The Responsibility of Respect in the Marketplace: Opening Doors For Community (19:04)

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The literature says little about respect as it pertains to the marketplace. Four cases from creative industries tell of how they live respect. Their stories reflect both provider and consumer perspectives. They feel responsible to accept individuals and protect people who walk through their doors. They call it respect; they think it should be the norm; and they expect it in return. They lived respect in listening and being heard, in empathizing and being understood, and in being considerate, honest and looked after. Although not mutually exclusive, the themes help us begin to craft a theory of respect’s responsibility well-being.

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