POWERFUL PROJECT

TEENS AND ADULTS

JUNE 2012

COURTESY

"Any program of customer service and/or employee courtesy can succeed only when it has total commitment from the top of the organization." --Portland VA Medical Center

A study on worldclass leadership and courtesy showed that an organization's "cultural climate" is formed by shared values, expectations, and commitments of those who are part of that organization. The environment of the studied organizations were nurturing and everyone who had the tools they needed, were more courteous and helpful to others. The study also showed that the leaders of these organizations were great examples-- they were committed to "exceptional courtesy." They felt, even though their leadership styles varied, that they are the ones "responsible for creating, communicating, exemplifying, and reinforcing the organization's commitment to courtesy." Still, they feel that everyone needs to be involved in creating such an environment. One of the CEOs of an organization studied said; "Courtesy without empowerment is doomed from the onset. Our employees cannot be expected to have greater accountability without greater authority." How do the findings of this study strike you? In the schools, groups, teams, or people that you lead, how do you show an example of courtesy? How do you empower others to take the lead and also be an courteous example to others?

Reference: http://govinfo.library.unt.edu/npr/library/papers/benchmrk/courtesy/chapter1.html

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