



R-E-S-P-E-C-T

by [Steve Brown](#)

The banking business requires that bankers and regulators have a high degree of respect for each other. Community bankers especially try to foster good regulatory relationships, and exam teams often find bank management eager to incorporate ideas, observations and improvements from exams. To help in this area, we note OCC research, as reported by the ABA, finds the top 5 Matters Requiring Attention (MRAs) in the prior year were: easing of underwriting standards (easing standards to achieve growth); loan portfolio composition (CRE concentrations, commodities exposures, new products); staffing concerns; credit culture (weak cultures ease underwriting, offer new products without proper controls, etc.) and data management and reporting (exceptions, tracking, origination, etc.).

Respect in banking comes directly from employees, so it is important that community banks know a lot about their staff and do a good job building trust and respect from within.

As the industry undergoes massive change, it is also critical to monitor and take action around attitude shifts that can occur very quickly. There are several indications that this is happening. You may be too busy to actually notice, but if your employees are ignoring you, it is a clear indication of disrespect. If this is the case, don't let this type of behavior languish. Addressing this issue not only affects the employees involved but sets the tone for others.

Of course, another clear sign of disrespect is when employees gossip too much and with a demeaning tone. Although informal chatter is common in the workplace, it should not cross the line of being too personal and/or too negative. If this is ever experienced, make sure to get HR involved immediately to stop it. Negative and disrespectful gossip creates an unproductive and non-collaborative work environment, and this is not good for any bank.

When you or another banker finds yourself in a situation of disrespect, there are some things to consider. Fast Company notes there is a balance needed in management skills to garner respect. No one wants to work for a "contemptible tyrant", but being "too nice" may result in employees walking all over you. Either way, you won't command respect. To fix this, think about your work style and how you approach your employees. You may want to bring this topic up in your next management meeting to raise general awareness.

Appearing more human is one way the research says you can gain respect. To do that, be a role model and a positive one. Also, no one is infallible, so admit it when you make a mistake. By admitting a mistake, you'll gain more credibility with employees. If you demand reliability and integrity from your employees, you should model those qualities as well.

A Harvard Business Review survey of 20,000 employees across the globe underscores the importance of two-way respect between managers and employees. This survey found that more than 50% of employees felt they didn't get respect from above. Overall, the study concluded that workers who felt they were liked by the boss were healthier, had greater job satisfaction, were more engaged, and

were more likely to stay on the job. The survey also noted that respect varies from person to person, by culture, generation, and gender. So, make sure you are dialed into the disposition of your staff.

Building and getting respect may be an area you already command well. Yet, knowing things can change, we wanted to simply remind you of a few straightforward ways you can continue to gain respect from employees (and regulators) as you pass it along to everyone who engages with your bank.

BANK NEWS

Contact Me

A Segmint survey of bank customers finds 52% would rather have their bank proactively share information and offers relevant to their needs than research products on their own. Even better, only 11% said they receive too much communication from their bank trying to sell them different products and services.

Good Employees

A survey by CEB finds 33% of the best employees say they feel disengaged from their employer and are looking for a job. Burnout due to an overwhelming workload was cited as the primary reason.

Largest Cities

The Census Bureau reports the top 10 largest US cities by population are: New York, NY (8.5mm); Los Angeles, CA (4.0mm); Chicago, IL (2.7mm); Houston, TX (2.3mm); Phoenix, AZ (1.6mm); Philadelphia, PA (1.6mm); San Antonio, TX (1.5mm); San Diego, CA (1.4mm); Dallas, TX (1.3mm); and San Jose, CA (1.0mm).

Web Stats

Adobe Analytics research finds people are spending less time on websites, with the difference in average seconds for web pages by industry, declining from 2016 vs. 2015: finance (-32 seconds), retail (-26 seconds), media (-23 seconds), travel (-22 seconds), automotive (-19 seconds), technology (-18 seconds) & telecom (-15 seconds).

Most Ready

Research by Cornerstone Advisors finds banks say they are the most future-ready in the following areas: digital banking (57%), IT (51%), marketing (45%), payments (41%), branch delivery (40%) and fraud/risk management (40%).

BSA Reviews

ACAMS research finds that regardless of a bank's asset size, regulators will take a close look at BSA/AML and an even closer one when the bank has specialized activities or products deemed to warrant such review. If you do things few of your "peers" do, you should take extra steps to be prepared.

Copyright 2018 PCBB. Information contained herein is based on sources we believe to be reliable, but its accuracy is not guaranteed. Customers should rely on their own outside counsel or accounting firm to address specific circumstances. This document cannot be reproduced or redistributed outside of your institution without the written consent of PCBB.