



## Assessment: Everyday Moments of Truth

This is a personal assessment; no one else will see it. It is intended only as a snapshot. It is not a detailed assessment of your character. It is designed to get you thinking about a few choices you might make in certain everyday situations. Read each question and answer honestly.

1. After finding \$100 cash in a hotel safe, you:
  - a. Turn it in to the front desk so the hotel can notify the previous occupant.
  - b. Consider it yours unless the previous occupant calls during your stay. If that happens and the front desk calls to ask you about it, you will turn it in.
  - c. You believe in the finders-keepers philosophy, so you keep the cash. You don't want to give the cash to the front desk who will probably just pocket the cash anyway.
  
2. A lawyer representing a class action suit asks you to sign an affidavit saying that your life insurance company didn't disclose a monthly service charge attached to your bill each month. When the lawyer advises that you will receive part of the settlement if you join the class action suit and win, you:
  - a. Say "no" because you expected a service fee on your bill when you chose the monthly payment plan instead of an annual payment. Your car insurance works the same way.
  - b. Say "yes" because even though you expected a monthly service fee, you can't remember whether they informed you of the monthly fee or not.
  - c. Say "yes" because the premiums are outrageously high and you think it's wrong that they charge an additional fee for the payment plan.
  
3. After dinner, the waitress brings your check. When you realize she forgot to add dessert and coffee to the bill, you:
  - a. Call her over and tell her she forgot to add the dessert and coffee.
  - b. Give her a bigger tip since you saved money on the check. It will be faster and you'd rather give her the money than a big restaurant chain.
  - c. You pay the bill. It was their mistake.
  
4. At the end of a 30-day "Get Healthy" campaign at work, you sign your Exercise Tracking Sheet. When you realize you are one day short of hitting the 20-day, 20-minutes-per-day minimum for getting the prize of a paid day off, you:
  - a. Sign the form and turn it in.
  - b. Decide to initial another day because you notice there were several days when you logged more than the 20-minute minimum.
  - c. Initial another day because you would have exercised more except that you had to work a lot of overtime this month.

5. You and a guest are invited to a black-tie gala. Accepting the invitation means buying appropriate attire. You:
  - a. RSVP “no” because you don’t want the expense of buying formal clothing.
  - b. RSVP “yes” and buy new formal attire with plans to return it. Because you’re only going to wear it once, you’ll explain that you didn’t like the way it fit and ask for a store credit.
  - c. RSVP “yes” and buy new formal attire with plans to return it for a full refund. You’ll dry clean it and put the tags back on it so nobody will know it was worn.
  
6. Distracted, you pay for your merchandise but forget about the pack of gum you opened while shopping. You don’t think about it until you get home. You:
  - a. Make a mental note to stop by the store on your way to work the next day. You’ll buy another pack of gum and ask the cashier to ring up two.
  - b. It was an accident. You’ll try to remember to tell the cashier the next time you’re in the store.
  - c. You figure it’s only \$1.49, which is hardly a big deal. It’s not like you were shoplifting or anything.
  
7. In a team meeting, your boss gives you kudos for a project that was primarily done by someone else on the team. You:
  - a. Quickly explain that it wasn’t your work and give credit where credit is due.
  - b. Stay silent in the meeting and later tell your co-worker you’re sorry the boss did that.
  - c. Never say anything about it.
  
8. Your boss gives you his credit card to pick up the catered lunch from the Italian deli for today’s sales contest kickoff celebration. The order’s not ready, so you have a latte while you wait. The cashier adds it to the bill. When you return to the office, you:
  - a. Give your boss the credit card receipt and \$3.79 for the latte.
  - b. Give your boss the credit card receipt and tell him you’ll bring in \$3.79 for the latte tomorrow.
  - c. Give your boss the credit card receipt and don’t mention the latte. He’ll probably expense all of it and may not even notice the additional charge. If he says anything you’ll tell him that you didn’t think he would care. You had to wait and figured it was your tip for running errands.
  
9. On your way to work, you realize you still haven’t sent the company binders for next week’s meeting. Doing it today means you have to send them express instead of ground, otherwise you can’t be confident that the shipment will arrive in time. When you realize how much more it costs to send them by air, you:
  - a. Tell your manager of the \$300 mistake.
  - b. Decide not to tell your manager about the express shipping; your manager will find out soon enough when she attends the meeting next week.
  - c. Blame it on the delivery service—telling your boss that they simply couldn’t guarantee ground delivery on time, so your only option was to send the shipment by air.

10. Your company has a gift policy that prevents employees from accepting any gifts with a value of more than \$50 and no more than three gifts in a year. The policy also requires that you inform your manager of the gift. A contractor you have known for several years offers you a Super Bowl ticket. You:
- Inform your boss and hope for approval. Since the offer has no bearing on business because you no longer work directly with the contractor, you hope your manager makes an exception to policy.
  - Decide to go and plan to tell your manager afterward. You are confident that you're not compromising a work relationship because you no longer work directly with this contractor, but you don't want to take a chance the request is caught up in red tape – or denied.
  - Decide to go and don't tell your manager about it. Since you no longer work directly with the contractor, you decide it's not a business gift. You plan to take advantage of this once-in-a-lifetime opportunity.
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Number of: A responses: \_\_\_\_\_ B responses: \_\_\_\_\_ C responses: \_\_\_\_\_

***How did you do?***

**If the majority of your responses are “A”** and you have been honest with yourself, then it is likely you practice ethical behaviors every day. You think about the actual choices you make and choose to be honest and fair. You have integrity.

**If the majority of your choices are “B” and “C,”** then self-interest and rationalizations drive your behaviors. To reduce the likelihood that you will justify your actions, consider including the following questions in your decision-making process:

- Is it the truth?
- Is it fair to all?
- Is it free from harm?
- Am I proud to do it?

Thinking about these questions will help you quickly cut to the heart of both small and large matters.

**If you have 5 “A” responses and 5 “B” or “C” responses,** look for patterns. When do you rationalize your behaviors? Do you justify unethical choices in small matters and not important matters? Use the four questions above until they become part of all your decisions, and you will continue to build character and integrity.

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*Whoever is careless with the truth in small matters cannot be trusted with important matters.*

– Albert Einstein

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