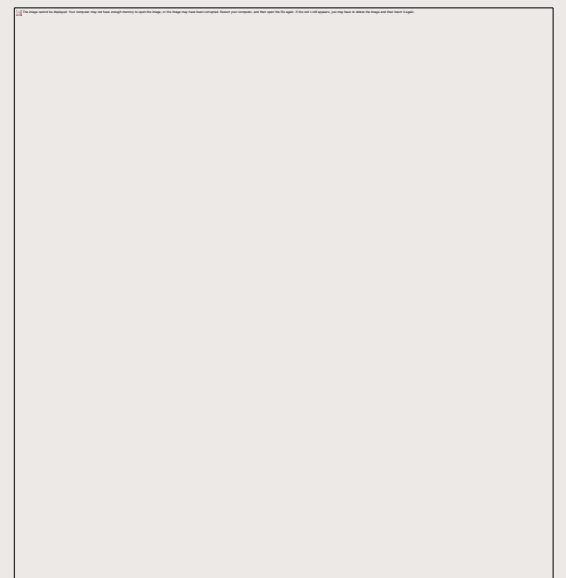
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The Four Agreements

“Be Impeccable With Your Word”

- ➡ Speak only with integrity.
- ➡ Say only what you mean.
- ➡ Avoid using your word to speak against yourself or to gossip.
- ➡ Use the power of your word in the direction of truth and love.

**The Four Agreements: A Practical Guide to Personal Freedom, Miguel Ruiz*



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The Four Agreements

“Don’t Take Anything Personally”

- ➡ What others say and do is not always about you.
- ➡ What others say and do is often a projection of their own reality.
- ➡ Protect your peace. Don’t let words affect you.



**The Four Agreements: A Practical Guide to Personal Freedom, Miguel Ruiz*

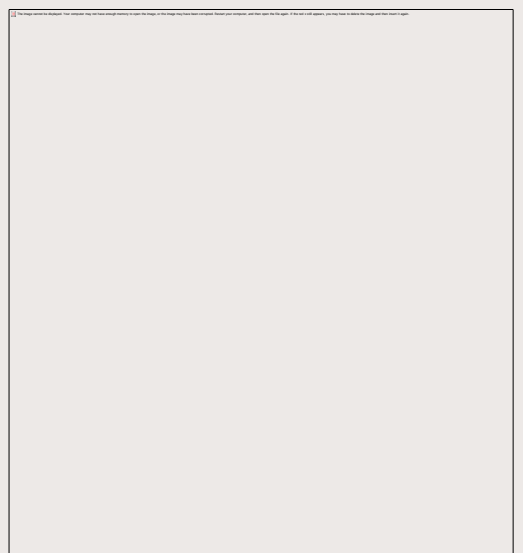
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The Four Agreements

“Don’t Make Assumptions”

- ➡ Be honest and direct about what you think, feel, and need.
- ➡ Have the courage to seek clarity instead of assuming
- ➡ Many misunderstandings begin with assumptions rather than facts.
- ➡ A simple conversation can prevent confusion, hurt, and tension.

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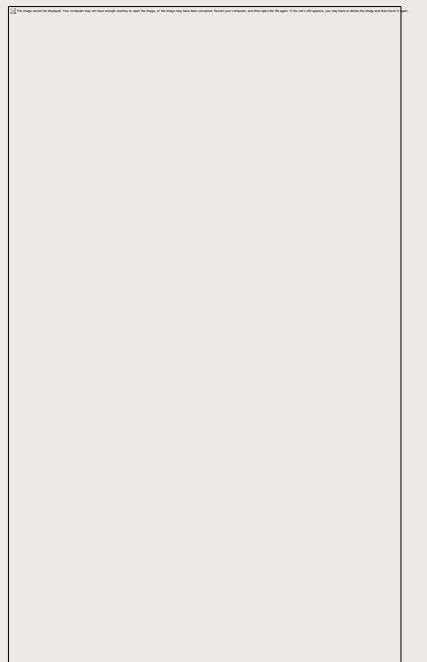
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The Four Agreements

“Always Do Your Best”

- ➡ Your best will change. Some days you'll have more to give.
- ➡ Focus on effort, not perfection.
- ➡ Be kind to yourself in any circumstance.
- ➡ Progress over perfection.

**The Four Agreements: A Practical Guide to Personal Freedom, Miguel Ruiz*



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“When the culture of an organization mandates that it is more important to protect the reputation of a system and those in power than it is to protect the basic human dignity of individuals or communities, you can be certain that shame is systemic, money drives ethics, and accountability is dead.” — Brene Brown

WHAT ARE CORE VALUES?

Values Are Standards of Behavior. They are aspirational ideals. Values represent what's important — that is, what a person, organization, culture, or society emphasizes.



A value Example in Action.



Once you identify your values, you can
use them to make better decisions

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Identify Core values

Identify Your Core Values: Let's take some time to write them down.

Mine: Making a Difference, Resourcefulness, Courage, and Authenticity

Do We Live by Our Core Values? Or are they simply words we say because they sound good?

Ask yourself: When our values are tested, do our actions actually reflect what we say we believe?

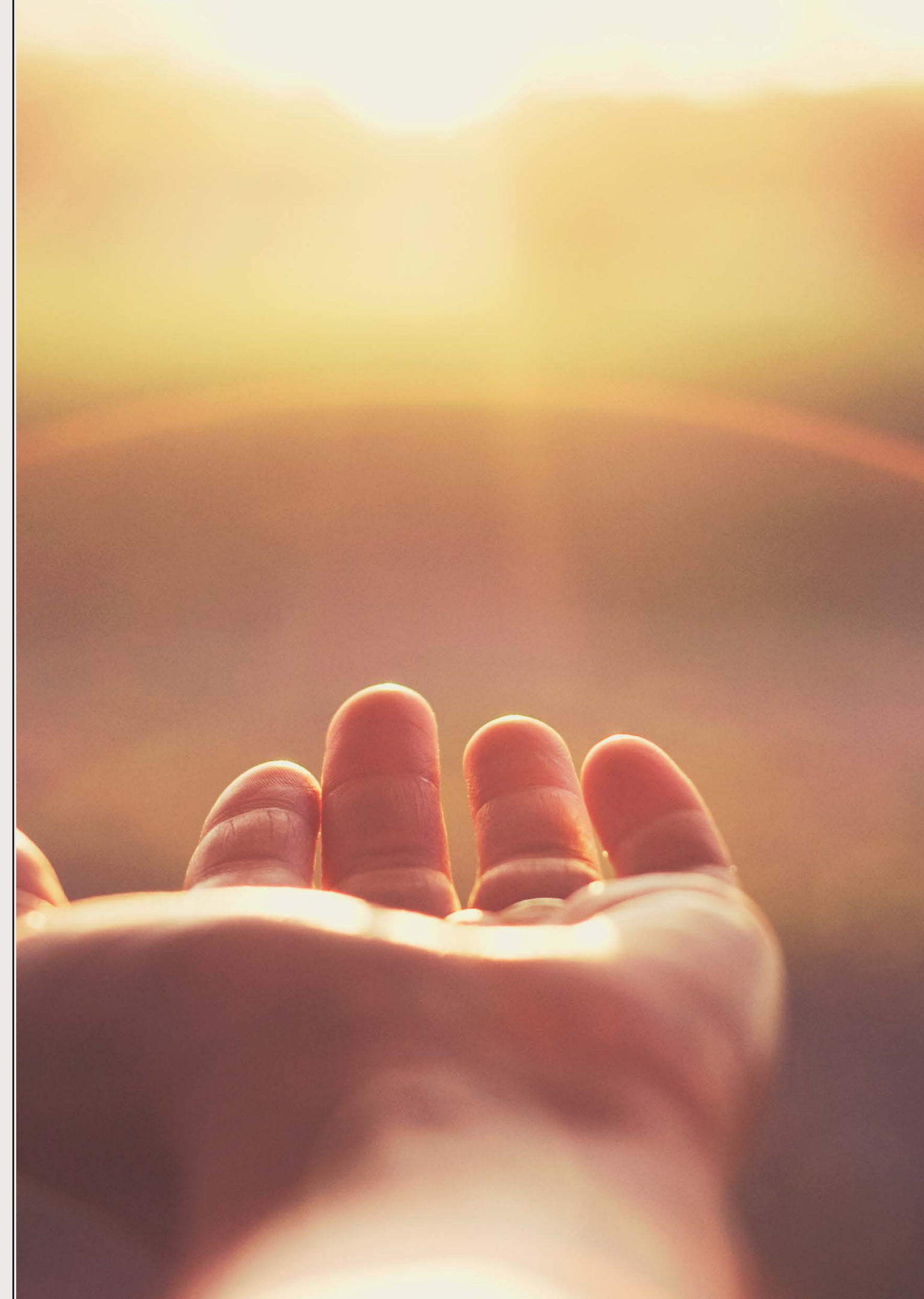
BELIEFS

A belief about yourself is what you think to be true and what you think or believe to be true about who you are . What you can do, or what you deserve.

Beliefs can change over time.

Belief of yourself can come from every comment someone made to you.

Each of us walk around with an invisible backpack strapped to our shoulder. Sam Demma Author of : Empty your Backpack



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Key Takeaway

Ethics provides the framework that guides how organizations make decisions, set expectations, and shape behavior.



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Thank You!

Questions?