

INTRODUCTION LEADERS PROGRAM

Guidelines and Principles for Restoring Integrity

1. Regarding Broken Agreements
 - a. Identify and select the people with whom you have broken a promise or agreement. With each of those people, clean up the mess you have made by breaking that promise or agreement. Share with those people what you didn't do, the impact of not doing it and not saying anything, and the possibility you are now inventing with them.
 - b. Principles for Restoring Integrity

While the principles distinguished here are laid out in a linear/numerical order, they should not be related to in that fashion, but rather in the spirit or context of where to stand while interacting with yourself or others inside the concern for restoring one's integrity.

- i. Acknowledge the broken agreement (without the story or explanation, just what's so).
- ii. Deal with the consequence(s) of having broken the agreement:
 - Communicate with whomever you need to communicate. This could include acknowledging the impact that broken agreement has on yourself and on the people who were impacted by that broken agreement.
 - Clean up the mess. Look at what's appropriate to clean up the mess and deal with that.
- iii. Put in place whatever you need to put in place so the same broken agreement doesn't happen again.
- iv. For broken agreements that are persistent, establish a track record of honoring your word in this area such that trust is restored.

2. Regarding Undelivered Communications, Resentments, or Regrets
 - a. Start by making a list of everyone you have an Undelivered Communication, Resentment, or Regret with.
 - b. Then ask yourself:
 - i. What is the Undelivered Communication, Resentment or Regret?
 - ii. What would clean up any mess I have made by withholding?
 - iii. What requests do I have that will complete this matter?
 - iv. What promises do I have that will complete this matter?
 - v. What promises do I have regarding being in communication with regards to this matter in the future?
 - c. **Go deliver** that communication. Follow the technology, it works.

Your resentments and regrets are a function of how things occur **for you**. They are not the truth; they are **your** interpretations.

Be clear that you are living in an occurring world.

It is important that when you communicate your undelivered communications and resentments and regrets that you are making it **obvious** that you are communicating **your view** and not the truth. The other person **cannot be left with anything** about themselves or their behavior.

It must be really clear that you are taking responsibility for what you made up!