

OSAT Podcast Ep6 Edit 1.mp3

Gayle [00:00:03] This is the O.S.A.T. Pathway Podcast, where three generations of one family discuss the one step at a time pathway to success and fulfillment. Joining us are recent college graduate, Danelle Davidian, Danelle's grandfather, real estate developer, Burl Gann. Burl's son, human resources manager, Matt Gann. Burl's daughter, medical sales and training manager Lisa Leclair. As we progress down the pathway, this show is about honesty and integrity. This step trumps all other steps. Without trust and integrity, nothing else will work or have meaning. Learn the essentials: accountability, reliability and responsibility. What is the best approach when you've made a mistake? And in the end, truth always resurfaces. This is episode six on the O.S.A.T. Pathway.

Burl [00:01:22] Okay. We're going to discuss integrity and honesty. And the the simplicity of these two items are known throughout the universe. And the first part I want to cover is that if you if you are not honest, the instincts of people around you can instinctively know that you're not being honest. And in your endeavors to function in the world and go forward and have a relationship with people and do business with people. If you are straightforward with them and honest and honest with yourself and stay within the limits of your knowledge, then you never have to be ashamed of what you're doing and where you're going because you can always relay back to it because you don't have to remember it. It's always with you. Integrity, the same way you conduct yourself in an integrity way, and you attempt to excel in those issues and make it more believable by having support systems along the way to do that. And it is with that without being honest, the rest of the rest of anything that you want to do is, is not there. You're not going to be believed. You're you're discounted. You're not you know, it's a real simple situation. So those two words or need to be people need to be reminded of the fact that you need to be honest and you need to be you need to have integrity to function correctly in the world, particularly in the business world.

Danelle [00:03:15] Yeah, I completely agree. I think that being honest sometimes doesn't come naturally to some people, but I think that I've been able to always kind of be super blunt, maybe too much sometimes, but it's really gone in my favor. And I think that in the business world, especially if you're you got to do what you're going to say, no one cares about excuses. And I got that from Lisa. At the end of the day, if you're going to say you're going to do something and you don't do it, people are going to lose trust in you. They're going to lose respect in you. And then that goes to show in your character like, Oh, this is not a very reliable person. I don't really want to work with them because they don't say what they're going to do. They don't follow through with things. And I think especially as young people, we don't have that mindset that the older generation did where it's like if you say you're going to do something, you got to follow through. That's that's a big deal. And now I think it's easy to just be like, oh, you know, let's set a plan and meet this day. And then, you know, last minute people think, Oh, sorry, I can't make it. And they think it's not a big deal. It's like people hold your word accountable. They really do take that to heart. And so I think that that's a really big factor in the business world, is being able to just be honest and follow through what you say you're going to do.

Matt [00:04:27] Yeah. I think that integrity and trust, I think it's the connective tissue that holds the entire pathway together. And if you don't have either one of those, the whole pathway, all the topics we've talked about, I mean, if you think about relationships, which we discussed earlier, what's the foundation of any relationship, any relationship, a business relationship, a personal relationship, if it's all it's all based on trust. And, you know, there's communication, but it's trust. And if that breaks down, you don't have the

relationship. And it goes back to preparedness. We talked about, you know, you try to B.S. your way through something, people are going to stop believing it. And if you're not prepared and it's okay to say I didn't prepare for that, I don't have that information and people appreciate that level of honesty and it helps develop trust and it brings people closer together and then that furthers your relationship. So yeah, if your trust and your integrity breaks down, then the whole thing breaks down. And having spent several decades working in the intelligence community where we have to take a polygraph every five years, you don't have an opportunity to conceal anything. And yeah, because it's all it's all based on trust of national secrets and or in a corporation, it could be proprietary information. So, yeah, it is the foundation. Of all of it. And as dad said, none of these are addressed in any particular order. But I think if you were to rank them from the most significant to the least of them, that I think this would be the most significant, integrity and trust.

Lisa [00:06:05] Yeah. It's the foundation. It really is. And one of the things that I discussed with Danelle early on was being accountable and doing what you say you're going to do. And what really comes up for me is, you know, through life, we're going to make mistakes. You're going to have a case where you, you know, run into traffic in your late to an important meeting, things out of our control. It's going to happen. And I have found in my life that when these things occur, if you make a mistake, the best approach is to own it. Admit that this was a mistake. I take full responsibility for it. And this is how I'm going to fix it. Instead of all the excuses as to why the mistake was made. Well, you know, I gave it to accounting and somebody over there dropped the ball. No, that's not what happened. So I can't stress that enough. And, you know, I hear so many people and I don't want to say young people because I think, you know, we've spent a fair amount of time referring to young people, but just it's human nature to say I was late because there was, you know, a 16 car pile up or whatever. You just acknowledge, I'm sorry I'm late. What did I miss? How can I catch up and you just move on and not belabor it. So, yeah, it's the foundation without a doubt.

Matt [00:07:34] I think, unfortunately, the the the element of accountability in our society has become emotionally inconvenient almost.

Lisa [00:07:43] Yes.

Matt [00:07:43] It's become more emotionally convenient to make up an excuse and say it wasn't my fault, there was traffic. I couldn't find the office building. Well, we get back to preparedness. If you have an interview, you can travel to the office building the day before and find out where it is and go up the elevator and go to the door you need to go to and have your route mapped and leave 30 minutes before the actual transit time. That is prepared. And that way you don't put yourself in a position of, Oh sorry, I had trouble finding the office for the interview. I'm 10 minutes late, so. Yeah, it. It all ties back in together.

Lisa [00:08:13] Yeah. Holding yourself accountable in those moments, that is part of being a person of integrity, is being self-aware and holding yourself accountable to those things.

Matt [00:08:26] And to go back into relationships, we're kind of tying everything back in now aren't we? When you do make, when you do make a mistake and you're in a relationship that's based on trust, the other partner in that relationship is much more easy to forgive if they if you're just straight with them. And because we all are going to make mistakes. And when you just own it, like you said, you, you recognize it, you take

accountability, and then you say, I'm going to make it right. How can I do that? Because to Danelle's point, one more excuse after one, and we've all known the people who were late three days out of five, and I knew I worked with the guy and it was, oh, it snowed, and I had to scrape the ice off my car and my credit card. Oh, my baby threw up my shirt. Oh, you know, it was. It was one thing after another. And you start to identify those people because they just can't stop. They just keep going. So.

Danelle [00:09:20] I think that's the hard truth. At the end of the day, no one cares. Literally, no one cares. You either show up ready or you don't.

Lisa [00:09:27] You either got the result or you didn't. And the reasons why are insignificant to anyone else but you.

Danelle [00:09:34] Because there's other people that figured it out and were there, so.

Burl [00:09:40] Telling the truth and being honest can even save your job. And I have an example of that. I had a bookkeeper that used to work for me. And it was her job to pay the bills. And one of the bills that came in semi-annually was paying taxes. The real estate taxes we had to pay. And I always insisted that we pay the taxes early. So the tax time came around and she prepared the checks and put them on my desk and I signed them. And I thought everything was cool. After the deadline when the taxes were supposed to be paid, I got a notice from the tax collector saying that the taxes were not paid. And so I go to the bookkeeper and I says, I got a notice here. The taxes, they're not paid. What's the deal? She said, Well, I took it by and put it in the dropbox. So I called the tax assessor, which I knew and discussed this with him. He said, Well, tell us. Have her find out when she dropped it off because we have a camera. We can determine whether or not she dropped it off and ask about what time. Which I did. She said she dropped it off on Tuesday at 5:00 or so. They went to the camera, wasn't there. And after it's all said and done, what she did is she never admitted this, but she must have put them some place and waited until time was due to take the money to the tax assessor and forgot. Just forgot. So obviously, the cost of that was pretty, pretty extensive. And so I fired her. But if she would have come to me and told me the truth, that what happened was that she forgot to take it to the assessor's office, she may have solved the problem for me and kept her job. But she didn't.

Matt [00:11:43] I remember one of the dinner table talks was that if you always told the truth, you don't have to try to remember it. And when we make up other stories, you got to go back. Remember, what did I tell this person? What was the, but the truth is always going to be the truth. And as you mentioned, when we started, always comes around the get you. Always comes around the get you.

Burl [00:12:06] Always it'll always resurface sometimes somewhere along the way. And it's right. You can't remember lies, not forever, but you can always remember the truth. So again, a pretty simple analysis to tell the truth and be straightforward and carry the integrity with you. And you've got and you've got most of it solved right there.

Gayle [00:12:35] Thank you for joining us for this episode of the O.S.A.T. Pathway. Thank you to our podcast guests, Danelle Davidian, Burl Gann, Matt Gann and Lisa Leclaire. I'm Gayle Force producer of this podcast. Executive producer is Matt Gann. Editing by Josh Collins. Audio Engineer is Soren Richenberg. Additional Support by James Davis. If you like the show, please leave us a rating or a review. If you'd like to contact us or for a transcript of this show, go to osatpathway.com, that's osatpathway.com

