Credibility and integration are just as important to corporate reputation as the quality of products and services. As a leader for the organization you are also expected to be credible and trustworthy. How can you practice these skills? Here are three quick and pleasant things that you can try.

- **Take responsibility**: “Not taking responsibility for mistakes” often is highest on the list of reasons for an “integrity lapse.” Find a coworker with whom you can discuss this. Make a list of all the things you both should and should not do. For example, the things you should not do could include: blame others, blindside employees, try to cover up. The things you should do could include: admit the mistake immediately, keep everyone informed, tell the truth, take personal responsibility, move on.

- **First-impressions game**: Leaders need to be trustworthy, but they also need to trust others. Try this the next time you attend a social event. Use John Maxwell’s concept (from The 21 Indispensable Qualities of a Leader) and put a “10” on everyone’s head that you meet. How do you do that? Expect the best of them. Expect that they will be the most interesting person you meet all night. Learn and use their names. Be positive. Be curious. Focus on their interests. Finally, be sure to treat them as a “10.” You will be known as the best party attendee—not that that is your goal. Your goal is to practice credibility and trusting others. It will make everyone feel like the most important person at the social event.

- **Mark Twain wisdom**: A great quote attributed to Mark Twain is, “Good judgment comes from experience. And where does experience come from? Experience comes from bad judgment.” What’s the lesson to be learned from Mark Twain? Meet with your team to discuss this quote. For fun, share some of your “experiences” with your team.

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