



## Leadership From the Core

### WELCOME TO OUR SERVANT LEADERSHIP IMPLEMENTATION PROCESS

Developing servant leaders and changing culture requires a process. Ours is pretty robust. What makes it unique? We'll take you deeper into your servant-leadership journey than most leadership training programs.

Step 1: Foundation	Step 2: Feedback
Step 3: Coaching	Steps 4 & 5: Accountability Panels
Step 6: Reinforcement	Step 7: Mastermind Groups

Our process for implementing servant leadership development into the life of your organization is a result of adapting research and best practices as well as studying the techniques of some of the brightest minds in the business, including James C. Hunter, who has been hugely instrumental in giving us the vision and framework behind our methodology.

### WHAT WILL IT TAKE?

Now let's be candid with you. To really ensure success, it's important that people engaged in this process are fully convinced that the top leadership is fully committed to the process and is expecting to see continuous improvement in the form of growth and behavior change. This means, at the onset of the engagement, we seek buy-in to the need for change from key stakeholders and top leadership. This is a must for this program to succeed.

As you peek at the process steps below, what you'll notice is that it's pretty comprehensive and multi-faceted. We're going to take each participant deep into their servant leadership journey, beyond just training and coaching.

Here's where the magic happens. When all of those methods are rooted to accountability panels and mastermind groups to enhance the learning process, we believe, this is the right formula for transforming and growing your leaders. Sure, it won't work for everyone, but it will work for most if they have the commitment and follow-through, and if top leaders are fully on-board to support them.



## Leadership From the Core

### THE PROCESS IN SEVEN STEPS

So here's how the process works. Engagement length is typically 1 year.

#### **Step 1: Foundation**

This is where we set the standard for servant leadership. We'll conduct the education and training programs customized to your organization and set the bar for the behaviors and practices that need to take place for servant-minded culture change.

#### **Step 2: Feedback**

This is where we identify the gaps. We'll use the Organizational Leadership Assessment (OLA) and OLA360°. These are two instruments specifically designed to assess organizational health based on six key areas of effective servant leadership. Basically, at this stage, we will clearly identify the "gaps" between where the manager/leader needs to be as the leader versus their actual level of performance as the leader.

#### **Step 3: Coaching**

In order to eliminate those gaps and measure results, bi-monthly or weekly coaching sessions will take place to accelerate learning throughout the whole program. Two SMART action-plan goals are set quarterly by each participant. These goals are developed from the OLA summary reports and feedback.

#### **Step 4: Accountability Panel (AP) #1**

Steps 4-7 are those extra steps and stretch assignments we talked about earlier to solidify this process. Participants may experience some level of discomfort and "healthy" friction at this stage, but they'll find that it's for their own good and for their assertiveness development. Each participant appears quarterly before an AP to discuss their OLA results and to present their SMART plans and goals. The purpose of this healthy friction is to provide participants with support and resources and to increase accountability. AP's are facilitated by one of us (in most cases, the coach), and at times by a sponsor or manager. We also make sure that the top decision-maker, an HR person, and the participant's immediate manager is present.



## **Leadership From the Core**

### **Step 5: Accountability Panel (AP) #2**

The second phase of the AP continues to ensure each participant's improvement process. Here, participants are asked to share their OLA summary results and their SMART action plan and goals with their peers and subordinates in a group setting. Again, to ensure success, it's important to note that once shared with peers/subordinates, friction and accountability are once again greatly enhanced to ensure individual behavior change until those changes become habit (second nature).

### **Step 6: Reinforcement**

To continue reinforcing the foundation for Servant Leadership, immediately preceding or sometime during Step 5, we will deliver on-going leadership training on topics such as:

- Authentic Leadership Skills
- Building Community
- Sharing Leadership
- Developing People
- Employee Engagement
- Coaching Employees

### **Step 7: Monthly Mastermind Groups**

Participants enrolled together in the program will share, in a roundtable format, the practices and disciplines they have been learning and applying throughout the program, as well as their personal stories along their journey. The sessions will allow for each person to "go deeper" rather than talking about their work or merely making small talk, fostering the practice and development of humility and vulnerability – two very important qualities of leadership. Participants will increase their capacity to apply assertiveness, openness, honesty, and being as direct as possible. Groups are facilitated by one of our certified coaches.

Weekly or monthly 60-90 minute sessions combine peer support, facilitation, and accountability for results. Every session is laser-focused about bringing back ONE THING to the organization in order to have impact and get better results.



## Leadership From the Core

### WHY THE METHOD TO OUR MADNESS?

When people feel valued, they value what they do, and they will produce better work. If you're not convinced, here is what research is saying are some top reasons to consider servant leadership development:

- Influence employees, peers, stakeholders & your community in a positive way
- Happy employees = Happy Customers
- High employee engagement and retention
- Excellent corporate culture is developed
- Increase trust and build better team relationships.
- Higher performance = higher revenues

### HOW THIS PROGRAM TRANSLATES TO THE BOTTOM LINE

The secret is out, have you heard? Profitability is directly connected to employee engagement. In fact, research by Gallup found that companies with a highly engaged workforce are 22 percent more profitable and engaged companies grow profits as much as 3X faster than their competitors.

And great servant leaders are prolific at engaging employees! This is where we come in. We help equip your leaders to change from the inside out -- producing better teams, better workers, and better bottom-line results.

Then we watch, alongside our clients, your work cultures be transformed to a much better place.

### COST OF PROGRAM

That depends on several factors, including number of participants, number of coaching sessions per participant, assessment cost, and how many modules in the training process. But we will work all that out in a way that fits with your needs and budget in mind.



**Leadership  
From the Core**

Ready for change? Contact us today to schedule a discovery call – this one's on the house. Let's explore possibilities together.

**(310) 283-1830**

**[info@leadershipfromthecore.com](mailto:info@leadershipfromthecore.com)**