

Welcome to Servant-Leadership at MSOE's October 8th 2021 Roundtable

This Month's Topic Is "Trust and Inspire"



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.

Thought to Contemplate

How have you built trust with someone in the past 24 hours?

From the "Things Doug Nelson is thinking about" series as he reads Robert Greenleaf's materials.

Schedule (all times central US):

Noon-12:10: General announcements and Greeting

12:10 ~ 12:40: Break into groups for discussion (depending on numbers present):

Each group should be a combination of students, staff, faculty and community members. If your group is very monolithic, please have someone leave the break-out group and they will be reassigned; or move to another table.

2 Breath introduction:

Breath 1: Who are you?

Breath 2: What are you most excited about as this season (fall in the Midwest) begins?

Read about your topic

Choose a student (assuming there is one) to **take notes** and **share out 1-3 takeaways** with the larger group at the end. It can be two different students if desired and there are 2 or more.

Discuss the topic

If you need help call using “ask for help” or raise your hand.

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/1-3 takeaways from the group (< 1 minute each)

12:50: Official Adjourn and after discussion if desired

“Those in charge trust that I will search for and carry out actions that will do more good than harm. That trust needs to be high and one does not earn it quickly. Whatever your career, if you would like to evolve into a position of great trust, then you will need to use your opportunities in a way that constitutes preparation for being given that trust.”

Please discuss who you think said the above.

Accountability is hard. Blame is easy. One builds trust, the other destroys it.

-Simon

Discussion starters:

- How has Trust (or lack thereof) impacted you in the past?
- How do you develop trust?
- Where does trust fit into Servant Leadership?

Discuss the topic and share key takeaways with large group at 12:40 pm (Central)

Building TRUST Resources

Trust Video – David Horsager 18 Minutes <https://www.youtube.com/watch?v=rqG8m3EvkjQ>

Eight Pillars of Trust 9 Minutes <https://www.youtube.com/watch?v=Fp0MhBNj0Cc>

Book “The Trust Edge” <https://www.amazon.com/Trust-Edge-Leaders-Relationships-Stronger/dp/1501197908/>

Book Summary <https://www2.skillsoft.com/assets/offers/ExecSummaries-TheTrustEdge.pdf>

Book Review & Summary <https://lifeclub.org/books/the-trust-edge-david-horsager-review-summary>

The 8 Pillars of Trust- Defined

Clarity: People trust the clear and mistrust or distrust the ambiguous. Be clear about your mission, purpose, expectations, and daily activities. When we are clear about priorities on a daily basis, we become productive and effective.

Compassion: People put faith in those who care beyond themselves. People are often skeptical about whether someone really has their best interests in mind. “Do unto others as you would have them do unto you” is not just an old saying. It is a bottom-line truth. Follow it, and you will build trust.

Character: People notice those who do what is right ahead of what is easy. Leaders who have built this pillar consistently do what needs to be done when it needs to be done, whether they feel like doing it or not. It is the work of life to do what is right rather than what is easy.

Competency: People have confidence in those who stay fresh, relevant, and capable. The humble and teachable person keeps learning new ways of doing things and stays current on ideas and trends. Make a habit of reading, learning, and listening to fresh information.

Commitment: People believe in those who stand through adversity. People trusted General Patton, Martin Luther King, Jr., Mohandas Gandhi, Jesus, and George Washington because they saw commitment and sacrifice for the greater good. Commitment builds trust.

Connection: People want to follow, buy from, and be around friends—and having friends is all about building connections. Trust is all about relationships, and relationships are best built by establishing genuine connection. Develop the trait of gratitude, and you will be a magnet.

Contribution: Few things build trust quicker than actual results. At the end of the day, people need to see outcomes. You can have compassion and character, but without the results you promised, people won't trust you. Be a contributor who delivers real results.

Consistency: It's the little things—done consistently—that make the biggest difference. If I am overweight, it is because I have eaten too many calories over time, not because I ate too much yesterday. It is the same in business. The little things done consistently make for a higher level of trust and better results.