



TIPS: To Tell the Truth

Here are a few tips for telling it like it is:

Management:

- ◆ Before trying to change anything, understand the dynamics that cause people to withhold the truth.
- ◆ Train people to communicate with evidence and facts, rather than conjecture.
- ◆ Demonstrate honesty and plan speaking, starting with senior management.
- ◆ Talk up the advantages and successes of truth-telling and let everyone know it is expected and valued.

Individuals:

- ◆ Consider and evaluate what the consequences would be if you spoke candidly. Are they grounded in reality?
- ◆ Speaking the truth requires knowing the truth. Get your facts straight before addressing any situation.
- ◆ Expect to feel uncomfortable. Often truth-telling creates short-term discomfort for you and others, but over the longer term, it creates better relationships and results.
- ◆ Use straightforward language and check the impact of what you have said with the recipients.
- ◆ Address situations with the truth early, when issues are relatively small, rather than letting them fester into a full-blown confrontation.

Lynn Harris; Executive Coach and Organizational Development Consultant; Globe and Mail. Workplace Behaviour: August 11, 2006.