

**HAVE YOU BEEN DOWN THE ROAD LESS
TRAVELLED ?**

HERE ARE THE DIRECTIONS



FIRST TURN INTO ROAD INTEGRITY



Road with no COMPROMISE forks

No bends in INTEGRITY for EFFICIENCY

ROAD INTEGRITY IS BUILT ON THE TARMAC OF TRUST



Our time at work
Quality of our service delivery
Basis of our decisions
Our conduct in ALL our transactions

**ON THE WAY YOU MIGHT SEE A SIGN
THAT READS**



**TURN BACK
OR
STOP AT YOUR PERIL**



***CLIFF OF
CORRUPTION
TURN BACK OR
FALL AT YOUR PERIL***

**THERE WILL BE MANY RIDING ON INTEGRITY ROAD
DON'T HONK, DON'T SWEAR, DON'T OVERTAKE ON
THE LEFT**

COLLABORATE & COOPERATE



- Rid the silos
- There can be No Wrong Door
- Disseminate information to all levels
- Everybody must be on the same page
- Inculcate a Culture of Sharing :
 - Share information
 - Share resources
 - Share across divisions, departments and ministries

ALWAYS MAKE WAY
STOP FOR ALL OUR CUSTOMERS

- FACILITATE not FRUSTRATE
- SIMPLIFY not COMPLICATE
- Be TRANSPARENT not AMBIGUOUS
- Be CONSISTENT and FAIR to ALL
- Have HUMILITY when serving
- Not just SYMPATHISE but EMPATHISE
- Serve with a SMILE of DIGNITY



YOU WILL COME TO A T- JUNCTION TAKE THE TURN TO **SENSE OF URGENCY**



Be **RESPONSIVE**

IMMEDIATE FOLLOW-UPS
on decisions

EXPEDITE

If something will be approved
anyway, approve it immediately

Do not **DELAY** decisions

Have **DEADLINES**

Always have a **PERSON**
RESPONSIBLE for
accountability

**INTEGRITY ROAD HAS MANY BENDS AND TURNS.
STOP FOR DIRECTIONS.
STOP TO CONSULT LEST YOU GET LOST**

- ❑ **GOVERNMENT**
don't know **BEST**
- ❑ **LISTEN** and
OBSERVE
- ❑ **CONSULT,**
LEARN and **READ**
for exposure
- ❑ **ACTUALISE** and
make this a **HABIT**



**YOU WILL COME ACROSS INNOVATION JUNCTION
TURN IN.**



**Make SIMPLE ideas GREAT
NO Need for FANFARE and SPECTRE
EXPENSIVE is not INNOVATIVE**

CHALLENGE STATUS QUO

**Translate REDUNDANCY to FAST, SIMPLE & SENSIBLE work processes
OPTIMISE resources**

**YOU WILL SEE ROAD WORKS ON INTEGRITY ROAD
BE PATIENT WITH THE RESURFACING AND UPGRADING
ACCEPT COMPLAINTS. IT IS A GIFT**

Accept complaints as
your TOOL to
improving

Attend to complaints
urgently

Listen, Listen, Listen

Everyone is entitled
to a point of view- - be
OPEN

Be responsive



YOU WILL SEE THE KNOWLEDGE AND WISDOM INTERSECTION

GO AHEAD. DON'T BE AFRAID

- READ A LOT**
- BENCHMARK YOURSELF AGAINST THE BEST**
- GOAL- TO BE BENCHMARKED BY THE BEST**
- LEARN FROM THOSE WHO HAVE SUCCEEDED AND FAILED**
- TRAIN AND RETRAIN YOURSELF**
- AQUIRE NEW SKILLS**
- SPEAK IN PUBLIC WITH NO FEAR**
- DON'T BE AFRAID TO LOOK STUPID -
- THOSE ARE THE REAL ACHIEVERS**



**IF YOU FOLLOWED THE SIGNS CORRECTLY
ON INTEGRITY ROAD
YOU WILL SEE THIS FINAL SIGN
HOME OF EXCELLENCE AND SUCCESS AWAITS YOU**



YOU WON'T GET LOST IF YOU LIVED BY THIS MANTRA

We must deliver

*We must deliver
with integrity*

*Unless we deliver
somebody else will
deliver for us*

CONGRATULATIONS

THANK YOU