42 Rules of Employee Engagement

Rule 37: Honesty is Always the Best **Policy**

Do an audit of your personal and team's integrity. Examine the following areas together and see if improvements or adjustments are needed.

Customer Promises:

Do we keep them? Can we keep them?

Guarantee/Return Policy:

Quality Promises:

Mission/Visions Promises:

Marketing/Selling Promise:

Promises to each other (real & implied):

