

# Work Environment and "Leadership Courtesy"

Three fundamental tactics that effectively promote the general climate of professional courtesy and their extensions.

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Courtesy in the workplace, inspired by Leaders, is an important ability and also an essential aspect of building positive relationships, cultivating a productive, supportive, and solidary work environment, which always constitutes a critical element for business. I would like to briefly highlight and analyze three fundamental tactics that effectively promote the general climate of professional courtesy and their extensions.

Professional courtesy is not a formal and abstract behavior that simply maintains appearances while indirectly, but visibly, harboring tensions and a conflictual mindset. On the contrary, it is a philosophy which proper Leaders mandate to be adopted and expressed in practice, in every minute of daily team collaborations within an inevitable field of confrontations arising from the needs and conditions of projects and their outcomes at every step.

The three main tactics that "shield" a creative and inspired collaborative environment are (a) "disarming" defensive resistance, (b) recognizing contribution by cultivating a culture of appreciation and encouragement, and (c) "creating space" by understanding the needs of each individual with respect for their boundaries as well as providing necessary work resources reducing workplace stress.

## **Work Environment and "Leadership Courtesy"**

Defense is a natural response when someone feels attacked or criticized. However, a courteous response to any friction can be a powerful way to diffuse tension, reduce defensive resistance, and promote creative understanding. Instead of escalating conflicts, the individuals involved can choose to respond with empathy, active listening, and a non-judgmental attitude.

A practical approach is avoiding statements that emphasize "you" instead of "I" when dealing with an uneasy interaction between members of a work team. For example, instead of saying, "You didn't complete the task correctly," one might say, "I noticed there might be a misunderstanding about the task; can we discuss it together?"

This change in language removes the sense of accusation and blame and focuses on collaboration. Additionally, acknowledging the other person's perspective and expressing gratitude for their efforts, even if there are mistakes, can create an atmosphere of trust and transparency.

## **Recognizing Others' Contributions**

A powerful and tangible way to cultivate a culture of mutual appreciation. When individuals feel valued for their efforts and achievements, they are more likely to gain additional positive motivation, feel committed, and be willing to support their colleagues.

Public recognition of an employee's achievements, whether through team meetings, emails, or appreciation events open to everyone, not only enhances individual confidence but also strengthens positive team behavior.

## **Creating Space**

In a fast-paced work environment, people may feel stressed and pressured. Creating space for others involves understanding their needs, providing necessary resources, and respecting their boundaries. This can be achieved by actively listening to their concerns, offering all possible assistance when required, and encouraging a healthy work-life balance.

A Leader or even a project team member possessing the gift of courtesy, as described above, should not focus on details based on micromanagement or impose unrealistic expectations on colleagues. Instead, there should be mutual support and guidance, while allowing collaborators to secure their work autonomy and therefore their physical and functional space in order to carry out their activities with calmness and creativity.

Cultivating a work culture that is inclusive in an atmosphere of empathy, where everyone's voice is heard and valued, enhances the sense of belonging to a positive workspace and strengthens psychological safety.

For the record, Louis XIV, who was a brilliant Leader in one of the most powerful and thriving empires of his time, had two personal principles: The first principle referred to assigning positions of power and responsibility to truly hardworking and capable administrators and not necessarily to individuals of noble birth from the Royal Court.

The second principle, which the "Sun King" insisted on repeating often to his staff, was that in public, open hearings on state matters, everyone should avoid hurling insults even if the outcomes of the issues were not developing according to plans. Insults are "indelibly imprinted" on the mind of the person receiving them, especially if they occur publicly, thus permanently destroying the creative goodwill and climate of cohesion necessary to inspire a creative executive team.

In conclusion, the above three tactics - Neutralizing Defensive Resistance with Courtesy, Recognizing Contribution, and Creating Space - function "therapeutically" and effectively in strengthening creativity, productivity and teamwork. By practicing these behaviors, individuals can build solid and positive relationships, enhance team dynamics, and contribute to a more optimistic and effective work environment.

Leadership Courtesy is a tactic, but above all, a philosophy that emanates from the Leader himself and his quality.

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