



Improving Integrity in Your Job

Integrity is one of Centennial's three Quality Service Guidelines (along with Ownership & Responsiveness). As such it serves as a critical tool to aid us in delivering consistent service across all functional areas.

Having integrity at work involves representing yourself truthfully at all times, always acting ethically and professionally, acknowledging the hard work of others, and being accountable for your actions. Integrity helps foster trust and empowers teams to perform at the highest levels.

Objective: To help people understand the concept of Integrity and how it leads to trust and a work environment that feels safe and higher levels of team performance.

Activity: Ask employee(s) if they have a special ethical principal – such as “do unto others as you would have others do unto you” that governs their everyday behavior.

Briefly discuss these and then ask them to take 2-3 minutes to come up with a specific set of principles for integrity. These principles are the behaviors the employee(s) feel should govern interactions in the workplace and demonstrate integrity in a positive manner in their daily interactions.

Then have the employee(s) share their statements.

Guide a discussion on these statements and ask them to relate these to delivering service in the City and the City's Code of Ethics.

Recap principles that closely align with the City's Code of Ethics and the principles that should encourage people to deliver exceptional service.

Engagement and Integrity:

1. Do you feel the mission or purpose of the City, or your department, empowers you to act with integrity? (Q8 – The mission or purpose of my company makes me feel my job is important.)
2. Assuming our opinions show our integrity of thought, do you feel that your opinions are valued? (Q7 – At work, my opinions seem to count.)



Ways you can demonstrate integrity:

1. Show up on time, every time.
2. Write down things you are asked to do, do them and follow up to let people know once the action is completed.
3. Keep your promises or explain the difficulty to the other party as soon as something comes up.
4. Communicate frequently to remove doubts about integrity caused by lack of information – be transparent.
5. Do not cover up bad news – provide a solution to the problem.
6. Admit to mistakes and use them as an opportunity for improvement.
7. Be personable and available.