

STM 106

Servant Leadership

(Territory Level)

Target Audience: Staff working at the territory level (TF, ATM-CC, ATM-SS, and TM)

Objectives:

1. To familiarize the staff with the concept of Servant Leadership.
2. To develop the mindset of a Servant Leader.

Warm-up Exercises (to be sent prior to the workshop):

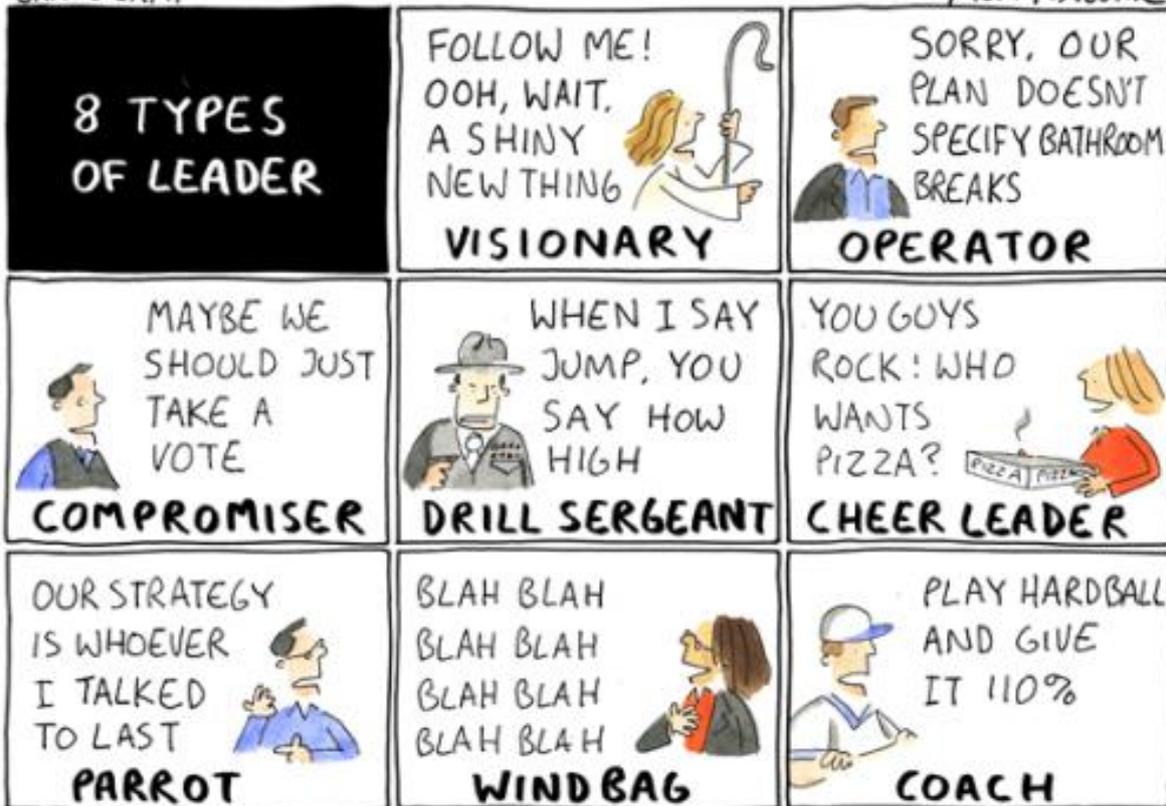
Part 1	<p>Article (20 min): https://www.attendancebot.com/blog/servant-leadership/ Use this alternate link to the article if the content is removed from the website: https://docs.google.com/document/d/1R21PCNyK7FEih6XqsAdOqroPGtGpyD3TRkL_eS1F2Y/edit?usp=sharing</p> <p>Interview (20 min): https://www.youtube.com/watch?v=YNkOKV5xltI</p>
Part 2	<p>Divide the participants into 4-5 teams. Give each team a case study on Servant Leadership and instruct them on how to go about analyzing it.</p> <p>Vineet Nayyar - https://hbr.org/2010/03/leadership-lessons-from-india Ratan Tata - https://www.youtube.com/watch?v=EDk83TUU9RE Starbucks: https://www.greenleaf.org/how-starbucks-built-a-servant-leadership-culture-qa-with-howard-behar/ https://youtu.be/FbjQFfH7mFE</p>
Part 3	<p>Reflection: Are you a Servant Leader: https://forms.gle/ZomDrNKnQ4g3HeAB6</p> <p>Google Assignment: Have participants ponder over the given topics before coming to the workshop.</p> <ul style="list-style-type: none"> ● Benefits of Servant Leadership - Generally speaking and FEA specific ● Challenges to Servant Leadership - Generally speaking and FEA specific
Part 4	<p>Google Assignment: Have participants ponder over the given questions before coming to the workshop.</p> <ul style="list-style-type: none"> ● How have you personally experienced SL within or outside of FEA? ● What did it look/sound/feel like? ● As a servant leader within FEA, what would my daily interactions look/sound like - with my subordinates, and my seniors. ● As a servant leader within FEA, what would my SL - driven conflict management look/sound like? ● As a servant leader within FEA, how would I work on building relationships and a sense of community? ● As a servant leader within FEA, what would I do to engage with the outliers?
Closure	<p>Movie trailer (3 min): https://www.youtube.com/watch?v=ij82Lbu9LkE</p>

Objectives	Duration	Coverage/Activity
<p>Making Servant Leadership tangible</p> <p>(Part 1)</p>	<p>4 hours</p>	<p>Explore what participants already know about leadership. Let them define what leadership means to them. Introduce the concept of Servant Leadership. Acknowledge if their definitions contain any element of Servant Leadership.</p> <p>Use the following references:</p> <ol style="list-style-type: none"> 1. Margaret Mead's - Sign of Civilization 2. Examples of some recent practitioners of Servant Leadership - Mahatma Gandhi, Mother Teresa, Martin Luther King Jr, etc. <p>Let them discuss the article they read as a warm-up activity. Follow it up with a quiz on 'What is Servant Leadership and what it is not?'</p>
<p>Examining and analyzing Servant Leadership</p> <p>(Part 2)</p>	<p>4 hours</p>	<p>Discuss what the participants were able to learn from the case studies.</p> <p>Let participants analyze the beliefs, traits, and behavior of Servant Leaders and reflect on what they already demonstrate, and what they need to develop.</p> <p>Construct a shared understanding around:</p> <ul style="list-style-type: none"> ● Authority Vs Leadership ● Leadership Vs Management ● Understanding Vs Being Understood ● Common Sense Vs Commonly Practiced ● Subversive Vs Subservient ● Service Vs Reward ● SL @ Work Vs SL in Life ● Frustration Vs Fulfillment ● Delegation Vs. Sharing ● Push Vs Pull
<p>Identifying benefits, challenges, and blind spots of the Servant Leadership generally and within FEA</p> <p>(Part 3)</p>	<p>4 hours</p>	<p>Discuss Reflection: Are you a Servant Leader.</p> <p>Discuss the benefits and challenges of Servant Leadership in the context of FEA.</p> <p>Some benefits to consider:</p> <ul style="list-style-type: none"> ● Employee loyalty and growth ● Cohesive and collaborative culture ● Better productivity ● More creativity ● More democratic decision making

<p>Creating a personalized action plan to be a Servant Leader</p> <p>(Part 4)</p>	<p>4 hours</p>	<p>Discuss:</p> <p>As a servant leader within FEA:</p> <ul style="list-style-type: none"> • what would be my strengths - beliefs, habits, traits, and behaviors? • what would be my challenges/areas of development - beliefs, habits, traits, and behaviors? • which organizational principles/values, processes, and people can help me become an effective servant leader? • which organizational principles/values, processes, and people can prevent me from becoming an effective servant leader? • “Everyone wins when a leader gets better.” What will the next best version of ME be like? How will I go about creating it? • how will I create an environment where my juniors feel motivated and driven?

Appendix 1

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