

Maintaining Civility in a Time of Workplace Uncertainty

When LaReine Duckworth, vice president of human resources for Englewood Bank, first saw a presentation about Because It Matters, it resonated with her like few other programs ever had before. “It just made so much sense for everyone, but I especially liked it because it is aligned with the core values of our bank. The Keys to Civility and our core values are practically interchangeable,” said Duckworth at a recent Because It Matters event for employees of area workplaces. She offered several examples of how civility is important to the community bank, highlighting tools that are used to heighten their corporate culture and well-being.

Duckworth was one of three speakers who addressed the added stresses in workplaces caused by the economic slowdown. “Maintaining Civility in a Time of Workplace Uncertainty” also featured Dr. Robert Mignone, local psychiatrist and Suzanne Willis, director of public relations for The Ritz Carlton in Sarasota.

In his remarks, Mignone emphasized the fact that the kinds of stress our culture is experiencing can cause an increased degree of anxiety and depression. Recent statistics indicate that substance abuse, domestic violence and even suicide have escalated. Mignone pointed out that in a workplace, it is especially helpful to watch people’s behavior and inquire about their emotional well-being when they seem withdrawn or unusually quiet. He underscored that programs like Because It Matters help people to think about their behavior and its impact on others – an important step in lessening stress and creating a more cohesive community.

Suzanne Willis shared the storied Ritz Carlton credo and discussed the shared values that motivate the behavior of Ritz Carlton employees. Those values surround the simple but potent concept of, “Ladies and gentlemen serving ladies and gentlemen.” Willis also pointed out that the customer service Ritz Carlton employees display with their guests is the same one they direct to their fellow employees. “We are always ready to lend a hand and help get the job done, regardless of our job.”

“Maintaining Civility in a Time of Workplace Uncertainty” is the second in a series of workshops Because It Matters is sponsoring through its civility program for business. For more information about Because It Matters, go to becauseitmatters.net or join the discussion on Facebook.

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