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DATE: April 28, 2015

TO: SLLC Members & Guests April 24, 2015

FROM: Ann McGee-Cooper, Tara Mibus, Carol Haddock

SUBJECT: TERRIFIC BEGINNING TO OUR 17th YEAR!

Special thanks to Mo Underwood for arranging to bring Holly Petroff, inspiring servant-leader and consultant from Great Place to Work® to speak to our Servant Leadership Learning Community. We thank George Marquez from DCCCD and Thom Chesney, President of Brookhaven Community College, for welcoming us to their campus. We were 63 members strong at we kicked off our 17th year.



We are welcoming three new member organizations, including Communities Foundation of Texas, Trinity Industries, Inc., and Lumin Education. We also welcomed Satterfield & Pontikes Construction, a new AMCA Client, as a guest along with officers Steve Fuentes and David Davis from the Dallas Police Department.

Holly Petroff, Associate VP of Client Solutions at Great Place to Work® led us through a highly engaging presentation, “Trustworthy Leaders: The Secret Sauce of Every Great Workplace.” She had all of us taking notes as fast as possible, asking great questions and eager to go deeper in our awareness of the role we as leaders hold in growing mutual trust in our organizational cultures. She and Mo spoke from the work Holly has done as GPTW coach for TDIndustries to help the leaders benefit and grow from the annual Employee Satisfaction Survey, rotating random selection and every Partner’s input. Holly caught our attention so many times with quotes such as, “Strive for excellence instead of perfection,” and, “Be willing to be mission-driven. Speak the truth and challenge leaders to look inward for culture improvement and be the first to grow and make that growth constant.” She also challenged us with ideas for making it safe for everyone to give and receive continuous authentic feedback. No one is exempt from the benefit of growing. And as in all of nature, we are either growing (improving) or dying.



SUGGESTIONS for our ACTION PLANS:

1. **Form a mini-mentorship.** Meet for two minutes daily and answer these three questions: “What did I do to build trust today? What did I do to break trust today? And how will I rebuild trust tomorrow?”
2. **Listen for the deeper meaning of words.** The word “driving” has become popular, yet it can betray our desire to be in charge and push others. When we hear “driving performance”, “driving business results” or “driving culture change”, is this the language of servant leadership or of traditional command-and-control? We drive cattle and trucks. We lead, encourage, inspire and support *people*.

“Push” is another toxic word. We hear leaders say they aim to “push” decision making “down” in the organization. Are people below us really resisting the opportunity to participate in or make decisions at their level? Perhaps more respectful language would be “coaching decision making out into the organization.”



3. In the Appletree video of Employees working in a call center, they chose to call themselves “experts” with the opportunity to change lives. **What higher purpose can you lift up for those in your organization?**



4. **Making meaningful eye contact** was another important reminder. Making time to genuinely connect with those around us, be fully present and affirm them.

Credibility, fairness and respect were the three cornerstones of building meaningful trust. A Great Place to Work® is one where Employees trust leaders, have pride in what they do, and enjoy the people they work with. High trust leads to high engagement.

When together we looked at what we were learning about a Great Place to Work® and servant leadership, it became clear that the two are deeply connected. As Robert Greenleaf said,

“It begins with the feeling of wanting to serve, to serve first...”

This is the spirit that creates the safety, appreciation and loving community that nurtures the best in each person.



YOUR FEEDBACK

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

Most valuable for me today was...

That it really is not about what a company has (nice office break room, etc.), but who a company is.

Attending a session like this is a must for me as it is so, so easy to go back to my old ways [...]

Life changing. =)

I loved the dialogue session.

The reminder that “Leadership that allows people to be themselves and innovate,” and, “Trust takes time.”

A renewed realization that I am the biggest challenge I have in promoting servant leadership in my life and organization.

The reminder once again of dialogue versus debate. Hearing and feeling what they have to say.

Trust, trust, trust – HAS to be built. Simple yet has to be a daily choice.

I will remember the trust model.

Holly’s talk was very valuable [...] her ability to tie to servant leadership was perfect.

Collaboration with others in the room to share stories, methods, and tools in implementing servant leadership.

Connecting with our employees, making time for them, looking them in the eye when speaking to them—just making them feel important.

Don’t talk unless you can improve the silence. Very powerful!

To be renewed in the spirit of servant leadership.

Ann's discussion regarding four levels of listening. I am on a journey to become a better listener.

Really enjoyed the networking and dialogue.

"Strive for excellence, not perfection."

My suggestions for improvement are...

More time (need more than 4 hours).

Having Holly's slides at the table for notes would have been helpful.

Pens at the table.

You always exceed expectations. I don't know how to suggest more, but I'll think about it. =)

More coffee.

Keep inviting inspiring speakers.

I would love to hear more personal stories.

To make the group table discussion at the end shorter.

More discussion time.

Smaller dialogue circles.

Maybe some take-home literature.

Excellent day. Thanks to the planning and facilitation team for pulling everything together!

Newsletters and emails for positive thinking.

Seating information given in consistent manner.

Do not stop!

This is the first time I have been to one of your sessions. Amazing! Very well organized and helpful. Thank you!

Our next session will be at the Coppell Police Department where we will hear from Cliff Watson sharing an initiative with his team to transform burnout into feeling vibrantly alive and energized by work. Chief Mac Tristan and his officers will also be sharing from their culture journey.

And on October 9 we will visit The Container Store and experience their "yummy" culture and learn about their seven Foundation Principals.

Until then, enjoy a good summer.

Ann, Tara, Carol and all our AMCA Partners



"...the servant views any problem in the world as in here, not out there. And if a flaw in the world is to be remedied, to the servant the process of change starts in here, not out there."

-Robert K. Greenleaf