



Ann McGee-Cooper & Associates, Inc.

4236 Hockaday • Dallas, Texas, 75229

214.357.8550 • Fax 214.357.4770 • www.amca.com • andrea@amca.com

DATE: July 16, 2013

TO: 2013 SLLC Members

FROM: Andrea Tristan, Carol Haddock, & Ann McGee-Cooper

Thanks!!! To our incredibly gracious Southwest Partners, especially Angie Sanders & Charlyn Grijalva, for hosting an inspiring, energizing session & giving us the opportunity to see their “Warrior Spirit, Servant’s Heart & Fun LUVing Attitudes” in action!



LOVE OF POWER VERSUS POWER OF LUV...

Jeff Lamb, EVP & Chief People & Administrative Officer, inspired us with his overview of what makes the Southwest Culture so effective and why and how they create such amazing ownership by a high majority of Employees. Getting caught up on Southwest’s impressive recent accomplishments was energizing and motivating!



ACTION PLAN SUGGESTIONS

We would encourage each of you to note what from the day stood out to you that you would like to work on and take back to your teams to teach. When we teach these concepts to others we reinforce them for ourselves and reach a higher level of performance at an even faster rate.

Here are some suggestions from the morning:

1. Jeff talked about how they have grouped their values and expectations so that every Employee is clear about what is expected and what they need to work on. **Is there work to be done on keeping your organizational values and expectations alive in the hearts and minds of your People? What creative ways can you structure these to make them visible, meaningful and happening?**



2. We saw some really creative examples of the Southwest Culture reflected in the Culture Centers and all through the building. **Would an informal audit of what your work environment reflects to Employees and guests bring value? Did you see some creative ideas to take back to enhance the inspiration, vision and authenticity of your work environment?**



3. Less is more! What we learned about the “density” challenge was a great example of turning a problem into an opportunity. How do you win the support of your Employees for a change that will replace many private offices with cubicles and reduce the personal space for everyone? We learned that by teaching the business benefits and how this benefits everyone by lowering overhead, increasing profitability and bringing people in closer proximity for more effective teaming can be a big win. Also, by inviting people to live with a model of a Culture Center, people had time to experience, provide feedback and get excited about this new change. **Where are there needs for changes in your organization that could trigger resentment and how can you get out in front by involving people early?**



4. Jeff reminded us, “People don’t care what you know until they know that you care.” **Invite a dialogue with your team to share this concept and get curious about the many ways each of us can and do show that we care.**

LOOKING AHEAD...

Our next and final session for 2013 will be another great opportunity for benchmarking a successful organization with a servant leadership culture as well as focusing on some advanced skills of servant leadership.



TDIndustries will be sharing from their work as



one of only 14 companies who have been on the list of 100 Best Companies in

America for all 15 years. Ann will also be facilitating a module of skill building on systems thinking that can help leaders discover ways to get out of a reactive mode and grow mutual trust with those they serve.

While we were thrilled to have so many join us at Southwest, our plan is to do our best to keep an intimate, smaller setting in the future. We believe this will ensure the opportunity to connect and grow at a deeper level.

Scheduled Date: Friday, October 4, 2013 – 8:00am-12pm (Light breakfast 7:30-8:00)

Send us your stories! As we go forward, we'd love to hear from you with any success stories on teaching the skills you've learned to your teams or witnessing servant leadership in action in either the workplace or personal life.

FEEDBACK

Most valuable for me today was...

1. Sharing at the tables. It was good to hear what others are doing.
2. A stronger understanding of the impact of servant leadership on a culture. The power of passion and commitment can be compounding!
3. Meeting others that are working on their journey and learning the appreciation of SL at new locations.
4. Interaction at tables. Jeff's words.
5. Hearing Jeff's thoughts and ideas on servant leadership. Meeting people and sharing ideas and thoughts.
6. Lessons and workshop were excellent. Thank you for the tour.



7. Learning how other companies and individuals use servant leadership in their business and personal lives.
8. Learning about the concept of a personal board of directors.
9. How SWA went through the process of a difficult change regarding their offices. Lots of good info on how to handle a difficult change.
10. Suggestions on what to do if people don't fit the culture.
11. Meet people without uniforms or suits and ties. Knowing they are people like me.
12. Learning from mistakes by reflecting on mistakes, not just making them. Demonstrations of caring to employees. Energizing leader development program. Absolutely enjoyed the tour of the facility. It really reinforced how SWA takes care of and puts its employees first.
13. Really enjoyed Jeff Lamb. Always nice to hear intelligent, caring people share their wisdom.
14. Tour of SWA Headquarters. Jeff Lamb's presentation – space strategy & Q&A's. Meeting new people.
15. Discussion topics were most valuable. Jeff's presentation was impressive.
16. Group interaction – my name tags made me feel like a truck windshield ☺ Thanks Southwest.
17. I must look at being a mentor to others as well as finding a life coach for myself. This was a very good class.
18. Being able to witness the culture of Southwest.
19. The breakouts and hearing more about examples from the SW culture. Sharing from others is helpful – new perspectives.
20. Meeting people at my table and listening to their issues.
21. Tour of culture centers. We are about to go through the same experience and was very valuable to see results.
22. Talking with the different people at my table and listening and learning from their experiences.
23. Excellent hosts at Southwest!
24. Learning about the Southwest way.
25. The overall comments, thoughts and expressions from the different servant-leaders attending. Learning a lot from the attendees about servant leadership practices in their organizations.
26. The opportunity to learn from the group and hear about their experiences.
27. Learning from others. Southwest tour – see new ways to do things and gain ideas for my company.
28. Sharing experiences – especially enjoyed the personal experiences from SWA.
29. You learn from reflecting on your mistakes. Love the authenticity of each presenter.
30. I loved the tour. I liked not having to introduce myself.
31. Insight into Southwest culture, building and environment.
32. The interactive nature of session. Really appreciate the openness of discussion. Good recharge – bring important & necessary behaviors to front of mind. Enjoy meeting reps from other organizations.
33. Have heard Jeff talk many times and I always enjoy hearing his message. SWA has a great environment to learn, relax and grow.
34. Tour of Southwest facility. Jeff Lamb Q&A.
35. I was able to obtain great information. I enjoyed the quotes and discussion.
36. Group discussion at tables; enjoyed hearing about the culture of Southwest Airlines.
37. The table discussions were very insightful and helpful. I heard and saw so many great ideas and suggestions. Jeff's talk was inspirational. Please tell him so ☺.
38. The tour.
39. Excellent interaction at my table. Thoroughly enjoyed listening to Jeff (again).

40. As always the interaction with others and learning to apply concepts into our work. Energy and revitalization through networking and thought exchange.
41. Environment, tour, speaker, interactions.
42. Benchmarking SWA culture.
43. Loved inspiration of tour and the discussion part made me think and reboot!

My suggestions for improvement are...

1. All is great!!! Really enjoyed it.
2. Keep going...
3. All great – really enjoyed it.
4. More time on the great topics with defined spokesperson.
5. None. Keep up the good work.
6. Allow a little more time for people to talk (in the large group setup) about their journey.
7. Minor – better name badges. Thank you for a great and motivating morning.
8. It was difficult to hear at times.
9. Nothing comes to mind. It was a great session.
10. Liked it the way it was.
11. None
12. More discussion from senior leaders on what works and what doesn't work!
13. Can't think of a thing!
14. More mics for audience speakers!
15. I missed the check in from the whole group. I like a more focused learning experience.
16. Come back to Southwest every year.
17. None
18. I wanted to be here ALL day. Make the training longer next time ☺ .
19. More short breaks.
20. Can't think of a thing.
21. None.
22. Can't think of anything.
23. I wouldn't have anything to add.
24. None
25. Longer discussion sessions.
26. None
27. Everything is going well.
28. Worry about size of group. Love all the input and new faces but losing some of the intensity and intimacy.
29. Missed some of the usual time to share what's going on in our personal/professional lives.
30. None. Keep these coming. I hope to continue involvement!
31. None. Great session.
32. Nothing. The morning was wonderful.

*“The servant views any problem in the world as **in here**, inside oneself, not **out there**. And if a flaw in the world is to be remedied, to the servant the process of change starts **in here**, in the servant, not **out there**.”*

Robert K. Greenleaf