

Working to empower and serve the people you lead...

is the main concept behind **Servant Leadership**.

Challenging them to go farther, reach higher, innovate, and have fun doing it requires leadership skills that are **beyond the traditional “command-and-control”** style of management. Through this course, you will learn and practice execution of the most critical skills needed for leading by serving first. We will explore some of the **roots of command-and-control** behavior and provide you with new language to use with your teams. We will explore the **Factory Model** and the value of nurturing **collaborative cross-functional teams**.

We will take you through practical **REAL WORLD SITUATIONS** and have you practice being a Servant Leader. You will learn to support your teams through **Forming, Storming, & Norming** so you can get them to the **Performing** stage!

You will come out of this course feeling energized and have a large number of tools and skills you can start to apply immediately to empower your teams. This course focuses less on theory and much more on **practical real world methods**. Bring your entire leadership team to this training!

We promise it will be transformational!

BONUS HANDOUTS:

- ❖ Servant Leader Cheat Sheet
- ❖ The Servant Leader House of Skills
- ❖ Servant Leader Assessment
- ❖ Growing Other Leaders

But don't just take our word on how great this course is...

Great Job Sally! This is the best leadership class I had.
:)

If you think you are a leader, try this and you will know
that you are not there yet! :)

ork? Do you think the workshops were effective?
I really liked being able to discuss our real life
situation

Feedback (your feedback helps us improve this course)

What did you like or dislike about this class? Did you enjoy the topics that were covered? Were they Real-World and related to your work? Do you think the workshops were effective?

I gain value from the real world examples that Sally is able to provide. Topics are good and it should be a pre-requisite that attendees first complete Facilitation class.

What improvements would you suggest to this course or the mentoring program?

I think that all levels should learn about servant leadership and not just "management"

I absolutely loved the interactions & role plays. I thought the examples easily translated to my role in business.

I would love to put my business team through this training.

This was a great course, ~~if~~ I haven't heard of any course like this. This course can help ~~the~~ the command + control person recognize the problems this causes, and will know what and how to change.

Detailed Course Outline ~ Servant Leadership

I. Overview: Servant Leadership – Leading High-Performing Teams

1. Speaker
2. Organizing Tools
3. Purpose of This Course
4. About YOU!
5. Workshop 1 – Your Personal Objectives
6. Agenda

II. Section 1 : Teams

7. The High Cost of Disengagement
8. Signs of Employee Disengagement
9. Top Causes for Disengagement
10. The Hidden Costs of Command-and-Control
11. The Concept of Teams
12. What Does Your Factory Produce?
13. Where is the Value Stream for an Organization?
14. The Bottom-Line with Cross-Functional Teams
15. Workshop 2 – Ball Point Team Self-Organization Simulation
16. High-Performing Teams – Characteristics

III. Section 2 : Who Are Servant Leaders? What Do They Do?

17. Quote – Robert Greenleaf
18. Quote – Southwest Airlines
19. What is Servant Leadership?
20. Organizational Hierarchy
21. Servant Leader Inverted Hierarchy
22. The Servant Leader House
23. Real World Servant Leaders – *What do they do?*
24. Empathy, Listening, Healing
25. Commitment to Personal Growth, Genuine Interest
26. Mentoring, Coaching
27. Conflict Resolution, Positive Regard
28. Workshop 3 – Reflecting on These Skills
29. Transparency, Authenticity
30. Persuasion, Trust
31. Authenticity, Service

32. Humility
33. Workshop 4 – Reflecting on These Skills
34. Shifting Towards Servant Leadership
35. Flavors of Command-and-Control
36. Flavor : Perfection
37. Flavor : I’m Always Right
38. Flavor : Power, Prestige
39. True Power... Quote
40. Learning to Trust
41. Lead with a Light Touch
42. Indirect Control... Quote
43. Gentle Nudging / Subtle Control
44. Ask, Don’t Tell!
45. Listening...Genuinely
46. Measuring the Effectiveness of Leaders
47. The Servant Leadership Test
48. Keys to Empowerment
49. Assessing Yourself
50. Workshop 5 – Self-Assessment

IV. Section 3 – Building & Empowering High-Performing Teams

Team Growth Stage : Forming

51. Team Maturity Stages
52. Your Roles Through These Stages
53. Forming
54. Your Role
55. Welcoming, Building Trust
56. Quote on Common Purpose
57. Understand the Organization Mission & Values
58. Setting the Team’s Igniting Purpose!
59. Workshop 6 – Defining an “Igniting Purpose”
60. Establish Team Norms
61. The 8 Key Team Norms
62. Workshop 7 – Creating Team Norms
63. Encourage Self-Organization
64. Leading to Self-Organization
65. Establish Whole Team Responsibility
66. Clearly Defining “Done”
67. Sample Definition of “Done”
68. Success Test for Forming
69. Common Forming Situations

Servant Leadership – Leading High-Performing Teams

- 70. Workshop 8 – Situation : New Team Member
- 71. Workshop 9 – Situation : What Should I Do, Boss?

Team Growth Stage : Storming

- 72. Your Role
- 73. Promote Performance & Measure Results
- 74. Effective Facilitation Skills
- 75. Dealing with Conflict
- 76. Example Techniques for Resolving Conflict
- 77. Workshop 10 – Situation Resolving Conflict
- 78. Correcting Unwanted Behavior
- 79. Workshop 11 – Situation Correcting Unwanted Behavior
- 80. Coaching One-on-One
- 81. Focus Areas of Coaching
- 82. Coaching Tool: The Triangle of Success
- 83. Setting Clear Development & Growth Goals
- 84. Building Trust Between Team Members
- 85. Model Public Learning
- 86. Enhancing Communication
- 87. Become a Barrier Buster!
- 88. Success Test for Storming
- 89. Re-Storming!
- 90. Workshop 12 – Situation One-On-One Coaching

Team Growth Stage : Norming

- 91. Norming
- 92. Your Role
- 93. Improving Quality
- 94. Establish the Team's Process Ownership
- 95. The Team's Process Improvement Backlog

- 96. Coach the Emerging Leaders
- 97. Workshop 13 – Growing Leaders
- 98. Give Encouragement & Praise
- 99. Remove Impediments
- 100. Example Impediments
- 101. Success Test for Norming
- 102. Workshop 14 – Handling Impediments & Fires

Team Growth Stage : Performing

- 103. Performing I
- 104. Your Role
- 105. Focus on Broader BIG PICTURE Goals
- 106. Enhance Cross-Team Collaboration
- 107. Customer- & Value-Driven
- 108. Guide Decision-Making to Include Big Picture
- 109. Coach on Servant Leadership
- 110. Manage the Outside World
- 111. Success Tests for Performing I
- 112. Workshop 15 – Managing the Outside World
- 113. Performing II
- 114. Your Role
- 115. Summary
- 116. Workshop 16 – Retrospective
- 117. Workshop 17 – The Art of the "Possible"

V. Section 4 – Additional Topics (optional)

- 118. Your Role Towards the Organization Vision
- 119. Your Relationship with Your Own Leaders
- 120. Reward & Recognition
- 121. Finding the Right People
- 122. Attracting the Right People
- 123. Dealing with Distributed Teams
- 124. Resources