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**Memorable Quote:**

"To give real service you must add something that cannot be bought or measured, and that is sincerity and integrity."

*Douglas Adams
Author*

BRIGHT IDEAS — Be Credible

"Too many managers have a giant credibility gap with the people they are charged with managing. Credibility is based on perceptions of trustworthiness, reliability and integrity. Yet, studies indicate that many employees just don't believe or trust their organizational leaders", according to Jim Clemmer, an internationally acclaimed keynote speaker, workshop/retreat leader, and management team developer.

How can managers bridge this gap?

- Listen—the best ideas can come from within
- Support—serve those that serve your customers
- Foster trust—take responsibility for your own actions
- Be approachable—get frank input from staff without consequence
- Be radical—don't just come out of your office, eliminate it.

To read Jim's entire article on *Bridging the Credibility Gap*, [click here](#). To learn more about our approach to improving organizational systems wholistically, [click here](#).

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