



Thank you for joining us today! Use this guide to reinforce key takeaways from the session, and scan the QR code for a full presentation recap.



**Integrity** and **trust** are foundational to high-performing veterinary teams. Without them, collaboration breaks down, communication suffers, and outcomes decline.

### Five key characteristics of high-integrity, high-trust teams and individuals:

1. They demonstrate excellent work ethic
2. They deal with conflict properly
3. They report unethical or immoral behavior
4. They are honest and upfront about shortcomings
5. Leaders use their influence responsibly and do not abuse their power

### Strengthening your own integrity and trust:

- Practice the behaviors of high-performing teams daily
- Acknowledge when you fall short and commit to improving

### Watch out for low trust and integrity:

- Blaming others
- Taking all the credit when things go well
- Confusing preferences with principles
- Taking feedback poorly

### Accountability ladder

- Use this tool to reflect on your mindset and behavior
- Moving from victim behaviors to accountable behaviors will help to create a culture of accountability within your team
- As you climb the ladder, you move toward a culture of trust, ownership, and action



*Image source: Spurgin, S. (n.d.). The Accountability Ladder*