

## CHAPTER 3: DO WHAT YOU SAY AND SAY WHAT YOU MEAN

### CHAPTER OVERVIEW

This chapter provides an in depth look at personal and professional integrity. It answers the questions, “What does it mean to be ethical?” and, “How do ethics influence integrity?” The guiding principal is that “integrity” is gained when you behave in a way that matches your values. Learners will take steps to clarify their own values and decide which behaviors they should choose in order to live in a way that reflects those values—so they live and *work* with integrity.

### LEARNING OBJECTIVES

After completing this chapter, learners will be able to:

- Express what it means to have integrity.
- Explain how their own personal ethics impact their integrity.
- Clarify their personal values.
- List behaviors that reflect their chosen values.
- Demonstrate personal and professional integrity in their interactions with clients, co-workers and supervisors while in the work setting.

### POWERPOINT

Look for the PowerPoint presentation for Chapter 3 [Ch3 PP.ppt] on the CD included with this manual.

### *Trainer's Tip*

*Make a point to greet your participants at the door when they enter. Smile and thank them for coming (even if the training is mandatory).*

# ACTIVITIES

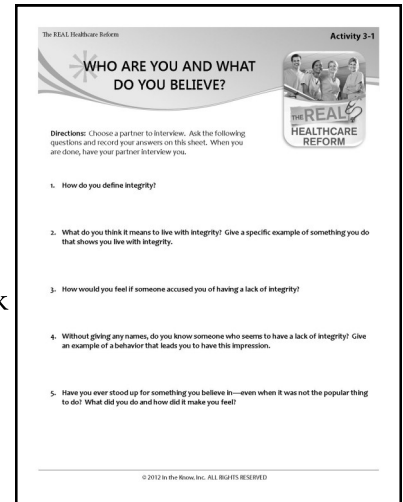
**Activity 3-1: Who Are You and What Do You Believe?** (Make enough copies of the “Who Are You?” worksheet for each person in the group. It’s in the appendix and on the CD.)

## Trainer's Tip

*The temperature of the room will never be just right for everyone! You are likely to feel warm because you are moving around, while your participants may be cold because they are sitting still.*

*Assign a “Temperature Monitor” to be your guide. Check in with your TM periodically and make adjustments as needed.*

- **Why:** Use this activity to begin your discussion on integrity. This activity will help clarify what integrity is exactly, and why it’s so important in the healthcare workplace.
- **How:** Prior to starting your presentation of Chapter 3, you can ask everyone to choose a partner whom they will interview or, if you’d prefer, you can make random assignments. Hand out copies of the “Who Are You?” worksheet and allow about 5 minutes for the participants to interview each other.



**Activity 3-2: Clarify Your Values.** Your PowerPoint slides will direct you to start this activity. When the time comes, ask your learners to turn to page 28 in their books.

- **Why:** At this point in the lesson, your learners have discovered that integrity is when your values match your behaviors. Now it’s time for learners to declare their values and choose behaviors that reflect their choices.
- **How:** Remind the group that integrity is when your values match your behaviors. Ask them to look at the list on page 28 and place a checkmark next to each value they hold. Allow a few minutes for this.

Next ask the group to narrow it down to the top three, and write those three values on a separate sheet of paper. Beside each value, have the participants list at least 3 behaviors they already do, or would like to do, to reflect each value. When everyone is finished, ask for a few volunteers to share their responses. Remind the group that when you share your values and your commitment to act in a certain way, you are much more likely to follow through on that action!

# DISCUSSION QUESTIONS

- Why does it matter if people have integrity?
- Do you think integrity affects the way people see you? Why or why not?
- Have you ever witnessed a co-worker act in a way that compromised his or her integrity? How did it make you feel? Were you embarrassed for him or her? What were the consequences of the behavior? What could the person have done differently to maintain integrity?

*Write down a few discussion questions of your own, especially those that arise while you are presenting. That way, you'll have a reminder for the next time you present this material.*

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## *Trainer's Tip*

*Keep a "Bright Ideas" file with you at all times. Use it to keep stories, facts, interesting ideas or discussion questions that you can use in future presentations.*

## 5 MINUTE QUIZ

(A printable copy of this quiz [Ch 3 Quiz.pdf] can be found on the CD included with this manual. The answers are found on page 2 of the same file.)

Allow five minutes to complete the quiz, then show the answers (or read them out loud) to the group. Clear up any misconceptions and praise those who got all or most of the questions correct.

### Trainer's Tip

*Bring individually wrapped dark chocolates with you to your presentation. You can give them out as rewards for participation or use them as energy boosters, especially in the afternoon when blood sugars begin to drop!*

The REAL Healthcare Reform Chapter 3 QUIZ

### 5 MINUTE QUIZ

1. Fill In the Blanks: integrity is when your \_\_\_\_\_ match your \_\_\_\_\_.
2. Your values are generally learned at a young age and rarely, if ever, change.
  - a. True
  - b. False
3. Apologizing when you make a mistake shows you have
  - a. Remorse.
  - b. Ownership of the event and your role in it.
  - c. Integrity.
  - d. All of the above.
4. Once you clarify your values, you
  - a. Reveal them to others.
  - b. Change them often to keep up with the times.
  - c. Keep your values to yourself.
  - d. Tell others what they should do.
5. Your good friend, Mary works little more than minimum wage money to buy groceries. A week You suspect that Mary is
  - a. Really good at saving money.
  - b. Not being honest with herself.
  - c. Lying about the grocery money.
  - d. Making a smart investment in her future.

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*That's the end of the sample! To order the Instructor's Manual for your organization, visit [www.embracingcivility.com](http://www.embracingcivility.com) or call (877) 809-5515*