



**City of Ramsey “A New Beginning...A New Day”
Establishing Trust and Integrity**

Building trust is based on being consistent, communicating clearly and honestly, making and keeping realistic promises, protecting confidences, and treating others with respect. Establishing trust takes time. Building a framework of trust and integrity is an involved and rewarding process, but it is a *process*, not an event.

As a leader, your effectiveness may be diminished if your staff or other coworkers think that you lack integrity. They may be reluctant to entrust you with necessary confidential information, or they may be reluctant to bring ethical dilemmas that your organization might be facing. To help you determine your current level of integrity, answer the following questions.

Do you consistently:

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| 1. Make realistic promises and keep them? | Yes/No |
| 2. Give honest answers to questions and challenges? | Yes/No |
| 3. Protect confidential or sensitive information? | Yes/No |
| 4. Admit when you've made a mistake? | Yes/No |
| 5. Consider the trust and confidence of superiors, coworkers and staff to be important? | Yes/No |
| 6. Make an effort to foster open, honest, and sincere communication? | Yes/No |
| 7. Encourage others to question practices they cannot support? | Yes/No |
| 8. Make use of your organization's written code of ethics to guide you when making ethical decisions? | Yes/No |
| 9. Demonstrate consistency between your words and actions? | Yes/No |
| 10. Allow time for others to ask questions? | Yes/No |
| 11. I am willing to forgive, and move on? | Yes/No |
| 12. I am willing and able to make a sincere apology when I am wrong. | Yes/No |

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