



## 2. Daily Integrity

### TRANSCRIPT OF VIDEO

The quality of relationships – both personal and business is set on the cornerstone of TRUST. Trust is product of Integrity, Competence, Concern, and Dependability. As we begin a new series on Trust let's unpack the idea of integrity. When people say, "Integrity is what you do when no one is watching you." It is an important but an incomplete idea. Integrity is also about what you do in public – and includes the real motives behind your private and public actions. Prof Ian Almond believes integrity has a much deeper meaning.

Yes, integrity, is the essence for success in relationships. The root word of integrity is the Latin word "integer" or a whole number. Similarly, we cannot split integrity into fractions of – thoughts, word, and actions. Integrity is to ensure they all are in sync. Rev Paul Davies, describes this aspect of integrity.

Yes, integrity is about consistency, honesty and the act of living it out every day. We build trust by our "everyday integrity" which is our response to the integrity tests we encounter in the ordinary business of our daily lives.

In the sermon on the mount, Jesus presents several examples of how in our personal lives we fail everyday integrity tests. Let me share two common ones.

First, is our charity done in a way that everyone notices it? If yes, we fail the integrity test as our motive is really self-glorification. Instead Jesus advises us in His famous words, "When you give to the needy, don't let your left hand know what your right hand is doing."

Similarly, Jesus questioned the public display of piety like praying in street corners or outside temples. Is our motive to get attention and the praise of people for our piety or to communicate with God? Jesus again suggests we pray in private preferably a locked room and only God being the other person with us.

Moving from our personal life to work, let's look at three everyday integrity tests we face that can grow or shrink trust and relationships we have with colleagues, customers and ultimately with God.

**Firstly, Keep Commitments:** When dealing with customers, do we "overpromise and under deliver?" If we do, then we can be certain that Jesus will call us out the way he did when Peter overpromised his unwavering loyalty. Jesus told him, "Peter, before the cock crows twice you will deny me thrice." (John 13:37-38) When it comes to commitments it's better to err on the side of keeping commitments. In customer service we teach "under promise and overdeliver." Companies that follow this principle enjoy a sustainable competitive advantage.

**Secondly, Admit mistakes and take responsibility to correct it.** Early in the Bible, Eve does not admit her mistake and blames the serpent. Soon after, Adam takes no responsibility for what he did and passes the buck to Eve. We haven't changed very much since those days. But, people who do admit mistakes and take responsibility to restore losses stand out in the world of business. Like Zacchaeus who experienced salvation when he

admitted to Jesus he had cheated people and promised to repay them. Companies that have voluntarily accepted mistakes in product quality and recalled and replaced them have increased customer trust and loyalty.

**Another area is in giving credit where it is due.** Jim Collins in his book 'Good to Great' introduced 'the window and mirror' phenomenon that he discovered among 'great leaders.' Such leaders look out of the window to ensure due credit is given to people other than themselves in times of success. But, when things go poorly, they look in the mirror and take the blame and full responsibility themselves. How about us? In our very competitive workplaces do we win this integrity test?

There are other integrity tests we daily face in business – following or twisting rules for convenience. Do we treat all people with respect or have biases? Do we stand up for what's right when things are inconvenient or do we make convenient compromises to protect our jobs?

May God enables us to think and act with integrity and embrace whatever is true, right, pure, lovely and admirable in our personal and work life.

## CONNECT WITH US

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