



## Core Values

Respect

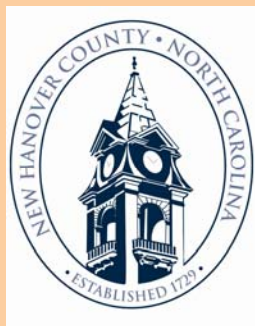
Integrity

Service

Empathy

Excellence

“The strength of a nation derives from the integrity of the home.”  
Confucius



New Hanover County  
230 Government Center Drive  
Wilmington, NC 28403

## Integrity

**I**ntegrity has been defined by New Hanover County employees as doing the right thing, even when no one is watching. Having integrity means keeping your word, living your life with honesty and having consistently high moral standards with the actions to match.

The word integrity comes from the Latin word integer which means wholeness or completeness. Inner values are congruent with outer behavior and there is no difference in the way one acts at home, at work, in public or in private.

People often talk about the moment of truth. Everyday we are confronted with hundreds of decisions, some much more important than others. We are often faced with temptation and in a split second ones life can change. In that moment of truth you will know if you are a person of integrity.

Integrity and ethics are common catchwords in the world of education and business. But as recent events have unfolded, it has become clear that integrity is not a value everyone can claim.

Erik Erikson, the noted psychoanalyst referred to his eighth stage of development as integrity versus despair. As adults we look back on our lives with happiness and are content, feeling fulfilled with a deep sense that life has

meaning and we've made a contribution to life, a feeling Erikson calls integrity. One day you will look back on your life and reflect on decisions made and actions taken. What will you remember?

### Books on Integrity

The following titles are available at the New Hanover County Public Library.

#### **Integrity**

By Stephen Carter 179.9 C 1996

#### **Integrity: The Courage to Meet the Demands of Reality**

By Henry Cloud 179.9 C 2006

#### **It's Not About the Coffee: Leadership Principals From a Life at Starbucks**

By Howard Behar 658.4092 B 2007

#### **Children's Book of Virtues**

Edited by William J. Bennett J 808.8 B 1995

#### **A Big Fat Enormous Lie**

By Marjorie Sharmat JE S 1978

#### **Number the Stars**

By Lois Lowry J Fiction Low, L 1989

## Integrity Assessment

Everyone needs to periodically reflect and assess their integrity.

- What is most important to me?
- What are the critical values that guide my thinking and behavior?
- What are the values you struggle with the most? Why?
- Are your values judged by society's moral standards?
- What values need to be modified or changed in order to live a better life?
- What do you do in situations where you disagree with decisions or actions?
- What do you do to solve problems?
- What do you do when people disagree with you?
- How do you resolve conflict?

## Scenarios Involving Integrity

- Your car is involved in a minor accident. You receive an estimate that includes prior damage that is unrelated to this accident. Do you tell the adjuster about the previous damage? Would it matter if the other person involved in the accident was uninsured or had insurance?
- You receive an expensive gift from a vendor. Your company does not allow the acceptance of gifts from vendors, but the gift was sent to your home. What would you do?
- In addition to having a full-time job and a family, you are pursuing your masters degree. At a particularly difficult time, a friend offers to give you the answers to an upcoming exam? Do you accept the offer?
- You are at the grocery store and notice a woman putting food into her coat . Do you report her? Would your decision be different if she was well dressed or poorly dressed and accompanied by a small child?
- You are at a store and receive too much change. What would you do? Would your decision differ if you realized the mistake at the store or after you had driven all the way home?

## Quotes

- "Integrity is what we do, what we say and what we say we do" John Galer
- "I never had a policy; I have just tried to do my very best each and every day." Abraham Lincoln
- "Integrity is the lifeblood of democracy." Ted Kennedy
- "If you have integrity, nothing else matters. If you don't have integrity, nothing else matters." Alan Simpson
- "If you tell the truth, you don't have to remember anything." Mark Twain
- "Real integrity stays in place whether the test is adversity or prosperity." Charles Swindoll
- "The time is always right to do the right thing" Martin Luther King, Jr.

## How New Hanover County Employees Practice Integrity

### Lloyd Prince (Inspections)

Life has taught me that Integrity is that elusive quality that elevates men and women to heights that transcend all the world's problems. It cannot be bought, it cannot be sold, no one can give it to you, no one can take it away. It is something we have to find all by ourselves. We were all born with its potential, and for those who find it, it's worth more than any material thing that you could own. Yes, integrity is the sum total of all the good things that we admire in people that we look up to as heroes. Frances Bacon once explained how we acquire this elusive quality:

It's not what we eat but what we digest that makes us strong; not what we gain but what we save that makes us rich; not what we read but what we remember that makes us learned; and not what we profess but what we practice that gives us integrity."

### Carl Byrd (Human Resources)

Doing it right the first time brings honor and grandeur!

### Sally Shepherd (Elections)

Integrity is doing the right thing not because it is expected of you, but because it just makes you feels so darn good.

### Cheryl Knips (Human Resources)

Integrity is a tricky thing to put a finger on. It is defined as a concept that has to do with ethical values, moral fiber and an internal sense of honesty and truthfulness. I think of integrity as something that cannot necessarily be taught. It is an *innate obligation* within us but more importantly, it is the *desire* to act honestly and ethically, even when the opportunity presents itself not to do so. I try to practice integrity as a New Hanover County employee not only through hard work and dedication to my job and the citizens and employees of NHC, but also by acting honest and truthful to myself at all times according to my own ideals and value system.

Editor - Tracy Dawson  
Contributors - Susan Wood,