

Learn the 3 Essentials to Building and
Maintaining a High-Performance Workforce



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LEADERSHIP

Good Leaders Need to Have Good Manners, Too

by  [Dianna Booher](#) on Nov 19, 2014, 7:00 AM | [1 Comment](#)

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We are at our best with those random acts of kindness to strangers.

Co-workers and family members don't fare so well. The reasons vary: We take them for granted and think they'll love us anyway. Or maybe familiarity breeds irritability.

Whatever the cause, rudeness has ruined family relationships. And otherwise competent business leaders are disliked and dissed by their staff and peers because they fail to understand [that manners matter](#).



The revival of respect and kindness could revolutionize employee engagement.

Rude? Who me?

Leaders communicate [a lack of respect and discourtesy](#) by:

- **Arriving late to meetings** and wasting others' time by keeping them waiting;
- **Fidgeting with electronic gadgets** while others are trying to carry on a conversation with them;
- **Texting and emailing** during a meeting;

- * **Paying no attention during phone conferences** so that things have to be repeated;
- * **Not offering to lower the volume** if a loud noise is disturbing others;
- * **Not speaking to others** when entering a room;
- * **Failing to return a greeting** when someone speaks to them;
- * **Borrowing others' things** without asking;
- * **Sulking and withdrawing** when in a bad mood;
- * **Speaking in a harsh tone** when upset;
- * **Slamming a door in someone's face** — whether intentional or in haste;
- * **Using sarcasm or put-down humor** meant to embarrass others on sensitive issues;
- * **"Dressing someone down" in front of others** so as to embarrass and humiliate that person;
- * **Speaking to some people but not others** in a group;
- * **Not offering to help others** carry a heavy load;
- * **Failing to say "please" and "thank you"** or express appreciation for work done;
- * **Failing to exchange pleasantries** such as asking how others are feeling when they've been out sick

Great leaders master manners

The opposite of these actions, of course, are the small kindnesses that communicate respect for others, engage their hearts, and ultimately increase your influence when you have an important belief or value to share.

Manners matter a great deal to leaders who last.

This was originally published at [BooherResearch.com](http://www.BooherResearch.com)

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