



Integrity

we define integrity as a state or condition of being whole and complete, perfect, sound, unimpaired, lacking no component parts.

For a person, integrity is a matter of that person's word. Nothing more, nothing less.

There are two aspects of integrity – Keeping Your Word and Honoring Your Word.

Keeping your word consists of all of the following:

1. Doing what you said you would do, and doing it on time.
2. Doing what you know to do and doing it as it was meant to be done, and doing it on time.
3. Doing what others would expect you to do, even if you haven't said that you would do it, and doing it on time.

Unless you are playing a small game in life, you will not always keep your word. But you can always Honor Your Word.

Honoring your word is:

Whenever you will not be keeping your word, just as soon as you become aware that you will not be keeping your word (including not keeping your word on time), saying to everyone impacted:

1. that you will not be keeping your word, and
2. that you will keep that word in the future, and by when, or that you won't be keeping that word at all, and
3. what you will do to deal with the impact on others of the failure to keep your word (or to keep it on time).

Restoring integrity

What do you do if you do not keep your word and you break a promise or an agreement? You can restore integrity by doing the following:

- First, acknowledge the promise or agreement that you broke.
- Second, distinguish the impact caused by breaking your promise or agreement. (The impact is on workability).
- Third, say what you will put in place to ensure you do not break that promise or agreement again in the future.