

WORKING

Vickie Elmer

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Keep a Promise Policy

We want our bosses to be true to their word.

That's the word from a recent American Management Association survey on business ethics.

Keeping promises can be as complicated as giving workers promotions or bonuses, or as easy as giving them some time off on Fridays for their extra effort earlier.

Two-thirds of the managers surveyed say keeping promises is an extremely important behavior of ethical leaders. The unscientific survey of mostly AMA members contacted 1,121 managers and HR administrators.

"It's 'Does your boss step up to the plate?' " said Jay Jamrog, director of the Human Resource Institute, which conducted the survey.

It's important to know what you can't give and what you can't control before making commitments, said Antonella Lo Re, president of a Reston consulting and training company specializing in employee communication, behavior and professionalism.

She suggests writing an informal agreement to clarify expectations and promises.

"I would really burn myself," she said, by not keeping promises to clients or consultants.

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