

Trust: Bosses must do what they promise, managers believe

Vickie Elmer

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Bosses should be true to their word, says 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 managers surveyed say keeping promises is an extremely important behavior of ethical leaders. The unscientific survey contacted 1,121 managers and HR administrators. Antonella Lo Re, president of a consulting and training company, says it's important to know what you can't give and what you can't control before making commitments.

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