

# The Importance and Value of Kindness in Leading Courts

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*NAPCO Monthly Webinar Series*



## Presenters



Gordon Griller, Moderator  
Executive Director, NAPCO  
Scottsdale, Arizona



Hon. Kevin Burke (ret.)  
Former Chief Judge  
4<sup>th</sup> Judicial District of Minnesota  
Minneapolis, Minnesota



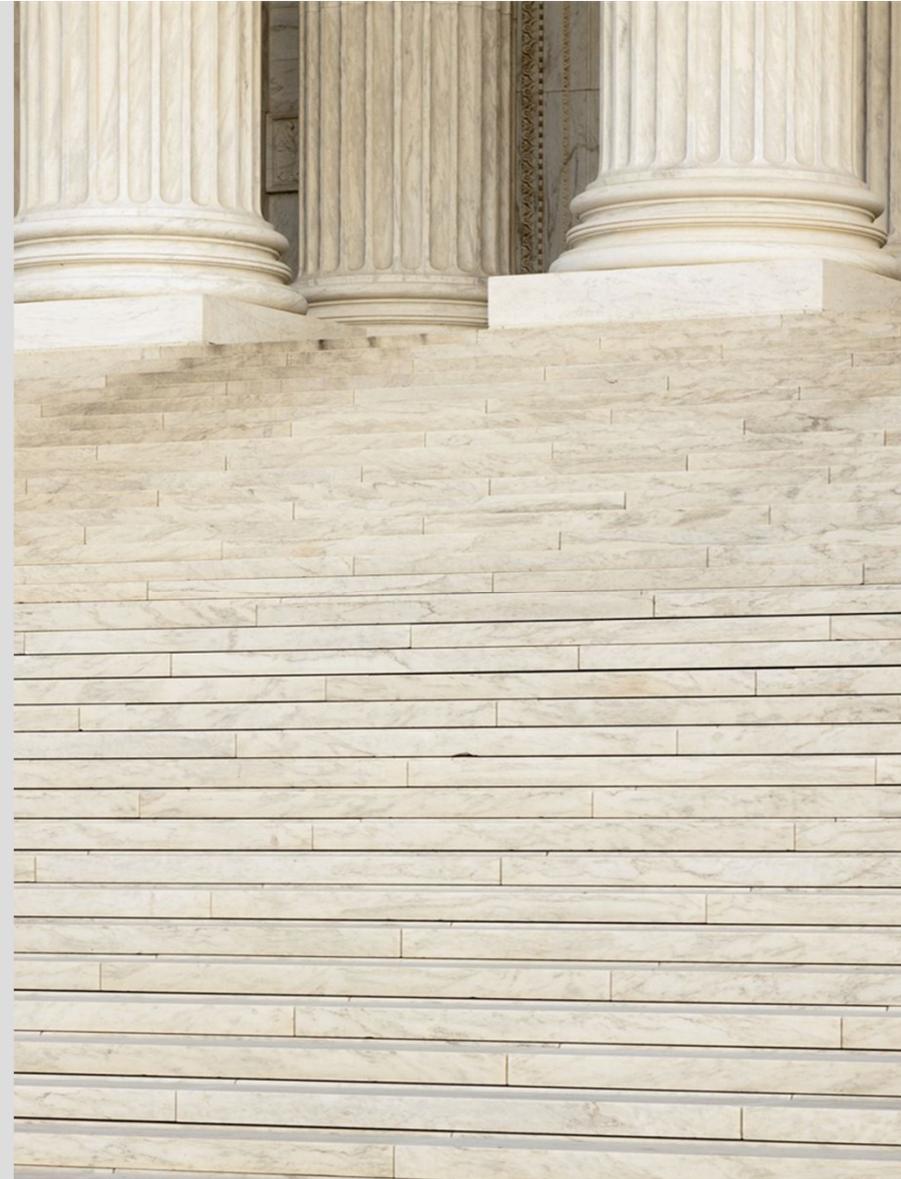
Hon. Paula Carey  
Chief Justice  
Massachusetts Trial Court  
Boston, Massachusetts



John Bello  
Court Administrator  
Massachusetts Trial Court  
Boston, Massachusetts

# Agenda

1. **Good Leadership is an Act of Kindness**
2. **Is Being Nice is Easy? Is Being Kind Hard?**
3. **The Science behind the Power of Kindness**
4. **How to Practice Purposeful Kindness**
5. **Q & A**





## The Challenge

“Always be more than you appear  
and never appear to be more than  
you are.”

Angela Merkel  
Chancellor, Germany (2005-2020)

# GOOD LEADERSHIP IS AN ACT OF KINDNESS

*People will forget what you said,  
people will forget what you did,  
but people will never forget how  
you made them feel.*

*... Maya Angelou*





**Leaders come with all types of personalities and traits... but KINDNESS is a key ingredient that should never be missing.**

# IS BEING NICE EASY? IS BEING KIND HARD?



courtesan /'kɔ:t  
wealthy or noble  
**courtesy** noun (C)  
ness. 2 a courtesan  
◆ by courtesy of  
from them.

BE KIND WHENEVER POSSIBLE.  
IT IS ALWAYS POSSIBLE.  
- DALAI LAMA



QUOTE  
BOLDC

*Deep, principled kindness is complex, layered, and about serious self-reflection.*

*It requires empathy and compassion.*

# THE SCIENCE BEHIND THE POWER OF KINDNESS

## Research Shows Kindness\*...

- ✓ Motivates people
- ✓ Creates a happier workplace
- ✓ Boosts well-being
- ✓ Improves productivity
- ✓ Reduces attrition
- ✓ Enhances innovation
- ✓ Builds trust
- ✓ Improves customer service

\*Oxford University; Warwick University; Harvard Business Review;  
Stanford Business School



# State of the State Courts • 2021 Poll

National Center for State Courts



**Public trust measures are lowest since NCSC began tracking confidence indicators, which is consistent with virtually all other surveys taken recently. This is true across all institutions of government.**

**Percent of those polled having a great deal or some confidence in state and local courts...**

**In 2018 (76%) → In 2021 (64%)**

Kindness in an office may work, but what about...



In the Courtroom?



Working from Home?

# PROCEDURAL FAIRNESS<sup>1</sup>

## Respect + Voice + Neutrality + Trust

Procedural Fairness (PF) = court users feeling decisions are made through court processes that are fair. Their case was handled fairly and they received quality treatment. Perceptions of PF are the strongest predictor of public satisfaction, approval, and confidence in the courts irrespective of whether they won or lost, their ethnicity, race, and economic status. Perceptions of PF lead to greater public support for the courts and people are more likely to see the court's authority as legitimate, and in turn are more likely to comply with court orders.

### 2. VOICE

Give people an opportunity to tell their side of the story, explain their situation/ views, or have their stories told to an authority who listens carefully.

### 1. RESPECT

Treat people with politeness, dignity, and respect, and respect their rights. Help people understand how things work and what they must do.

### 3. NEUTRALITY

Do things that both are, and perceived as, fair and neutral. Clearly emphasize the facts and explain the reasons for decision.

### 4. TRUST

Show you are trustworthy, sincere, and genuinely concerned with their needs; demonstrate you are benevolent, caring, and seeking to do the right thing.



**“YOU’RE ON MUTE, BRIAN.”**

**Trust in employees is essential in remote work success.**

**Trust is built on benevolence, kindness and understanding.**

**The old rules of what make a great team still apply, whether you’re a remote team or not.**

## HOW TO PRACTICE PURPOSEFUL KINDNESS

Leaders must be role models. Walk the talk.

Promote a “How can I help?” mindset.

Recognize / celebrate successes of others.

Give feedback, kindly.

Difficult conversations help others grow.

Stay human: Remember everyone is fighting battles you know nothing about.



# Challenges in Promoting Kindness as Leaders



- Be a good listener.
- Be a good communicator and convey information swiftly & accurately.
- Talk about the need for empathy in the workplace.
- Commit to building a culture of kindness.



Next NAPCO Webinar:  
Thursday, January 27, 2022 – 3 p.m. EST

*Arizona's Groundbreaking Venture  
Eliminating Peremptory Challenges in Jury Selection*

<https://napco4courtleaders.org/>

