



DAEWOO LEARNING & DEVELOPMENT

Integrity, Trust and Growth Mindset at workplace

"Upholding Integrity, Building Trust, Success Mindset: Your Guide to Workplace Excellence"

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House Rules

While waiting for others to come in, here are some rules and reminders to keep in mind.

- Put your mobile phone on silent.
- Please refrain from irrelevant discussion and respect each others opinion
- Keep the discussion as interactive as possible

Activity

TWO TRUTHS and A LIE

- Each player must announce two True facts about themselves and a lie that the rest of the group doesn't know.
- The other participants will then ask questions in order to determine which are the two real facts and which is the lie.
- Make it more fun by coming up with facts and lies as extravagant as possible!

What is Integrity

Adherence to moral and ethical principles; soundness of moral character; honesty whether in times of adversity or prosperity

Personal integrity

Refers to being whole, sound and in an undamaged condition

Organizational integrity

Refers to uncompromising adherence to ethical values as it fulfills its mission and vision

Having integrity means doing right thing in a reliable way, it is actually a quality of being honest and having moral values



INTEGRITY

Say/Think

Do/Act

Believe/Feel

WALK THE TALK



R Ighteousness

Ho Norable

Truthful

Blam Eless

G raceful

Up R ight

D I sciplined

Fai T hful

Hol Y

Culture

Is a shared understanding of the beliefs and assumptions, which reflect the way members perceive the environment, its norms, roles, and values

Integrity

Adherence to a strict moral or ethical code

Trust

Reliance on the integrity, ability, or character of a person

Ethics

Aligning oneself with the accepted principles of right and wrong that govern the conduct of a profession

Values

Reflect the essence of individual or organizational philosophy, what is important

Morals

Arises from the sense of right and wrong, concerned with the goodness or badness of human action and character

Character

Moral or ethical strength that's often measured by a person's attributes or public estimation of one's reputation

Day to Day Integrity Examples

Honesty in Communication



Giving Credit Where It's Due



Social Responsibility



Respecting Company Resources



Personal Wellness



Fairness and Impartiality



Admitting Mistakes



Conflict Resolution



Client and Customer Relations



Respecting Confidentiality



Following Policies and Procedures



Diversity and Inclusion



Environmental Responsibility



Anti-Corruption Practices



APPROACHES TO INTEGRITY

Activity

The BIG B

- Each player must follow the directions by the BIG B
- disqualified by either doing something that BIG B didn't tell them to do, or by not doing something BIG B told them to do

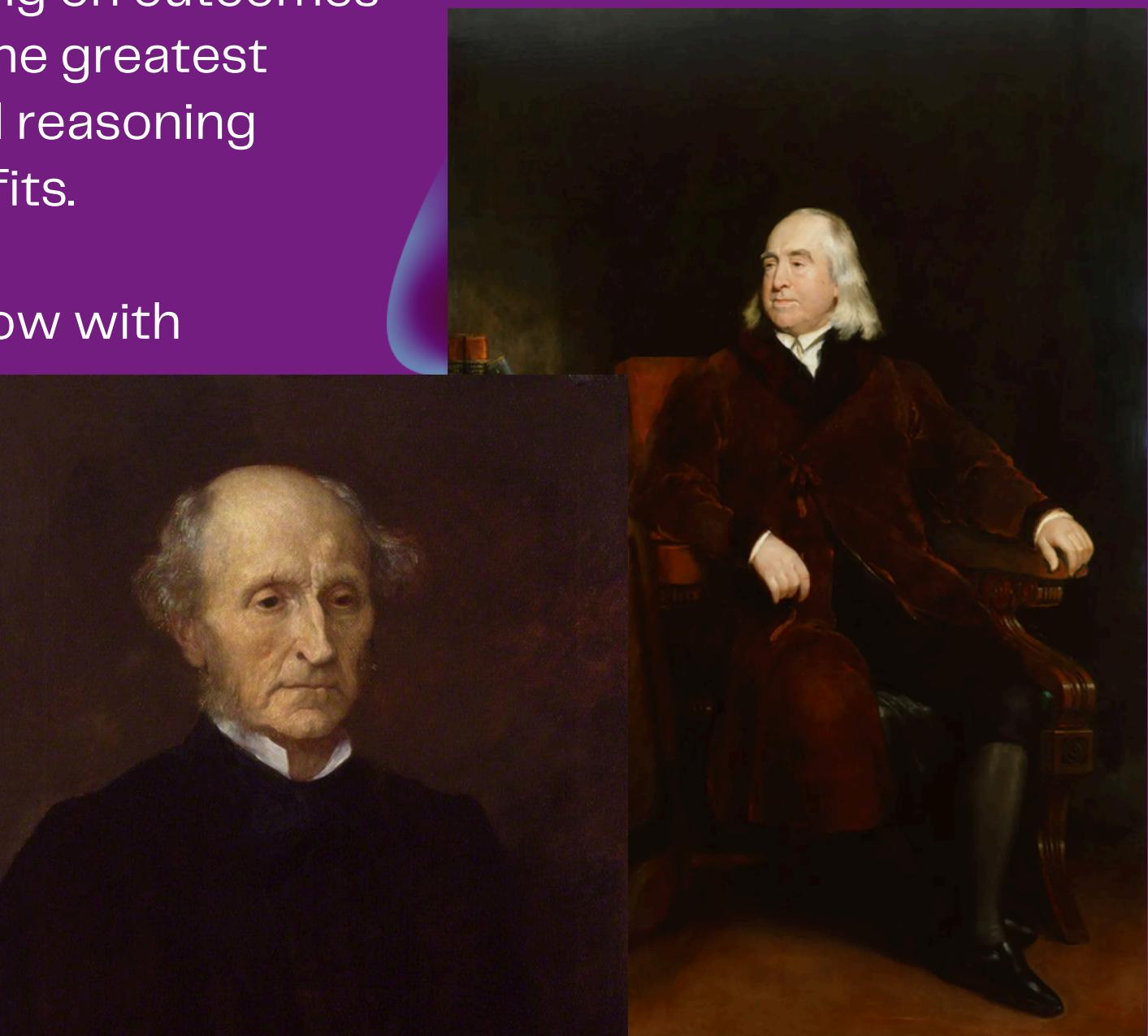
Utilitarian Approach

Utilitarianism is an ethical theory that determines right from wrong by focusing on outcomes. Utilitarianism holds that the most ethical choice is the one that will produce the greatest good for the greatest number. It is also the most common approach to moral reasoning used in business because of the way in which it accounts for costs and benefits.

Limitation-However, because we cannot predict the future, it's difficult to know with certainty whether the consequences of our actions will be good or bad.



Jeremy Bentham



John Stuart Mill

Rights Approach

People have dignity based on their ability to choose freely what they will do with their lives, and they have a fundamental moral right to have these choices respected. People are not objects to be manipulated; it is a violation of human dignity to use people in ways they do not freely choose.

The right to the truth:

We have a right to be told the truth and to be informed about matters that significantly affect our choices.

The right of privacy:

We have the right to do, believe, and say whatever we choose in our personal lives so long as we do not violate the rights of others.

The right not to be injured:

We have the right not to be harmed or injured unless we freely and knowingly do something to deserve punishment or we freely and knowingly choose to risk such injuries.

The right to what is agreed:

We have a right to what has been promised by those with whom we have freely entered into a contract or agreement.

Fairness and Justice Approach

The fairness or justice approach to ethics has its roots in the teachings of the ancient Greek philosopher Aristotle, who said that "equals should be treated equally and unequals unequally."



How fair is an action?

Does it treat everyone in the same way, or does it show favoritism and discrimination?

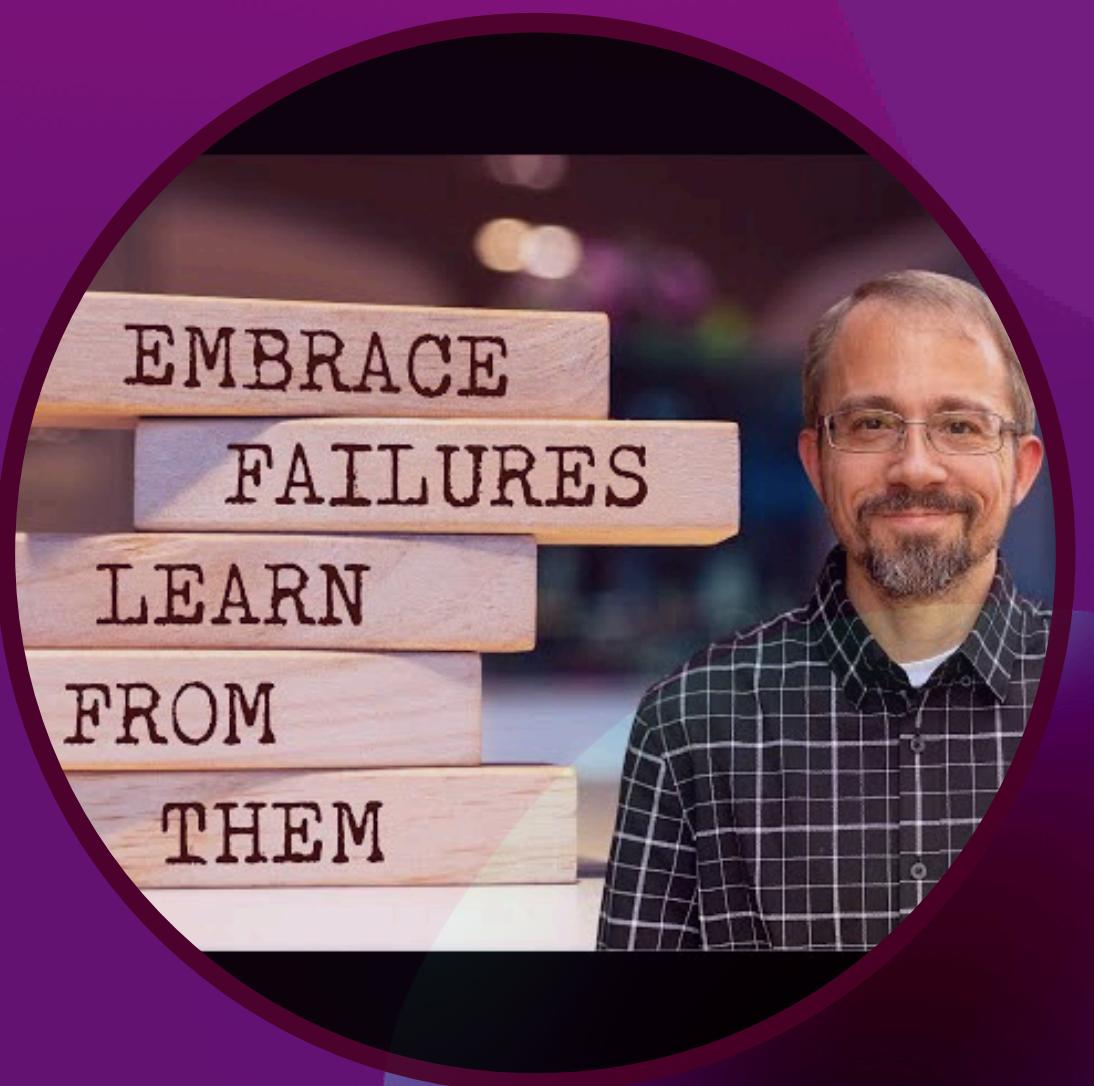


Favoritism gives benefits to some people without a justifiable reason for singling them out; discrimination imposes burdens on people who are no different from those on whom burdens are not imposed. Both favoritism and discrimination are unjust and wrong.

Ethical Problem Solving



Why fail in building Integrity?



Fear to be judged and criticized

Reactive approach

Lack of rationale thinking

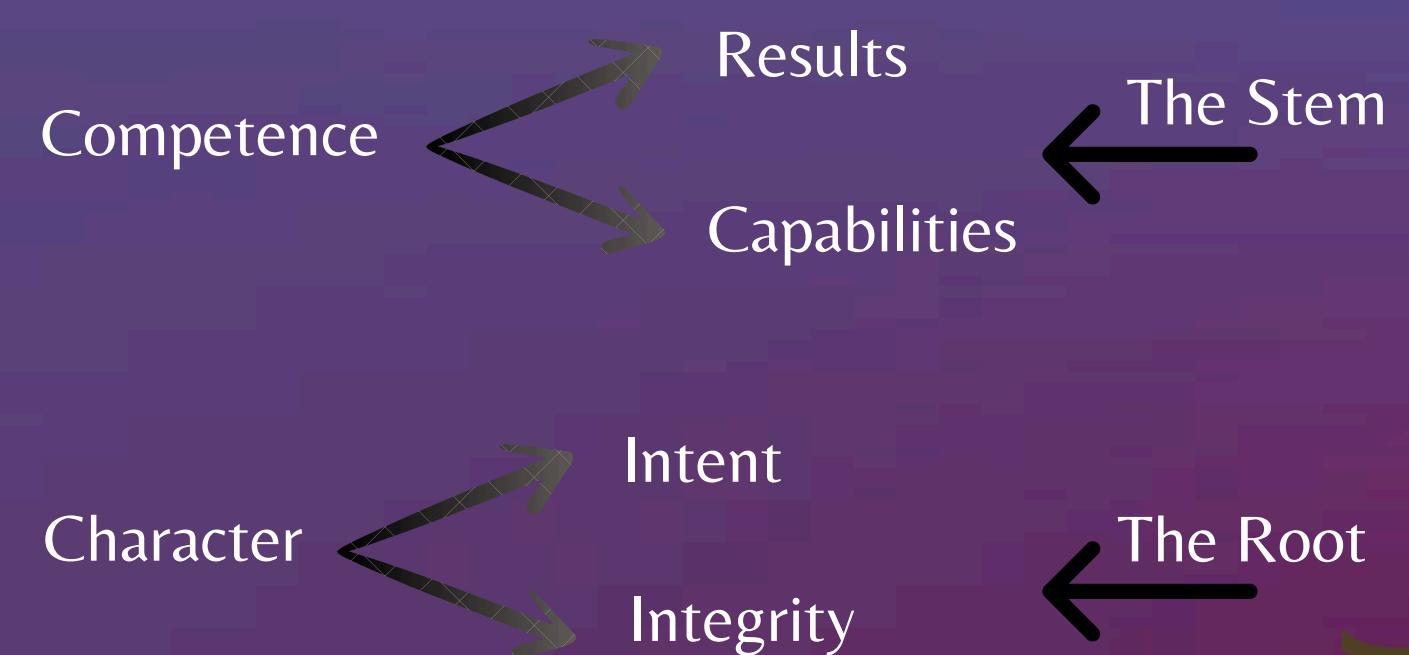
Walk the Talk

Lack of ownership and responsibility

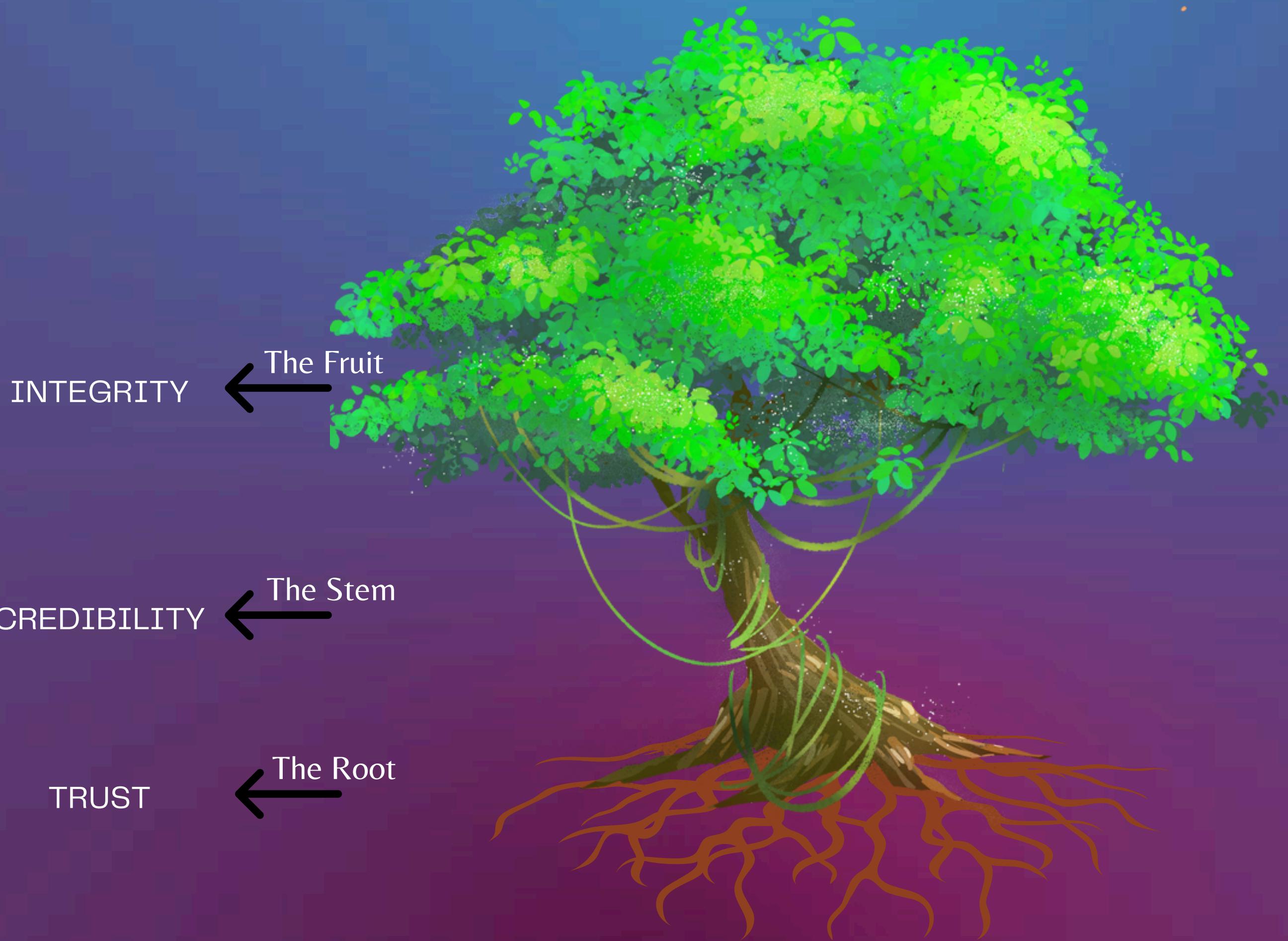
Failing to question societal wrongs

Credibility Tree

Walk the talk



Relationship Tree



Exploring Diverse Facets of Integrity

Personal integrity

It reflects an internal commitment to honesty, authenticity, and ethical behavior.

Professional integrity

involves a high level of accountability, as professionals are responsible for maintaining trust with clients, employers, professional bodies, and regulatory authorities, thus safeguarding the integrity of their profession

Internal integrity

refers to an individual's personal adherence to moral and ethical principles, reflecting consistency between their values, beliefs, and actions

External Integrity

how one's integrity is perceived by others, often shaped by behavior and interactions

Image integrity

Refer to the consistency between the public perception or portrayal of an individual or organization's integrity and their actual behavior and values



Stayed up all night

Because she had to work
through her shift
until the last minute.

THE HIDDEN STORY

Trust at Workplace

One thing that is common to EVERY individual, friendship, relationship is that if you don't have trust, everything falls apart.

- Trust means Confidence
- When we trust people and/or organizations, we have confidence in them – in their integrity and in their abilities.
- When we distrust people and/or organizations, we are suspicious of them.
- Relationships of all kinds are built on and sustained by trust.
- Trust in others depends on how much we trust ourselves.

In a low-trust relationship, despite precise communication, people will still misinterpret us.

In a high-trust relationship, we can say the wrong thing and people will still understand us.



The Trust Myth

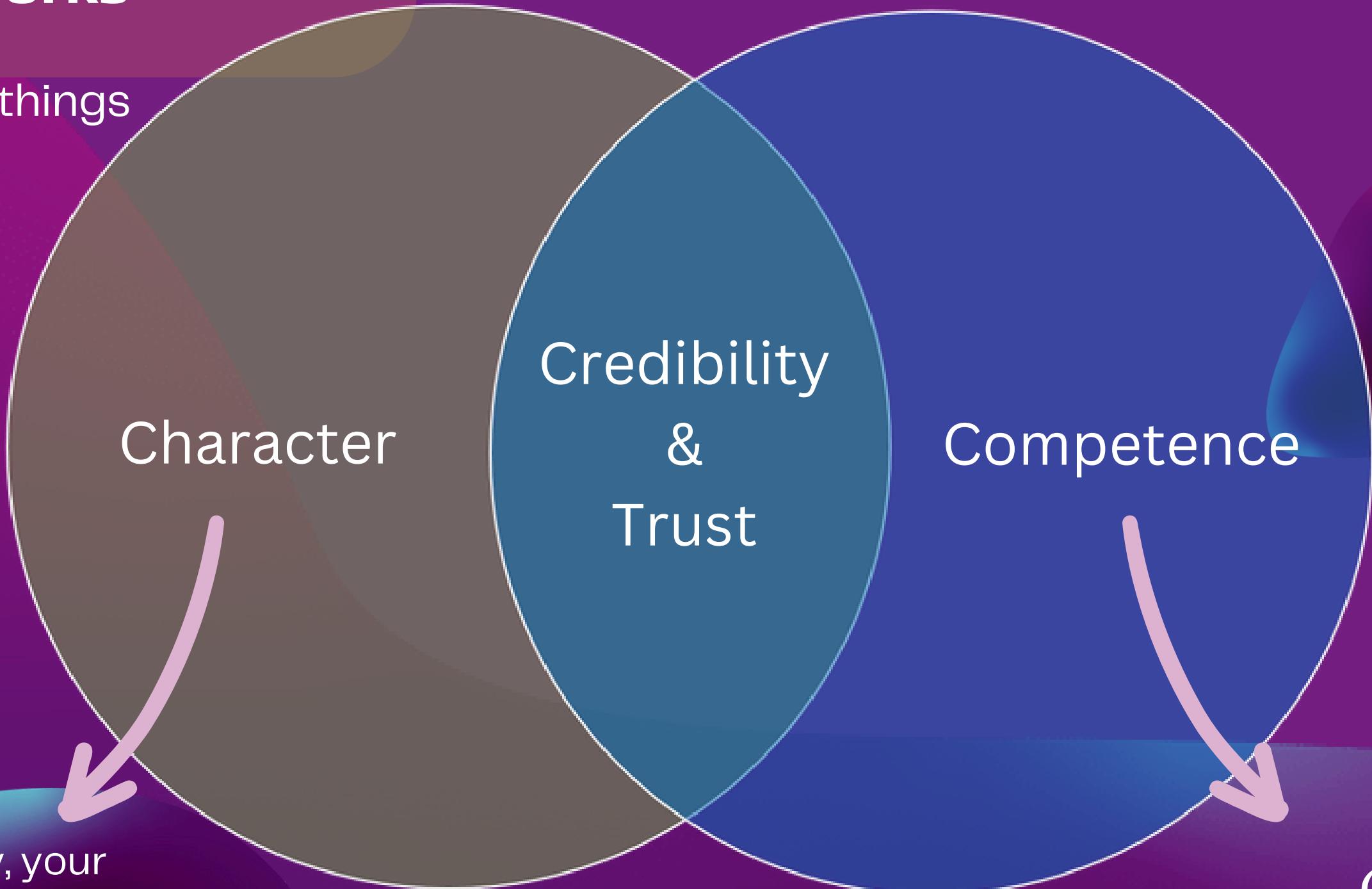
Myth	Reality
Trust is soft.	Trust is hard, real and quantifiable. It measurably affects both speed and cost.
Trust is slow.	Nothing is as fast as the speed of trust.
Trust is built solely on integrity.	Trust is a function of both character (which includes integrity) and competence
You either have trust or you don't.	Trust can be both created and destroyed.
Once lost, trust cannot be restored.	Though difficult, in most cases lost trust can be restored.
You can't teach trust.	Trust can be effectively taught and learned, and it can become a leverageable, strategic advantage.
Trust is established one person at a time.	Establishing trust with one establishes trust with many.



Both are Vital

How Trust Works

Trust is a function of two things



(Constant)

Includes your integrity, your motive and your intent with people

(Situational)

Includes your capabilities, your skills, results and track records

Activity -Back to back Drawing

- Split all into teams of two and have them sit back to back
- One person will be “the listener”, while the other one will be “the speaker”.
- The team’s speaker has a picture of any kind, while the listener has a piece of paper and a pencil. The speaker then describes to the other person what the picture looks like without using words that give away exactly what it is. The listener tries to draw that picture with the clues given.



5 Waves of trust

Trust is the most powerful form of Motivation and Inspiration.



The #1 job of a leader is to ‘Inspire Trust’.

When you build trust with one, you build trust with many (Spread theory)

How you behave in one place is talked about in other places.

How you treat one person gets discussed elsewhere (REPUTATION)

Self Trust

Relationship Trust

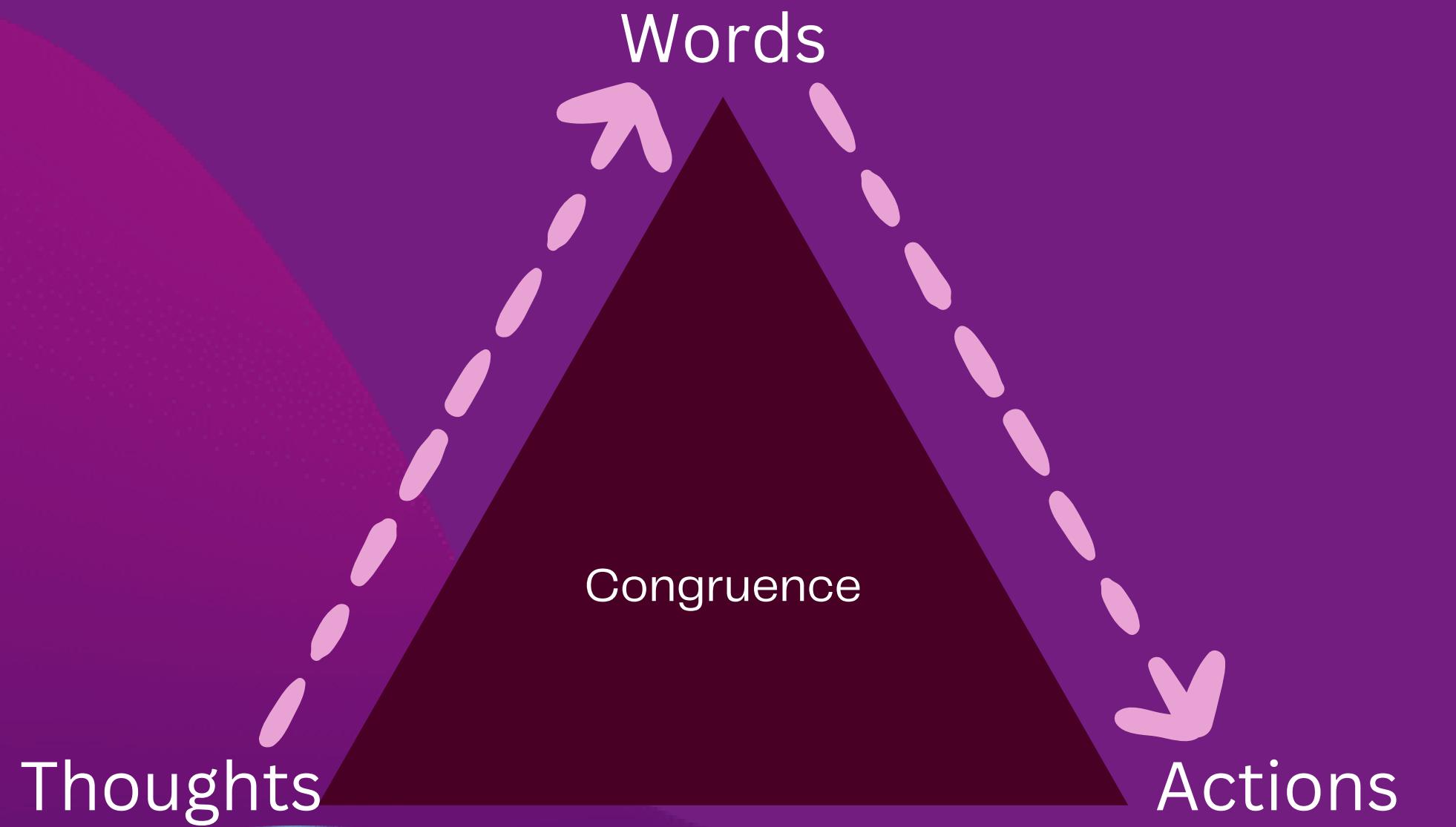
Organizational Trust

Market Trust

Social Trust



1-Self Trust - Credibility



Are you a Trust-worthy person...?

The whole idea is to become, both to yourself and to others, a person who is worthy of Trust. Self Trust deals with the confidence we have in ourselves – in our own ability to commit, set and achieve goals; to WALK OUR TALK and also in our ability to Inspire Trust in others.



4 Cores of Credibility - Self Trust

4 – Capabilities

- Talents, Skills, knowledge, attitudes and style.
- Learn with the intent to teach others what you learn.
- Accept to learn from everyone at any level.
- Keep yourself Relevant.

3– Results

- What's your track record? Expect to win.
- Start strong and finish strong.

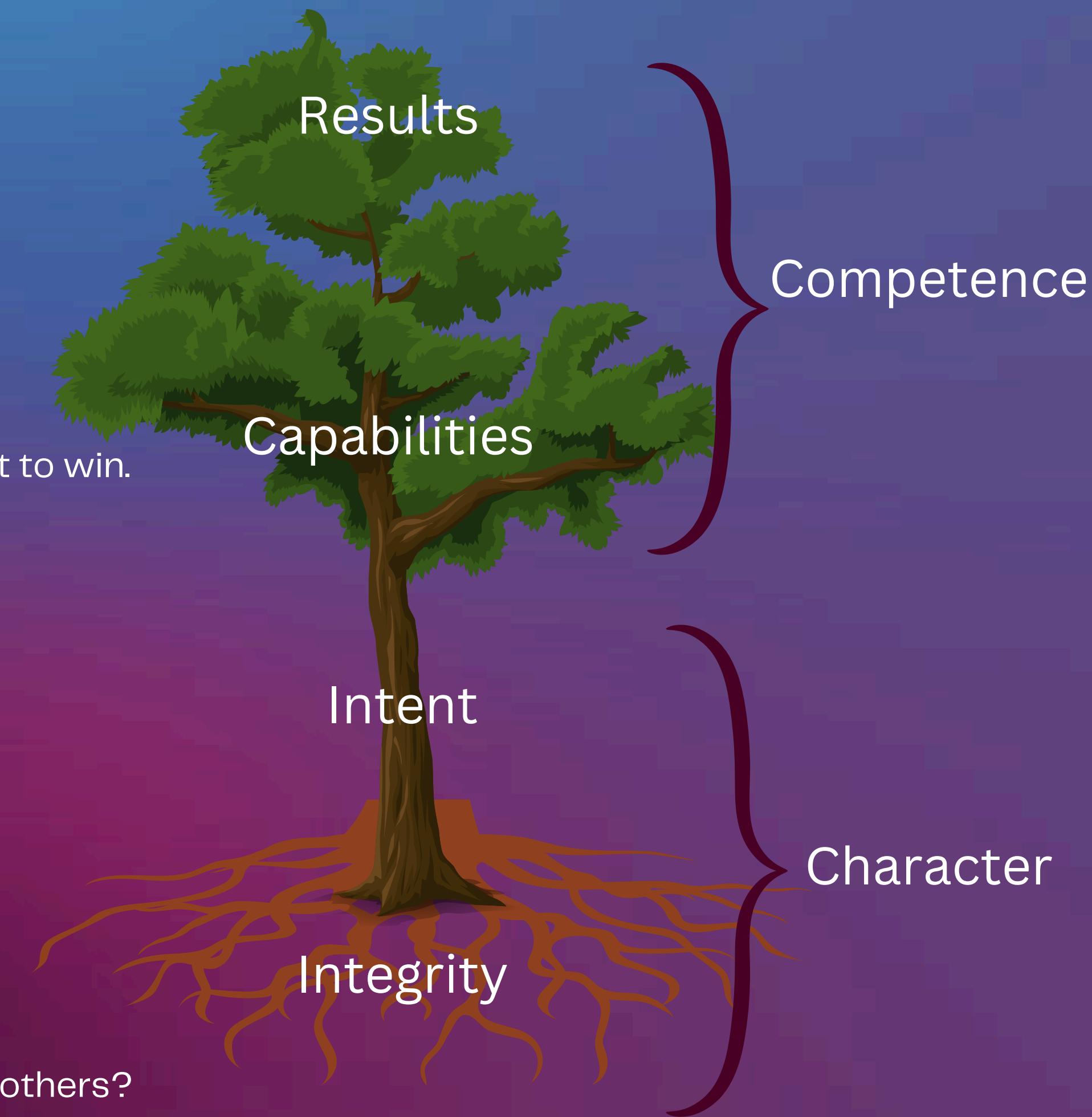
2 – Integrity

- Honesty
- Telling the Truth and leaving the right impression.
- Congruence (Walk the Talk)
- Show Humility and Courage to do what's right.

1 – Intent

- Motive, Agenda, Behavior
- Do we genuinely care?
- Do we seek mutual benefit?
- Do we act in the Best interest of others?

Trust is a function of Character and Competence.
Character is constant. Competence is situational.



2- Relationship Trust - Behavior

Character

01. Talk Straight:

Be honest, call things what they are, clarify expectations and don't spin the truth.



04. Create Transparency:

Be open and authentic. "What you see is what you get". Don't have hidden agendas. Based on the principles of honesty, openness, integrity & authenticity.



05. Demonstrate Respect:

Show care and concern. Don't fake caring. Give acknowledgments.



Understanding, respect and mutual benefit (win-win). Understand. Listen with your ears, eyes and heart. Don't presume you have all the answers. Seek first to understand, then be understood.



Competence

02 Confront Reality:

Don't bury your head in the sand. Share bad news as well as good. Demonstrate courage, responsibility, awareness and respect.



03. Clarify Expectations:

Based on the principles of clarity, responsibility and accountability. Discuss them, validate, renegotiate. Don't assume.



06 Listen First:

Understanding, respect and mutual benefit (win-win). Understand. Listen with your ears, eyes and heart. Don't presume you have all the answers. Seek first to understand, then be understood.



2-Relationship Trust - Behavior(cont.)

Character

08. Right Wrongs:

Make things right when you're wrong. Show personal humility and don't let your pride get in your way.



10. Show Loyalty:

Based on the principles of integrity, loyalty, gratitude and recognition. Speak about people as if they were present all the time. Don't bad-mouth others behind their back.

LOYALTY

False Trust:
Giving people the responsibility, but not the authority or resources to get the task done.



09. Keep Commitments:

Don't break confidence.

13. Extend Trust:

Based on the principles of empowerment, reciprocity and a fundamental belief that most people are capable of being trusted, want to be trusted, and will do well when trust is extended to them.



Competence

11. Deliver Results:

Based on responsibility, accountability and performance. Before you make commitments, make sure it's realistic. Be on time and within budget. Make sure we know what "results" mean to the person to whom we are delivering. Don't over-promise.



12. Get Better:

Based on the principles of continuous improvement, learning and change. Seek feedback and learn from mistakes.



Fake Trust:
Acting like we trust someone when we really don't.



3-Organizational Trust - Alignment

How leaders can generate trust
in the Organization

In LOW-TRUST Organizations

- People manipulate or distort facts
- People hoard information
- Getting the credit is very important
- New ideas are resisted
- Numerous “meetings after the meetings”
- Low energy level.

In HIGH-TRUST Organizations

- People are candid
- Information is shared openly
- People are willing to share credit
- New ideas are welcome
- Mistakes are tolerated and encouraged as a way of learning
- High energy level

- Ensure all structures and systems within the organization are in harmony with the cores and behaviors.
- Create a Culture of making of keeping commitments.
- Create a Mission and Values that reflect motives.
- Help people share a Vision driven towards Results.

It's about your company Brand and Reputation which reflects the Trust customers and investors have in you by:

- Building the 4 Cores of Credibility
- Practicing the 13 behaviors
- It is trust that makes us want to buy a company's products or services
- Brands are judged based on people's perceptions.
- When brands are perceived to be trustworthy they generate a strong competitive advantage



4-Market Trust - Reputation

5-Societal Trust - Contribution

- Contribution is the intent to create value for others and for the society at large.
- Give back instead of only taking and inspire others to do so.
- A high-trust society includes shares knowledge, medical breakthroughs, technological advances, economic partnerships and cultural exchanges
- More options and opportunities. People interact with less friction resulting in higher speed and
- Lower cost.



Can trust be restored?

- Though it may be difficult, in most cases, trust can be restored and often even enhanced.
- The path to Restoration is to increase your personal credibility and behave in ways that inspire Trust.
- A loss of trust created by a violation of Character (integrity of intent) is far more difficult to restore than a loss created by violation of Competence (Capabilities and Results).

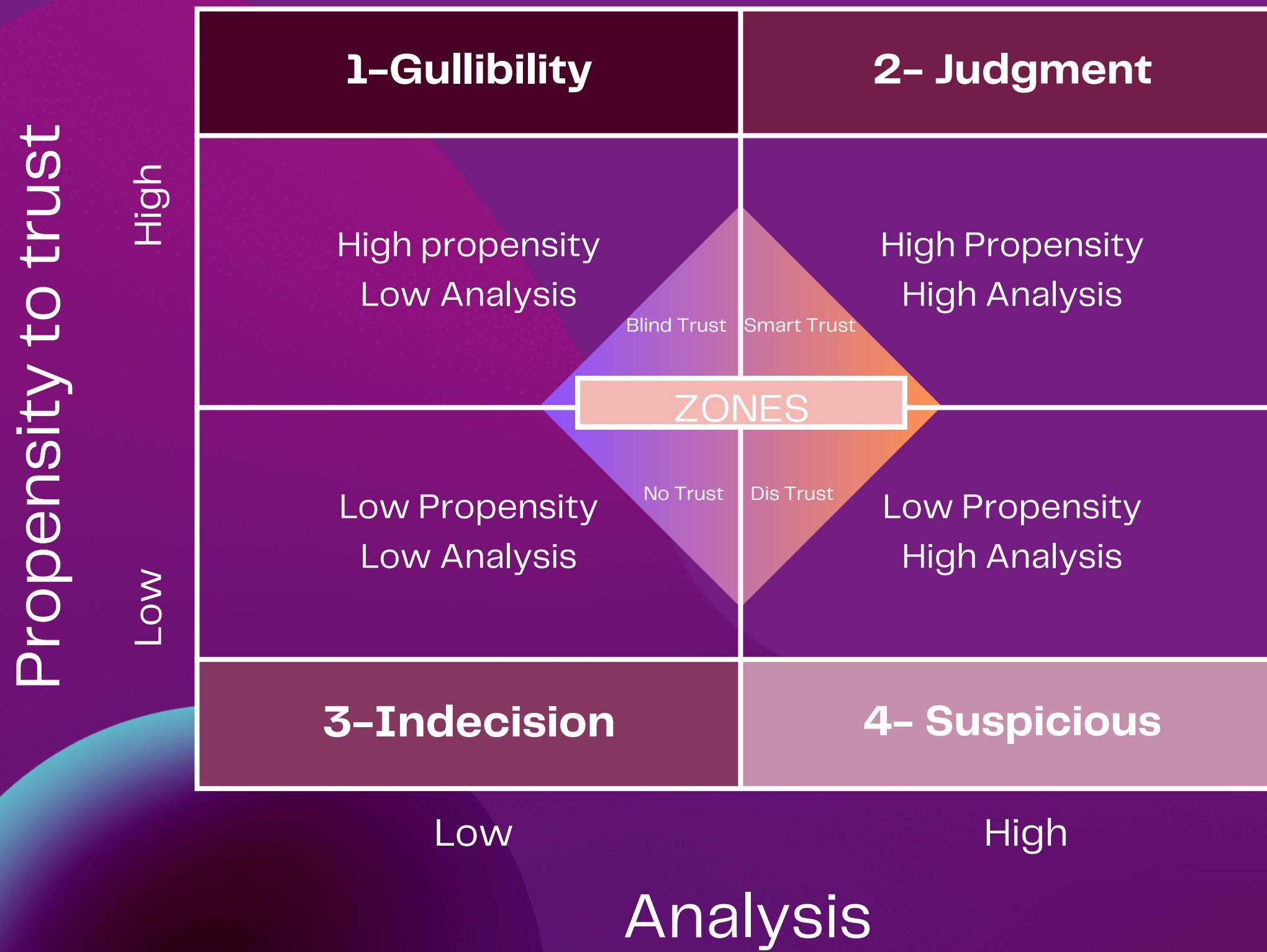
What to do?

- Don't be too quick to judge
- Give others the benefit of the doubt
- Don't assume it's a failure of character.
- Whether we choose to trust in the future, we always need to forgive.



*We judge ourselves by our intentions and others by their behavior.
This is why one of the fastest ways to restore trust is to make and keep commitments to
ourselves and to others.*

Smart Trust-Matrix



Growth Mindset

Believe you can, and you are half way there

One's abilities, intelligence, and talents can be developed and improved through dedication, hard work, learning, and perseverance.

Growth Mindset:

People with growth mindset believe that the human potential is unknown and it is impossible to foresee what can be accomplished after years of passion, toil and training



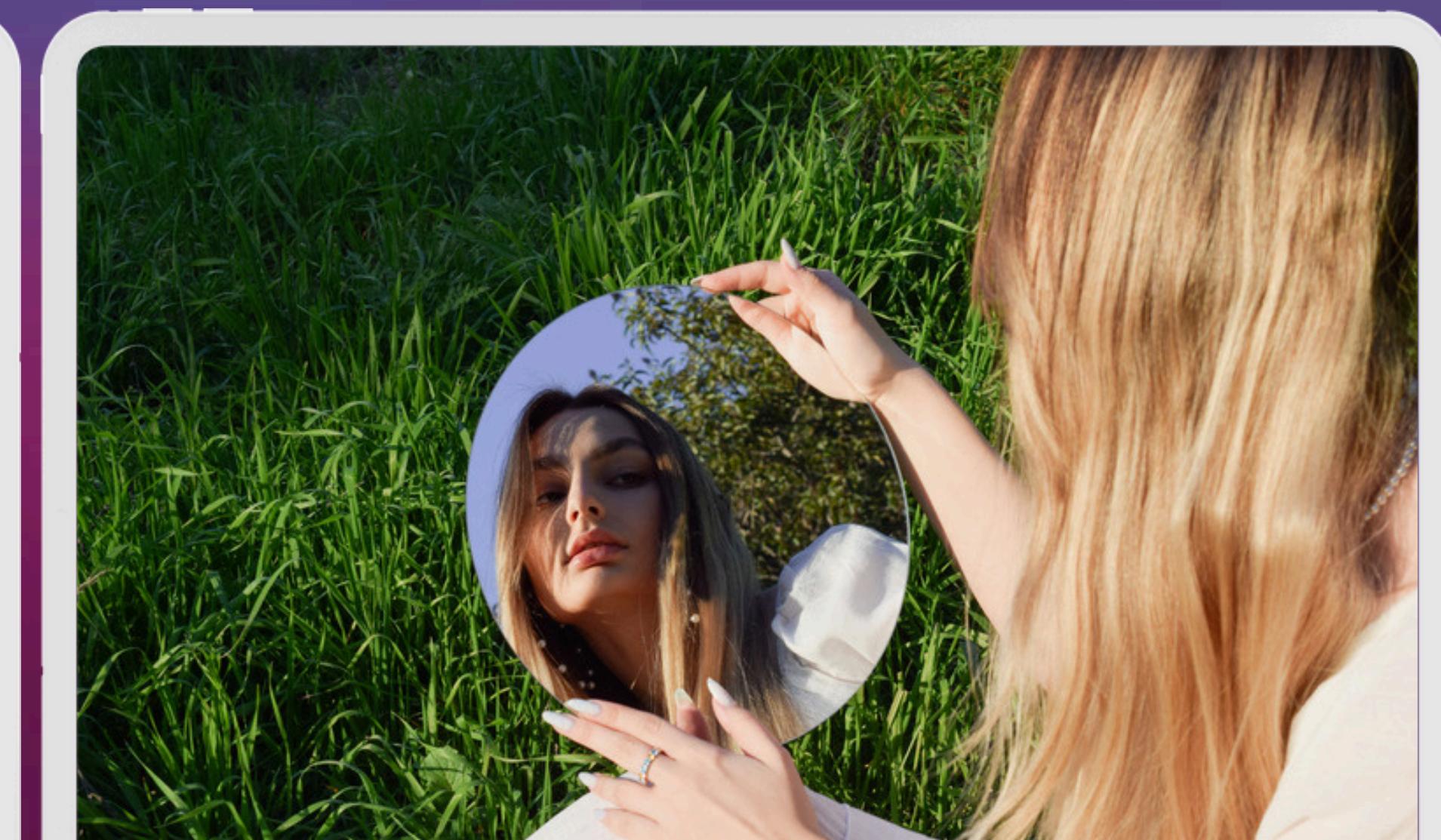
Fixed Mindset:

For people with a fixed mindset every situation calls for a confirmation of their intelligence, personality or character



Activity-Improving self-esteem

- Everyone writes down their name on the top of a piece of paper.
- They pass the paper to the person on their left. Each person must then write something they admire and one thing they think other person needs to be improved about the person whose name is on the top of the page. This can be anything – from their personality, looks, something they've managed to achieve, etc.





Fixed Mindset

The belief that skills, intellect, and talents are set and unchangeable.

I'll stick to what I know whether I'm good at it or not.

It's fine the way it is. There is nothing to change.

This is a waste of time. There's a lot to figure out.

It's easier to give up. I'm really not smart.

This work is boring, no one likes to do it.

Growth Mindset

The belief that skills, intellect, and talents can be developed through practice and perseverance.

Desires

I want to learn new things. I am eager to take risks.

Skills

Is this really my best work? What else can I improve?

Effort

I know this will help me, even though it is difficult.

Setbacks

I'll use another strategy. My mistake help me learn.

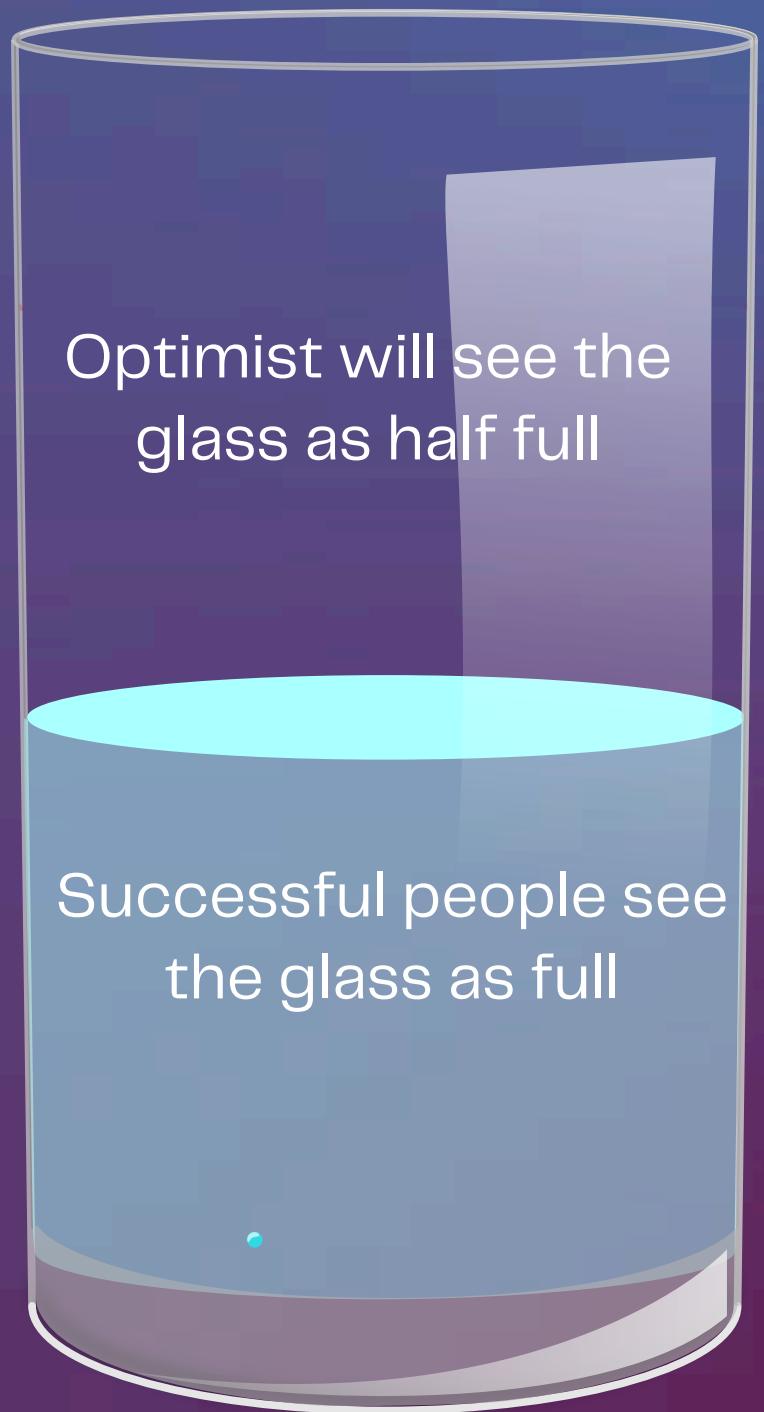
Feedback

I wonder how they did it. Let me try to figure it out.



Growth Mindset

Pessimist will see the glass as half empty



WHO ARE YOU?

SET GOALS

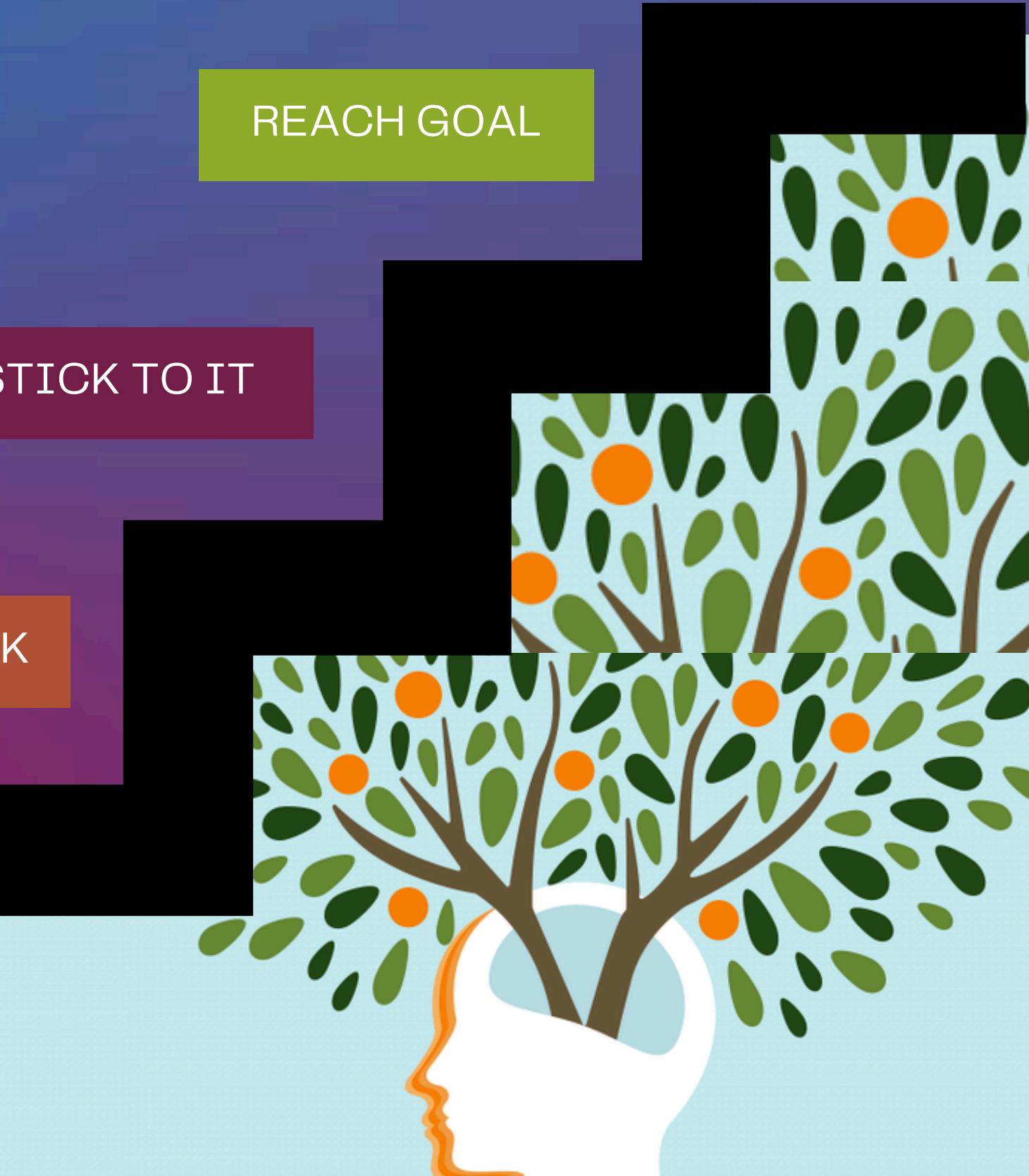
MAKE A PLAN

GET TO WORK

STICK TO IT

REACH GOAL

Success mindset is a combination of following



Growth Mindset

SELF DISCIPLINE

CONSISTENCY

PERSISTANCE

SELF CONFIDENCE

SELF ESTEEM

COURAGE

PATIENCE

FLEXIBILITY

FOCUS

RESILIENCY

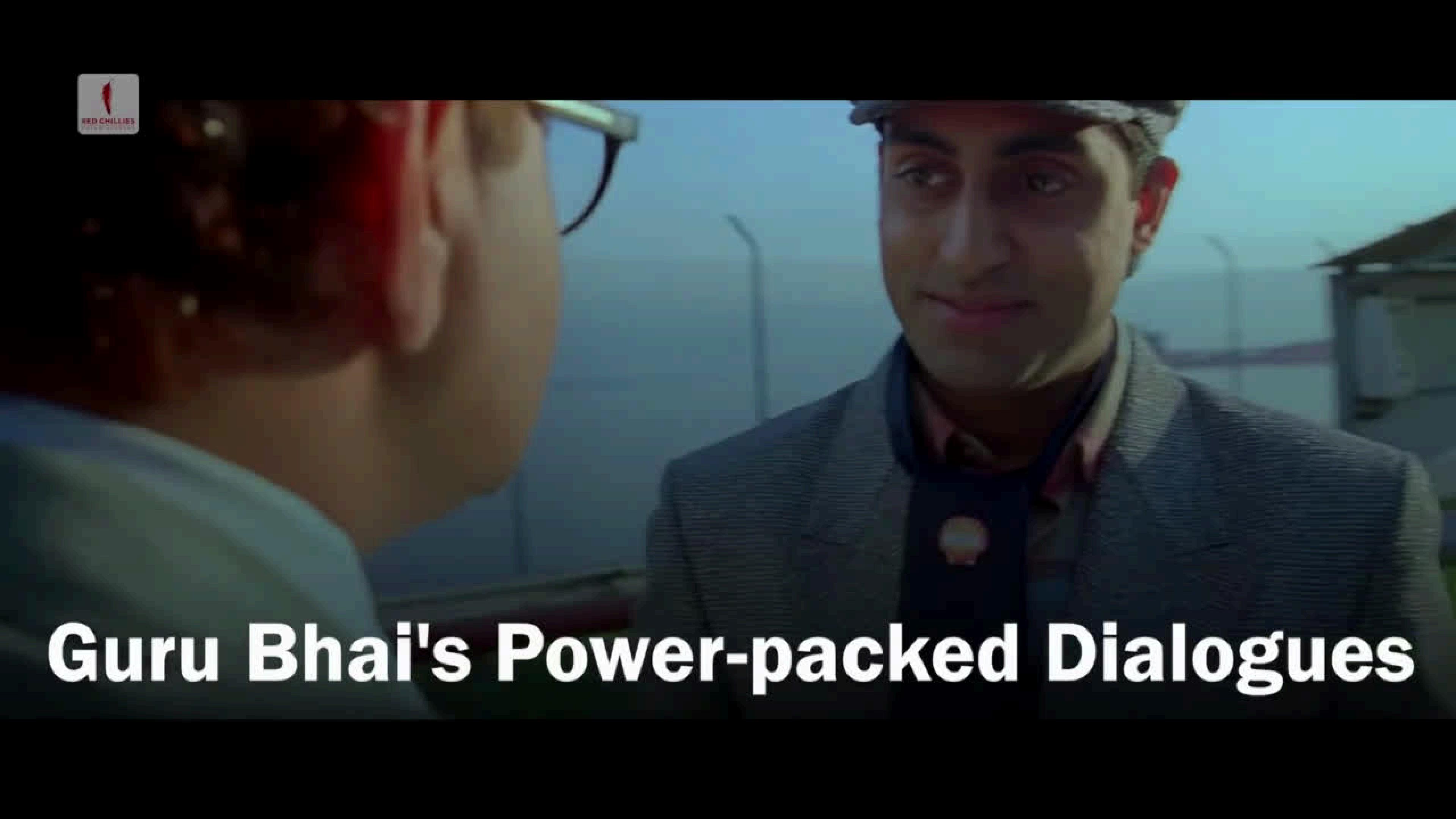
CREATIVITY

CHALLENGE
YOURSELF

DETERMINATION

VISION



A close-up photograph of a man with dark hair and glasses, wearing a dark suit jacket over a light-colored shirt. He is looking slightly to his right with a thoughtful expression. The background is blurred, showing what appears to be an outdoor setting with trees and possibly a building.

Guru Bhai's Power-packed Dialogues

Growth Mindset

SIX Questions to ask to create a passion for learning

What is Going OKAY?

This will help you to know what are you good at. It will give you a chance to master your skills and share those with others

What is not Going OKAY?

This will help you to know what you are not good at. It will give you an opportunity to develop and overcome the perceived obstacles

Why is not Going OKAY?

This will help you to get to the bottom of what is not going well and causing a low performance

How to make it better?

Focus and find a solution to overcome the obstacles and gain experience

What is blocking the skill growth or personal development?

Get a candid feedback, listen to it, understand it and have a constructive conversation

What are interested in doing?

This will help you in finding the starting point for change and will make a room for personal growth



Characteristics of Growth Mindset

Embracing Challenges:
Individuals with a growth mindset see challenges as opportunities to learn and grow. They are more likely to take on new tasks and view setbacks as a natural part of the learning process.



Learning from Criticism:
Constructive feedback is seen as valuable input for improvement rather than a personal attack. People with a growth mindset are open to feedback and use it to enhance their skills.

Effort as a Path to Mastery:
Individuals with a growth mindset understand that effort is a crucial factor in achieving mastery. They believe that the more effort they put into learning and practicing, the more likely they are to improve.

Adopting a Love for Learning:
Individuals with a growth mindset have a genuine love for learning. They are curious, enjoy challenges, and actively seek opportunities to expand their knowledge and skills.

Persistence in the Face of Setbacks:
People with a growth mindset are resilient. Instead of being discouraged by failure, they see it as a chance to learn, adjust, and improve.



Finding Lessons and Inspiration in Others' Success:
Instead of feeling threatened by others' success, those with a growth mindset find inspiration in it. They see it as evidence that they too can improve and achieve their goals through effort and learning.

Activity - Shark Tank

- Participants are divided into teams of 2-6 people. Each team has to come up with an imaginary product and develop a pitch for it. The pitch must include a brand name, slogan, business plan, marketing plan, financial data.
- Choose 3-4 people to be the “sharks” who will evaluate the pitches
- Give them an imaginary pool of money they can invest in the pitched ideas, as well as provide an imaginary background for each of the sharks (for example, “X is the second cousin of Kim Kardashian, the secret mastermind behind her cosmetics empire”).
- Each team then presents their pitch in front of the sharks. The sharks must ask questions and evaluate the pitches as if they were real businesses. The team that gets the most investment wins





Conclusionary lessons

Thank you

