



Welcome to Servant-Leadership @ MSOE's Monthly Roundtable

Listening

Servant-Leader Milwaukee

"The servant-leader is servant first. It begins with the natural feeling that one wants to serve. Then conscious choice brings one to aspire to lead. The best test is: 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?" (Greenleaf, 1977/2002, p. 27)

Roundtable guidelines

The Servant Leader Roundtable is a learning community. It is never intended to be a source of sales leads for products or services.

The roundtables are intended to be first-person conversations grounded in the participant's direct experiences. Practice and experience humility.

Promote mutual discussion: listen first to understand, and don't be dismissive of the input received through listening.

Keep confidentiality. The discussion of issues, ideas, and direction will not become a personal attack or return to haunt you in the future.

Share air time with others. Recognize that different individuals are more or less comfortable in groups.

Don't go off /stay off topic for long.

If you have a problem with someone, calmly and respectfully address the problem directly with them.

Schedule:

Noon-12:10: General announcements and Greeting

12:10~12:40: Break into groups for discussion:

2 Breath introduction:

Breath 1: Who are you?

Breath 2: What is one thing that you are looking forward to this fall?

Appoint a **note taker** and **someone to give a short report** to the larger group

Discuss the Questions as listed below and in the Chat

If you need me call using "ask for help."

You will get a 60 second notification that the groups will be brought back to the big meeting.

12:40-12:50: Small group report outs (< 1 minute)

12:50: Official Adjourn and after discussion if desired

Odd numbered group(s):

Discuss the active listening skills. Give examples based on personal experience. How will practicing these skills help you become a better Servant-Leader?



Even numbered group(s):

“There is a difference between listening and waiting for your turn to speak.” ~Simon Sinek

Remarks like, “I see” or “Oh, really,” or “You did?” are noncommittal responses and is not considered reflective or empathetic listening! Door-openers are responses that engage the person speaking and makes you an *active* listener. For example, below are some door-opening phrases that are either positive phrases or killer phrases. See if you have ever said any of the phrases.

Positive Phrases

Keep talking, you’re on track.

Keep going.

I’m glad you brought that up.

How can we build on that?

That’s an interesting idea.
problem.

Let’s try it.

Killer Phrases

The problem with that idea...

It’s not a bad idea, but...

You haven’t considered...

We’ve tried that before.

You don’t understand the

Has anyone else ever tried it?

What phrases make you want to communicate or not communicate with someone? Or could it be body language? Facial expressions? Knowing what makes you feel like someone is listening to you, how does that help you become a better listener and leader?