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**DATE:** July 22, 2015

**TO:** SLLC Members & Guests July 17, 2015

**FROM:** Ann McGee-Cooper, Tara Mibus, Carol Haddock, Duane Trammell, Luis Duran-Aparicio

**SUBJECT: Terrific SLLC with Chief Mac Tristan, Coppell Police Officers & Cliff Watson, EVP Luminant**

Sixty key leaders from 14 member organization of our Servant Leadership Learning Community (SLLC) gathered at the Coppell Police Department to hear two inspiring presentations. Cliff Watson, VP Luminant, spoke about his personal journey enhancing personal balance from an influencer's perspective. Cliff and his leaders work long hours and drive long distances to reach their generation teams. He shared what he has learned to maintain optimal energy and the true spirit of servant leadership as he participates at work, with his family and in the community. Cliff shared tips such as



“slowing down to go faster” with regular exercise, fun with family, enjoying several hobbies, spiritual growth and time to read and learn. He challenged us to “put our cell phone aside and enjoy those we are with.” To learn more, see the link to our article on life/work balance in the attached email.



Chief Mac Tristan and 12 of his officers then taught us the concept of the Multiplier Effect from the book, *Multipliers: How the Best Leaders Make Everyone Smarter* by Liz Wiseman. He helped us realize that often people are promoted into leadership positions for hard work but without being taught true leadership skills.

**“Multipliers are those leaders that make us better, smarter and more energized. They access and revitalize the intelligence in the people around them. They make everyone more capable and build great teams.”**

**“Diminishers are not necessarily incompetent people. They tend to be very intelligent and very capable. The problem is that their focus in their own intelligence and their resolve is to be the smartest person in the room. For them to look smart, other people end up looking dumb. Around them intelligence flows only one way: from them to others.”**

Following Mac's presentation, 12 of his officers told their personal journey learning about servant leadership. For some, they had to work through personal resistance. The concept was so foreign to what they had experienced. Yet each spoke of “waking up” and choosing to become part of the solution rather than part of the problem. They spoke of looking forward to coming to work and enjoying fulfilling their vision as police officers, to “Protect and Serve.” They told of transforming the department from skeptics who experienced work as a burden into servant-leaders who once again experienced the enthusiasm of contributing to the awesome results of Problem-Oriented Policing. We could feel the huge commitment they had for inspiring, growing and supporting their officers and the power of a truly high-performance team.

Jim O'Connor, a young crime analyst who only recently joined this team from his former work with the FBI said, "This is a huge cultural change from working for the government. This culture inspires me to give 100% and make this my last place to work."



Another seasoned officer said, "I didn't understand servant-leadership in the beginning. But once I did I realized it is what I believe and who I want to be for those who report to me. I've done a 180 and am fully supportive of this new and far more nimble and productive culture. We get a lot more done and enjoy our work together. That's a far shot from just a few years ago when most of us dreaded coming to work."

Following these powerful and inspiring stories, we toured the newly refurbished Coppel Police Department and could feel their pride as we walked through awesome new workspaces that reflected their values, vision and mission.

As Deputy City Manager Mike Land said in his welcoming remarks, Coppel is proud to have the best and the brightest serving this community and earning a positive reputation at a time when police are a target for criticism. As we saw on the walls of the newly refurbished police headquarters, these exceptional police officers are challenging themselves and those who report to them to model

Leading...

- [With Honor, Respect and Integrity](#)
- [A Servant's Heart and Humility](#)
- [By Example, Duty, and Teamwork](#)
- [With Effective and Efficient Policing](#)
- [Change In Policing](#)



Thanks again to our SLLC Partners for your teaching, support, inspiration, and sharing of best practices. You help us all develop personal lives of Servant Leadership and foster cultures of strength, character, and balance.



## YOUR FEEDBACK

Thank you for your encouraging feedback. Some of your feedback included:



### Most valuable for me today was...

Seeing how much things have changed for the better in such a short period of time within the organization and structure of the Coppel Police Department. I'm hoping to see this type of change within the entire profession of law enforcement.

I enjoyed both Cliff Watson and Mac's presentations. I believe that both were real food for thought. This helped me re-evaluate where I am with our team and how we are approaching others.

Hearing about balancing my life. It was a wake-up call! Thank you.

Learning to start with "Why?"

The open sharing in a safe environment.

In my future job, as well as the things that I am involved in right now, it is not about me. What I do is an opportunity to serve others and use my gifts to bring energy and life to

Hearing Mac's story of the Servant Leadership journey along with his team.

Courage...understanding it takes time and have the courage to be patient for the change and keep up the effort.

Family stories by Cliff and Chief

Cliff provided real perspective for me

those around me. When my life is out of balance, I will be able to tell by my joy level as well as feedback from my peers. Always walk in the light and freedom of balance.

The times and the space to meditate on this and be exposed to these new (and old!) ideas. If not new ideas, it is always good to be reminded.

I evaluated myself and learned to do it in a better way.

Presentations by Mac and Cliff were wonderful.

Tristan are great and very helpful!

Start with the end in mind. Realized I can be a diminisher at times. Hire and promote the right people "culture."

Table time – Chris Aulbaugh is a wise man and said something I really needed to hear. Thanks Chris!

Work-life balance discussion. Reminder it is a journey, not a destination.

The amount of respect Servant Leadership can produce.

and how I can reflect on how I approach life daily.

The practical stories from the police chief and officers.

Learning about work-life balance and how important it is to have it in our lives. I am leaving today being inspired! About how easy it is to be a diminisher and hard to be a multiplier.

Hearing the persistence of the Coppell P.D. in their journey to Servant Leadership. This gives me hope that a true transformation can happen!

### **My suggestions for improvement are...**

I hope this is spread to many other companies and all over the country...it is so useful.

Just keep at it!!!

Continuing to empower the participants.

More space – too crowded.

I'd like for more of my peers to have the chance to attend this.

The discussions were helpful and relevant. Maybe more time for tabletop exercises.

More discussion and sharing on best practices between companies.

More time towards open discussion.

Warmer temperature. =)

Don't quit doing what we know is the right thing.

Good session. More industry presenters like Cliff and Mac. Good to hear the experiences of these.

Stay the course.

A break during the longest presentation.

Great presentations. Lots of good knowledge shared.

Would not change a thing!

**Our next session on October 9<sup>th</sup> will be a tour of The Container Store headquarters and distribution center where we will get a taste of their "yummy" culture and learn about their Seven Foundation Principals.**

Until then,

Ann, Tara, Carol and all our AMCA Partners

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*"It's what you do now when you don't have to do anything that makes you what you want to be when it's too late to do anything about it."*

*–Robert J. Gary, retired executive vice president, generation TXU*

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