

THE DALLAS SERVANT LEADERSHIP LEARNING COMMUNITY®

Thriving in the Midst of Change



Welcome...

to the October Servant Leadership Learning Community

Duane Trammell, TMCA

TRAMMELL
McGEE-COOPER
and ASSOCIATES
INCORPORATED

D A L L A S[®]
SLLC
Servant Leadership
Learning Community

Check-in Instructions

1. Reflect on changes that have occurred in your life in the past year (organizational, personal/professional, personal/family).
2. Using magazines, pens, markers, and crayons create a collage that reflects some of the changes you have encountered. (Cut out images, words, or ad slogans from the magazines and you can also draw or write your own words.) 7 minutes to create.
3. Divide your table into groups of 3 and share your collages and the changes they represent.



Introducing...

Tempo and TexEnergy Solutions



Our Hosts



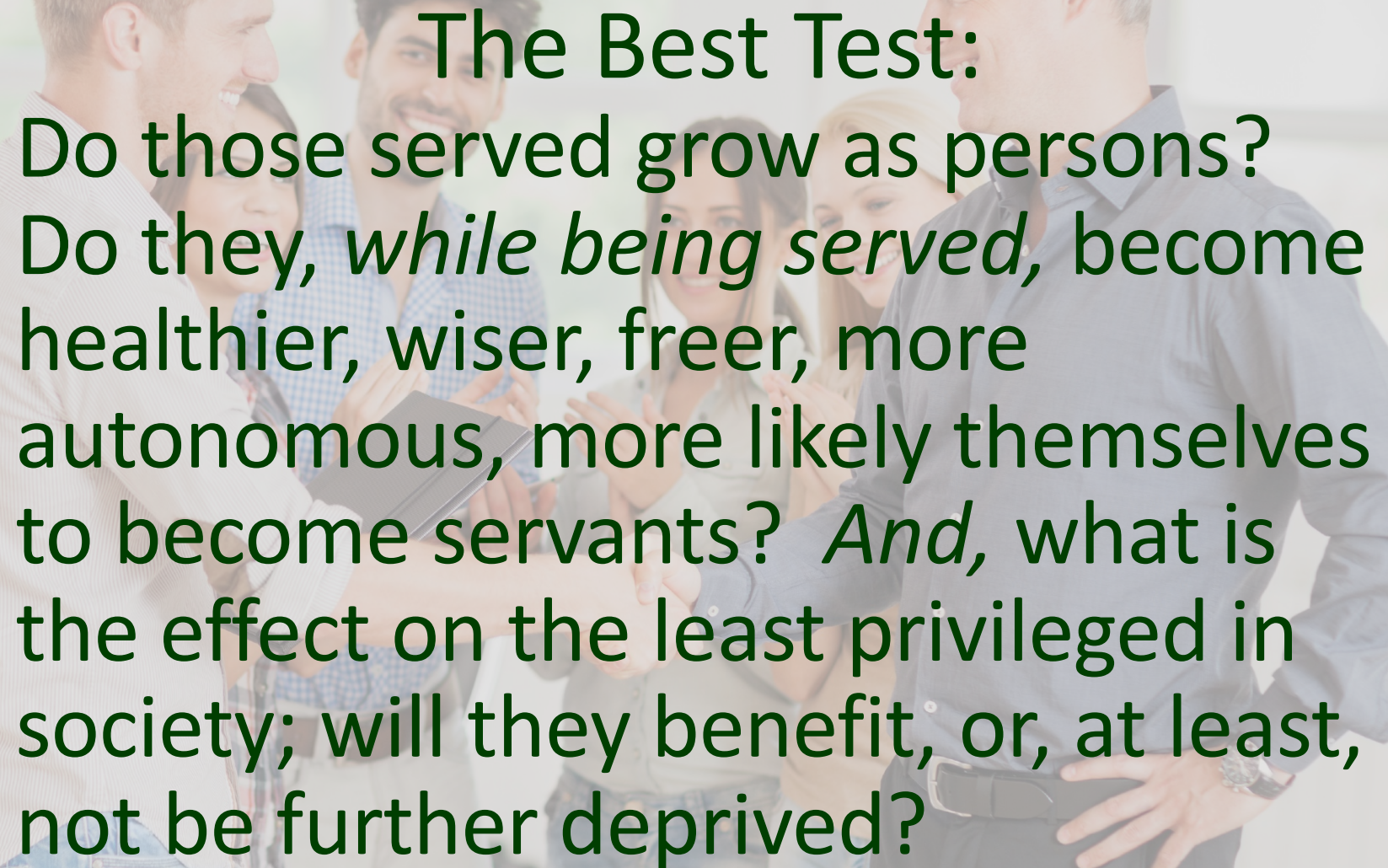
Focusing

3 Questions for the Day:

1. What affects how we deal with change?
2. How do we respond to change productively so that we don't get "stuck?"
3. What is the relationship between servant leadership and change?



Servant-Leaders
are held to an
even higher
standard in dealing
with change.

A group of diverse people, including men and women of various ages and ethnicities, are smiling and interacting in a bright, modern setting. One man is holding a tablet, and another is pointing at it. The background is a bright, out-of-focus interior space.

The Best Test:
Do those served grow as persons?
Do they, *while being served*, become
healthier, wiser, freer, more
autonomous, more likely themselves
to become servants? *And*, what is
the effect on the least privileged in
society; will they benefit, or, at least,
not be further deprived?

—Robert K. Greenleaf

How is Change Defined?

Change = “Something is Different”

- Can be challenging or hard to accept
- Can be exciting and fun

What is the change that I would
like to explore?

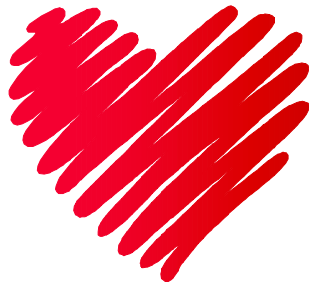
As we go through the morning we will explore change from 4 perspectives



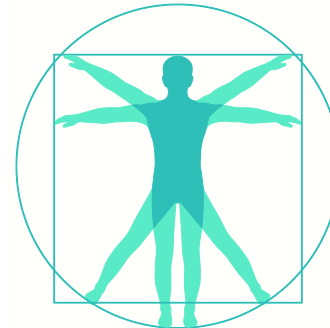
MENTAL/INTELLECTUAL
What is my mind saying
to me?



SPIRITUAL
What is my soul, my faith
saying to me?



EMOTIONAL/FEELING
What is my heart saying
to me?



PHYSICAL
What is my body saying to
me?

Now that we have looked more at change...

has your change changed?

What change has
occurred, or is
occurring, that I
want to explore
today?

- Organizational?
- Personal/Professional?
- Personal/Family?

Intellectual/Mental

Getting on Board with Change through HBDI® Insights



What the Brain Needs in Order to Accept/Adapt to Change

A

Technology/Measurement/Performance

1. What is the bottom line?
2. Why? What's the logic behind the decision?
3. What are we trying to do? Goal or Objective
4. What are the financial consequences?

D

Vision/Long Term/Future Trend

1. How is this going to affect/be better for the future?
2. How does this fit into our overall strategy?
3. Do I have the freedom to influence how this is implemented?
4. How might this constrain me?

B

Regulations/Policy/Control/Timing

1. What is the timeline?
2. What specifically is going to happen?
3. What is the track record for this type of change?
4. Are there references I can talk to?
5. What are the risks to me?
6. How can I minimize surprises?

C

Relationships/Growth/Development Communication/Culture/Values

1. What is the emotional impact? How do people feel about this change?
2. What are the implications for our clients? Other people?
3. Who will address my concerns?
4. Can you engage with me personally before we get focused on facts?

With a Partner...

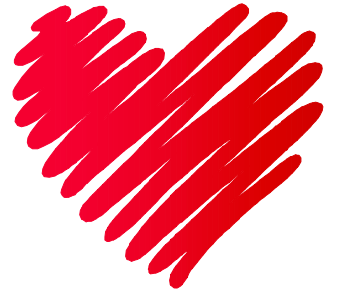
Intellectual and Mental Perspectives around Change

Consider the change you are exploring. What brain quadrants are speaking to you about this change? What questions do you need to explore answers to that can help you better adapt to this change?



Emotional/Feeling

What is my heart, my feelings saying to me?

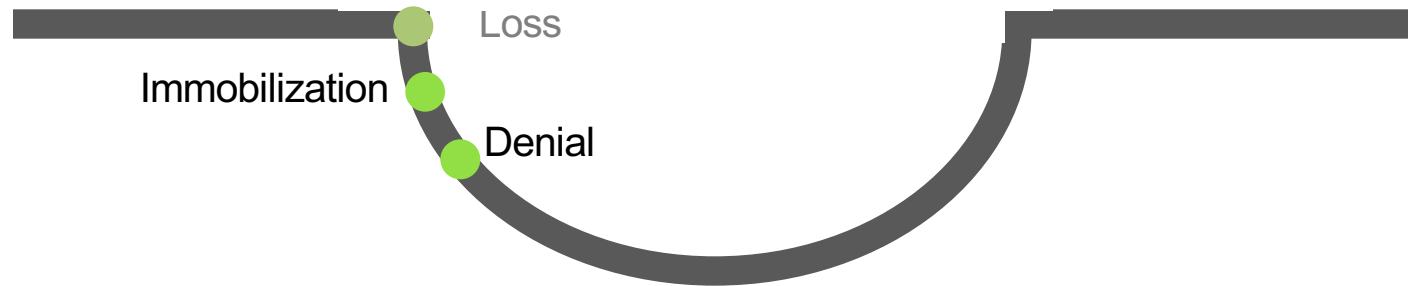
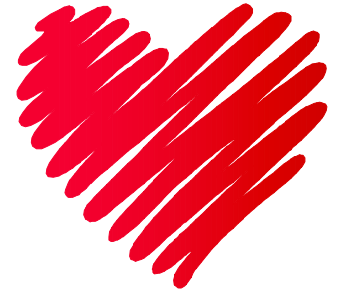


Loss

“This isn’t the same company we hired on with 15 years ago. We have lost our...”

Emotional/Feeling

What is my heart, my feelings saying to me?

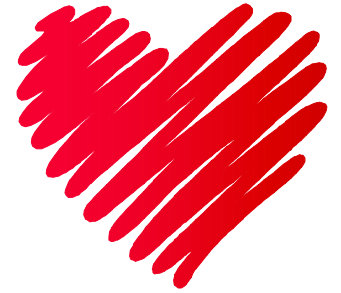


**Immobilization/
Denial**

“I’m tired of all this change. Nothing ever really makes any difference. I am going to do what I always do, or coast for a while.”

Emotional/Feeling

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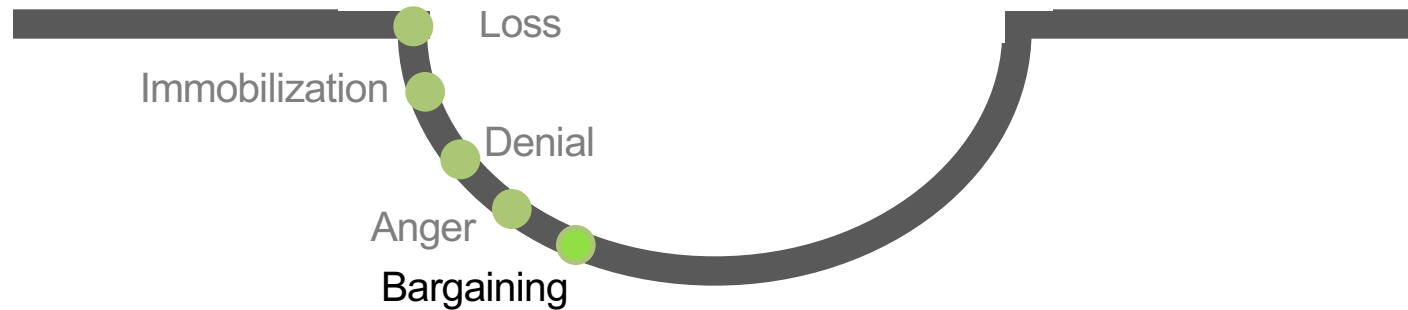
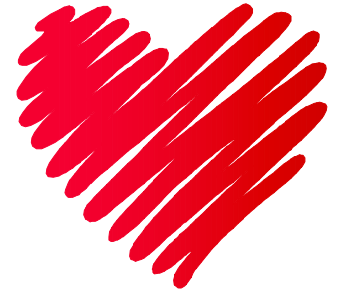


Anger

“I have given everything to this organization and this is how they show their appreciation?”

Emotional/Feeling

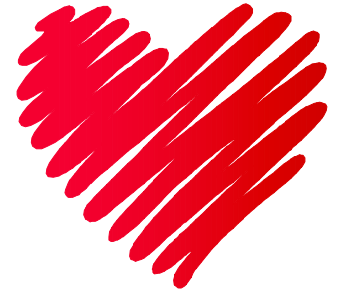
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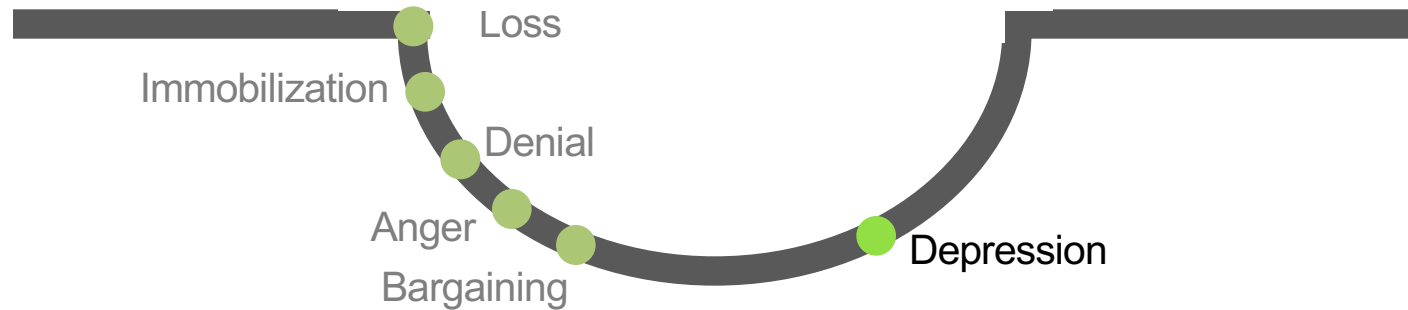
Bargaining

“Please God – just make things the way they used to be and I’ll never complain again.”

Emotional/Feeling



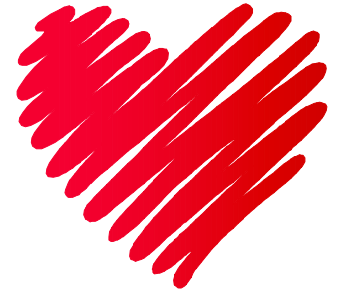
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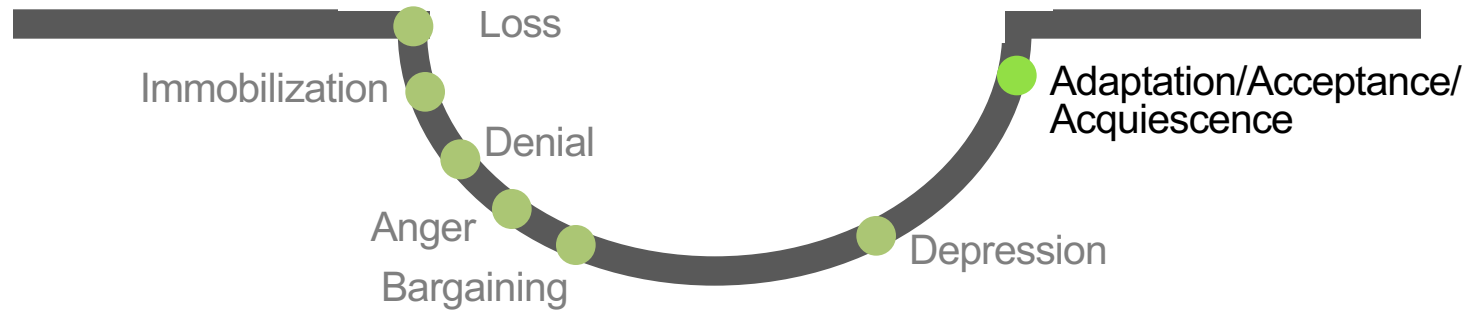
Depression

“It’s no use. We will never have it good anymore. It’s impossible to keep up and nothing’s fair. The best you can do is figure a way to just get through the day.”

Emotional/Feeling



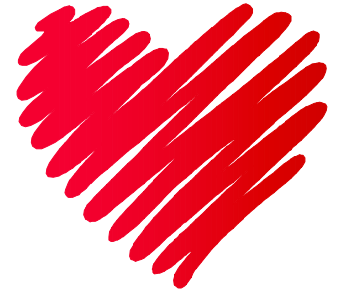
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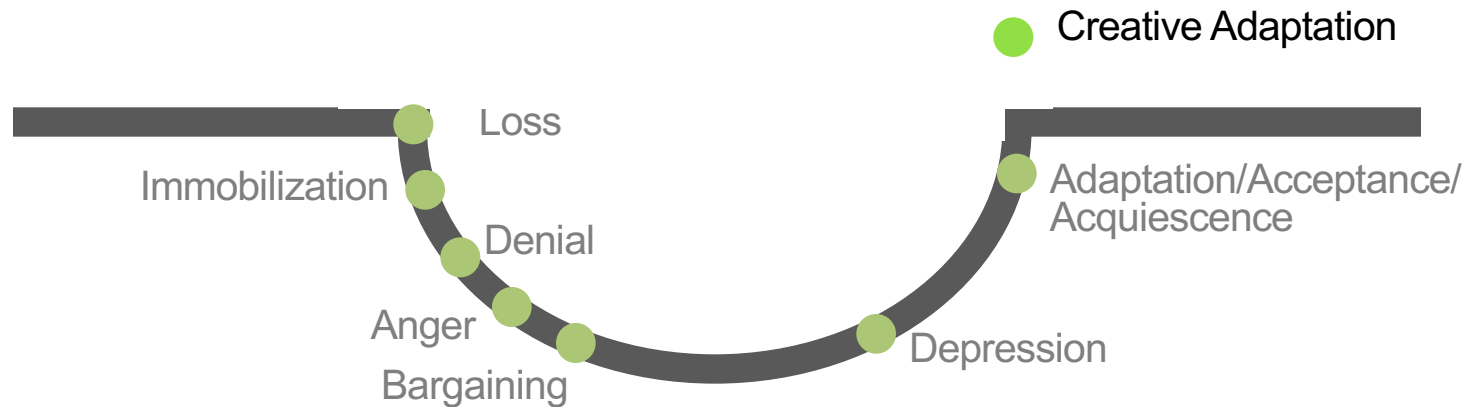
Acceptance

Acquiesce – “Just tell me what to do. I’ll do that, nothing more and don’t expect a smile on my face.” We get stuck blaming others, feeling unlucky, bitter taking only a negative point of view, and resenting those who try to help us think in positive ways.

Emotional/Feeling



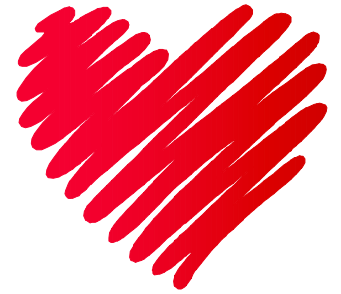
What is my heart, my feelings saying to me?



**Creative
Adaptation**

“We are in a new day, a new business environment. Yes, there are losses, but there are also new opportunities. Together we can create success now and in the future.”

Change on Top of Change



To make matters more challenging, we don't deal with just one change; we deal with change on top of change

Changes are happening one on top of another and we must learn to adapt more quickly to thrive and avoid apathy, sarcasm, and cynicism.

Diagram 1: Encountering the First Road Hazard

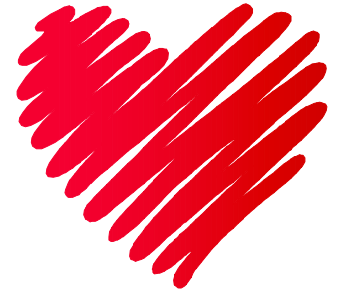
Productivity High



Change Causes a Drop Off

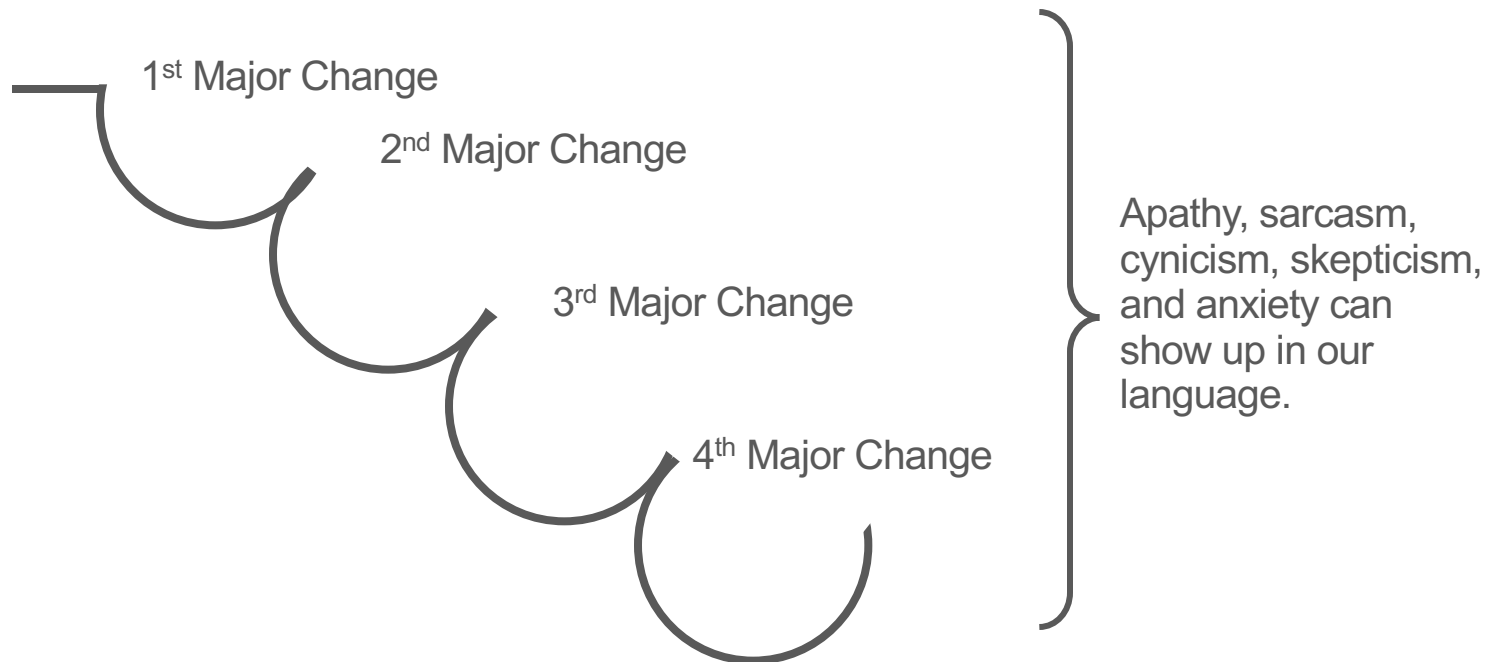
With time, full productivity can be regained. The variable is how low mood will sink and for how long.

Change on Top of Change

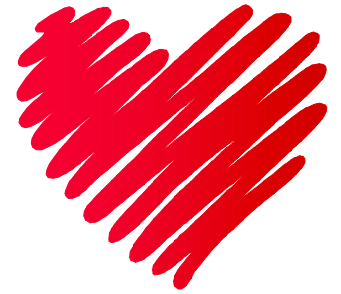


To make matters more challenging, we don't deal with just one change; we deal with change on top of change

Diagram 2: A Series of Unpredictable Obstacles



Change on Top of Change



To make matters more challenging, we don't deal with just one change; we deal with change on top of change

When experiencing change...

1. Notice when you become apathetic, sarcastic, cynical, anxious, depressed – negative...where have you gotten stuck?
2. Do what you need to do for yourself that you think might help – Experiment.

Different Strategies

1. Sometimes getting away, taking a break, exercising, or walking can help.
2. Sometimes working more is the only thing that will relieve anxiety – making progress on a looming deadline.
3. Talking it out with a trusted friend or in tougher situations a professional counselor can help.
4. Call on personal spiritual practices – meditation, prayer, nature, etc. as a source of coping/strength.



Where Are You in the Change Cycle?

- 1. Anger.** Do I get stuck in anger or have I learned to work through negative feelings and seek positive opportunities? Do I take responsibility for my emotional climate?

STILL HAVE A LOT OF ANGER

REALIZE MY ATTITUDE IS A PERSONAL CHOICE...AM POSITIVE MOST DAYS

1 - - - - - 2 - - - - - 3 - - - - - 4 - - - - - 5 - - - - - 6 - - - - - 7 - - - - - 8 - - - - - 9 - - - - - 10

- 2. Depression.** Have I lost my enthusiasm for life and just show up, or am I hopeful about the future and new opportunities? (Notice how long depression lasts. If you can't shake it in two weeks, it's important to seek professional help. Chronic depression is a serious concern that deserves prompt attention.)

DEPRESSED MOST DAYS

HOPEFUL ABOUT THE FUTURE

1 - - - - - 2 - - - - - 3 - - - - - 4 - - - - - 5 - - - - - 6 - - - - - 7 - - - - - 8 - - - - - 9 - - - - - 10

Where Are You in the Change Cycle?

3. Adaptation as a Victim—Acquiesce. Have I made a “truce” with the change and nothing more? Or have I begun to invest in finding positive ways the change could be good.

DOING THE MINIMUM, CYNICAL, EVEN BITTER

INVESTING INTO THE FUTURE

1 - - - - - 2 - - - - - 3 - - - - - 4 - - - - - 5 - - - - - 6 - - - - - 7 - - - - - 8 - - - - - 9 - - - - - 10

4. Creative Adaptation. Have I begun to find a new role, discovering my passion, seeing what is possible?

AM WAITING FOR SOMEONE ELSE TO RESCUE ME

SEEKING NEW OPPORTUNITIES WITHIN CHANGE

1 - - - - - 2 - - - - - 3 - - - - - 4 - - - - - 5 - - - - - 6 - - - - - 7 - - - - - 8 - - - - - 9 - - - - - 10

5. Managing My Own Morale. Do I think it's someone else's job to make me happy and fulfill all my needs, or have I taken responsibility for creating a positive future and managing my own morale?

OTHER PEOPLE MAKE ME MISERABLE

I HAVE CHOICES AND CHOOSE TO MAINTAIN AN OPTIMISTIC ATTITUDE

1 - - - - - 2 - - - - - 3 - - - - - 4 - - - - - 5 - - - - - 6 - - - - - 7 - - - - - 8 - - - - - 9 - - - - - 10

Where Are You in the Change Cycle?

6. Balance. Do I take action to get away from the problems and stress that change can cause by renewing my spirit and energy? Do I exercise, go out in nature, seek out positive social support? Seek spiritual support to renew my spirit?

AM I STUCK ON BLAMING OTHERS?

I TAKE OWNERSHIP FOR MY MENTAL HEALTH AND FUTURE

1 - - - - - 2 - - - - - 3 - - - - - 4 - - - - - 5 - - - - - 6 - - - - - 7 - - - - - 8 - - - - - 9 - - - - - 10

7. Polarized. Do I feel betrayed by anyone who doesn't support my position on the change?

IF YOU DON'T AGREE WITH ME
I SEE YOU AS DISLOYAL

OPEN MINDED, CHOOSE TO CONSIDER
OTHERS' POINTS OF VIEW

1 - - - - - 2 - - - - - 3 - - - - - 4 - - - - - 5 - - - - - 6 - - - - - 7 - - - - - 8 - - - - - 9 - - - - - 10

8. Rescuer Role. Do I try to "rescue" those around me by taking sides and blaming versus helping others heal and find creative opportunities?

I SPEND A LOT OF TIME BLAMING THE "BAD GUYS"

I LISTEN WITH EMPATHY AND TRUST OTHERS TO BE
STRONG ENOUGH TO CREATE HEALTHY OPTIONS

1 - - - - - 2 - - - - - 3 - - - - - 4 - - - - - 5 - - - - - 6 - - - - - 7 - - - - - 8 - - - - - 9 - - - - - 10

With a Partner...

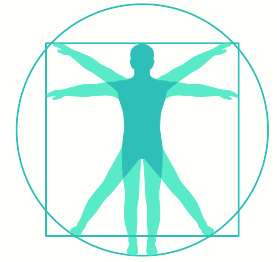
Emotions and Feelings around Change

1. Look back at the change you selected. What insights can you gain from looking at feeling surrounding your issue?
2. Look through the “Feeling” Cards. Do any intuitively speak to you regarding your feelings surrounding the change you chose to explore?
3. What do you need to do in order to keep moving forward around the “Change Cycle.”



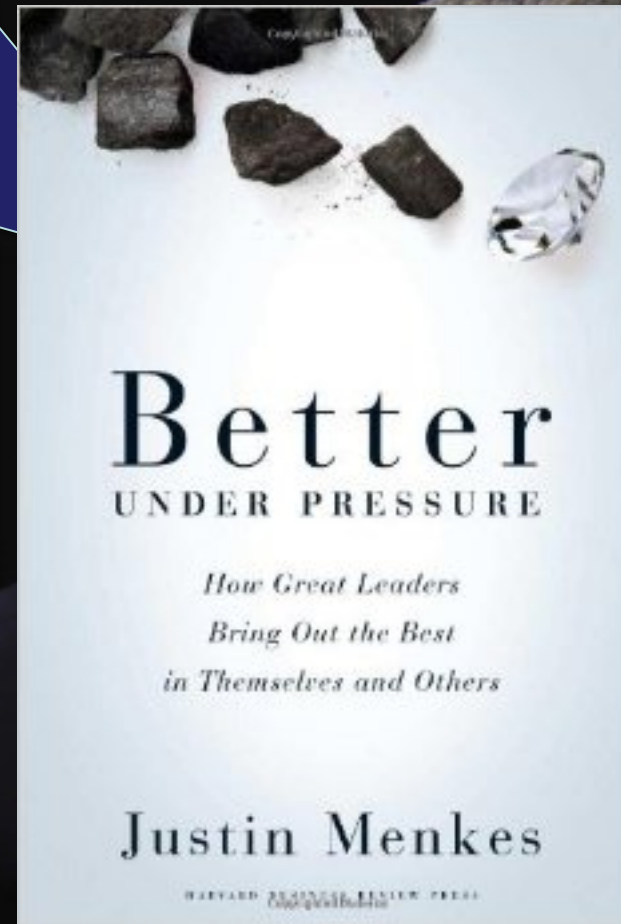
Physical

What is My Body Saying to Me?



A LOT OF
PEOPLE SAY
CHANGE IS
STRESSFUL

“Pressure that you are unprepared for is bad for you... there’s a lot of research that shows actually a moderate amount of pressure is critically important for human satisfaction and gratification...”



Justin Menkes

WHAT HAPPENS
WHEN YOU ARE
UNPREPARED?



- THE HEART PUMP RATE GOES FROM ONE UP TO FIVE GALLONS PER MINUTE.
- NOSTRILS, THROAT, LUNGS OPEN UP AND BREATHING SPEEDS UP.
- FAT FROM FATTY CELLS AND GLUCOSE METABOLIZE TO CREATE INSTANT ENERGY.
- BLOOD VESSELS TO THE KIDNEYS AND DIGESTIVE SYSTEM BECOME CONSTRICTED SHUTTING DOWN SYSTEMS THAT ARE NOT ESSENTIAL.
- BLOOD VESSELS TO SKIN ARE CONSTRICTED REDUCING POTENTIAL FOR BLOOD LOSS.
- ENDORPHINS ARE RELEASED.
- NATURAL JUDGMENT SYSTEM IS TURNED OFF.

DISTRESS

Bad stress, or distress, is when the tension we enjoy becomes too strong for us and it makes it seem like there is no relief or a big weight on our shoulders. You feel your neck tense as well as the muscles on your back and head. This stress leads to poor decision making.

SECOND LAW OF THERMODYNAMICS

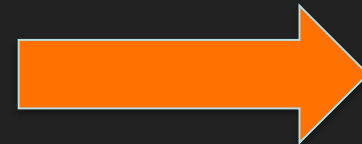
IT STATES THAT THE TOTAL ENTROPY OF AN ISOLATED SYSTEM ALWAYS INCREASES OVER TIME, OR REMAINS CONSTANT IN IDEAL CASES WHERE THE SYSTEM IS IN A STEADY STATE.

SECOND LAW OF THERMODYNAMICS

Stress or
Entropy



Output of
Energy



“Stress is only
bad for you if
you are not
prepared for
it.”



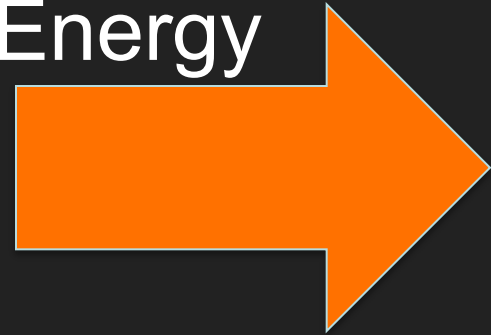
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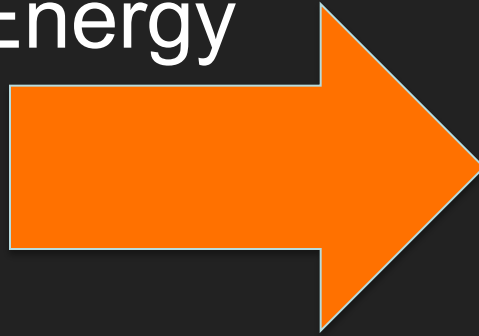
Output of
Energy



SECOND LAW OF THERMODYNAMICS

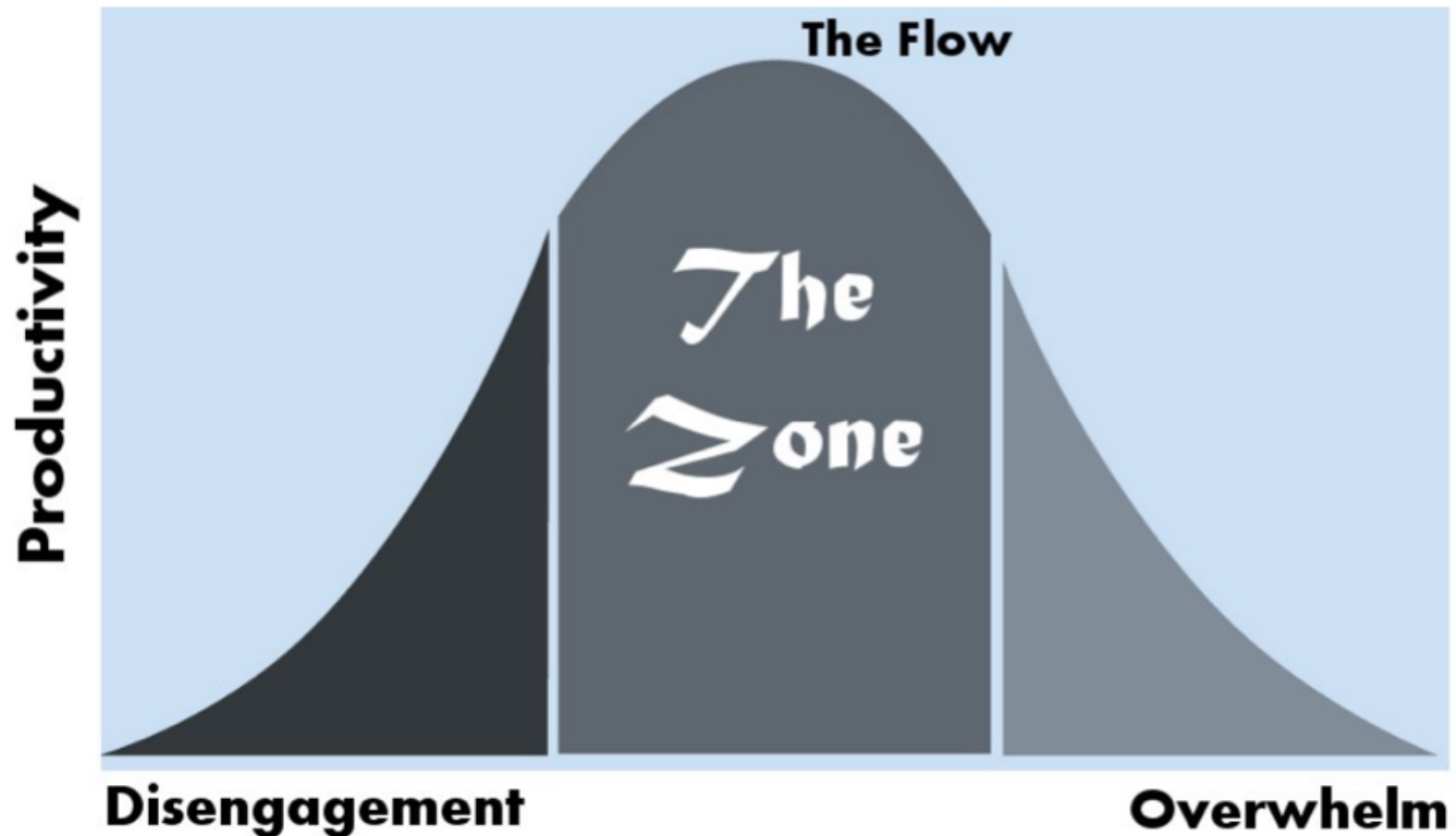


Output of
Energy



Skill Level
Enough Rest
Enough Support
Exercise
Desire
The Right Tools

SECOND LAW OF THERMODYNAMICS



EUSTRESS

Eustress is the good stress that motivates you to continue working. Stress can be a motivator and provide incentive to get the work done. This “good stress” is where creative tension pays dividends and you continue to be happy, motivated, challenged and productive.



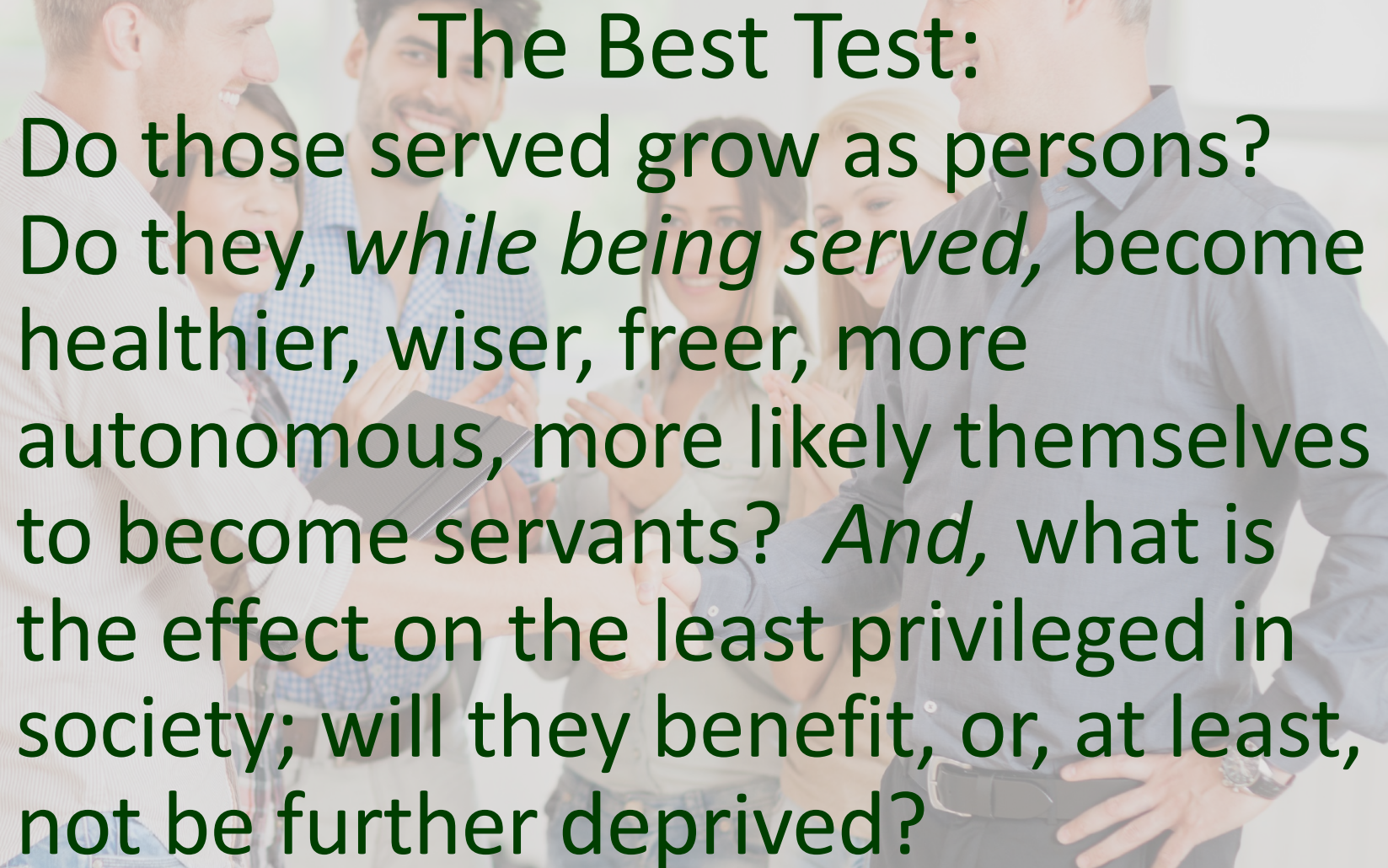
- **STRESS GIVES LIFE ITS ZING**
- **MAKES US MORE SOCIAL**
- **IMPROVES YOUR MEMORY**
- **ENHANCES CREATIVITY**
- **MAKES YOU MORE ALERT**
- **BOOSTS YOUR IMMUNE SYSTEM**
- **HELPS YOUR BODY RECOVER FASTER**

Spiritual

What is My Soul, My Faith, Telling Me?



1. What is my purpose, my passion and how can this change support what I believe I am on this earth to do?
2. How can I use my core values to help support or get me through this change?
3. How can I use the **Best Test of Servant Leadership** to check my motives and actions surrounding this change?
4. Is it possible that if we open ourselves to new experiences that this “change” could be transforming and we could have a more abundant and fulfilling life – not just for “me” but for others, too?

A group of diverse people, including men and women of various ages and ethnicities, are gathered in a bright, modern setting. They are smiling and interacting, with some holding a tablet. The background is a soft-focus view of a large window or glass wall, suggesting an office or public space.

The Best Test:
Do those served grow as persons?
Do they, *while being served*, become
healthier, wiser, freer, more
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to become servants? *And*, what is
the effect on the least privileged in
society; will they benefit, or, at least,
not be further deprived?

—Robert K. Greenleaf

Reminders



1. Take responsibility for personal health. Our bodies and needs are different and it is important to find what works best for each of us to stay feeling at top performance. We react to stress better if we are feeling better.
2. We all know this, but we have to relearn it every day. Attitude is a primary factor in dealing with the stress that occurs with change. We have a choice to view change positively or negatively. Our bodies respond accordingly.

With a Partner...

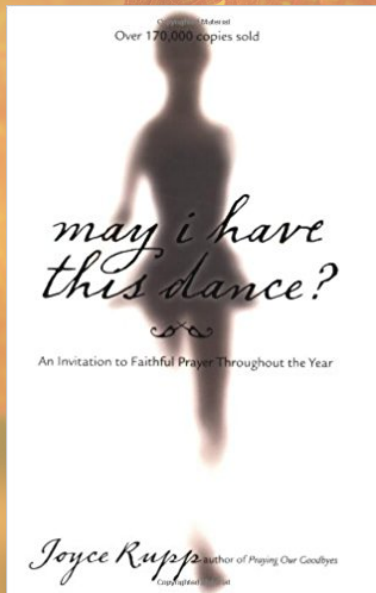
Physical and Spiritual Perspectives around Change

1. Look back at the change you selected. What insights can you gain from looking at physical and spiritual issues surrounding your issue?
2. What do you need to do in order to keep moving forward around the “Change Cycle.”



“We cannot grow without change. The life events that rip open the security of home, relationships, job, or personal beliefs are our ‘dying leaves.’ The more drastic the change, the more potential we have to discover another aspect of our inner selves that we haven’t known before. Much more of this growth depends on whether we give ourselves to the process of change or run from it with our fears and insecurities.”

—Joyce Rupp
*May I Have this Dance:
An Invitation to Faithful Prayer Throughout the Year*



ADJOURN

