



ACC Bridge Chats – Servant Leadership

Link: <https://www.youtube.com/watch?v=ctZHSa4Qhd4&spfreload=10>
(Time: 3:10 mins)

Introducing: Ken Blanchard (www.kenblanchard.com)

Dr. Kenneth Blanchard is an author, speaker, business consultant, co-founder and Chief Spiritual Officer of the Ken Blanchard Companies. He is on the Board of Trustees at Cornell University, and teaches courses for the Executive Leadership Program at the University of San Diego. His educational background includes receiving a Bachelor of Arts in Political Science and Philosophy (Cornell University), Master's in Sociology and Counseling (Colgate University, and a PhD in Education Administration, Leadership and Organizational Behavior (Cornell University).

Synopsis

Servant leaders possess a serve-first mindset, and strive to empower and uplift those who work for them. By serving instead of commanding, and showing humility instead of brandishing authority, they enhance the development of their staff members in ways that unlock potential, creativity and sense of purpose. Dr. Blanchard describes what servant leadership looks like and the advantages of having servant leaders within your organizations.



Facilitator Questions

1. What does servant leadership mean to you? How have you seen it modeled in your organization?
2. Praise is a powerful motivator. What are different, but effective, ways to praise someone? How often do you praise those around you? What motivates you to do your best work?
3. Mistakes are an important part of learning. As a leader, how do you respond to mistakes? Is it easy or difficult to redirect a teammate that may be getting off track? How does our unit handle mistakes?
4. Reflection is important for personal growth. What is your preferred way to mentally review what worked or didn't in terms of your work performance or interactions with someone? What is one of your most effective habits?
5. What does it mean to be a generous leader? How can you be a more generous leader?

Rules of Engagement: (1) **Keep discussions professional and on topic.** (2) **Remember we're all on the same team.** The goal of the conversation isn't for one person to be proven right or to "win" the argument. We're here to have conversations and learn from one another. (3) **Avoid making it personal.** Avoid name-calling, personal attacks, or questions like "How could you believe that?" Assume that everyone's intentions are good. (4) **Practice intellectual humility.** Respect everyone's viewpoints, and be open to changing your mind when necessary. (5) Above all else... **Demonstrate respect for human dignity!**