Leading with Purpose

—— A roadmap to Servant Leadership Integration ——





I value **integrity**. I pride myself on inspiring change through collaborative leadership that values people, purpose and progress.

REMA MOMBERG

Senior VP of Human Resources

verve

STRENGTHS

CONTEXT

RELATOR

LEARNER

CONNECTEDNESS

ACHIEVER







I value **alignment**. I pride myself in making purposeful connections that provide clarity, empowerment, and results.

STRENGTHS

IDEATION

FUTURISTIC

STRATEGIC

ARRANGER

LEARNER

KRISTIN STEEDE

AVP Learning + Development

verve



Leading with Purpose

— A roadmap to Servant Leadership Integration ——



AGENDA

- Why Servant Leadership?
 - The Case for Servant Leadership in Organizations
- The Milestone Framework
 - Establishing a Servant Leadership Model
 - Embedding Servant Leadership
 - Defining Servant Leadership as Core Competencies
 - Integrating Servant Leadership into Performance Management
- Interactive Discussion/Q&A
- Wrap Up



WHATIS A LEADER?

Why SERVANT LEADERSHIP

The Case for Servant Leadership in Organizations

Why SERVANT LEADERSHIP?

The case for Servant Leadership in Organizations



Engagement & Retention

Servant Leadership fosters a culture of trust, respect, and psychological safety – conditions proven to increase engagement.



Servant Leadership prioritizes the growth and wellbeing of others which in turn empowers individuals to contribute their best work.





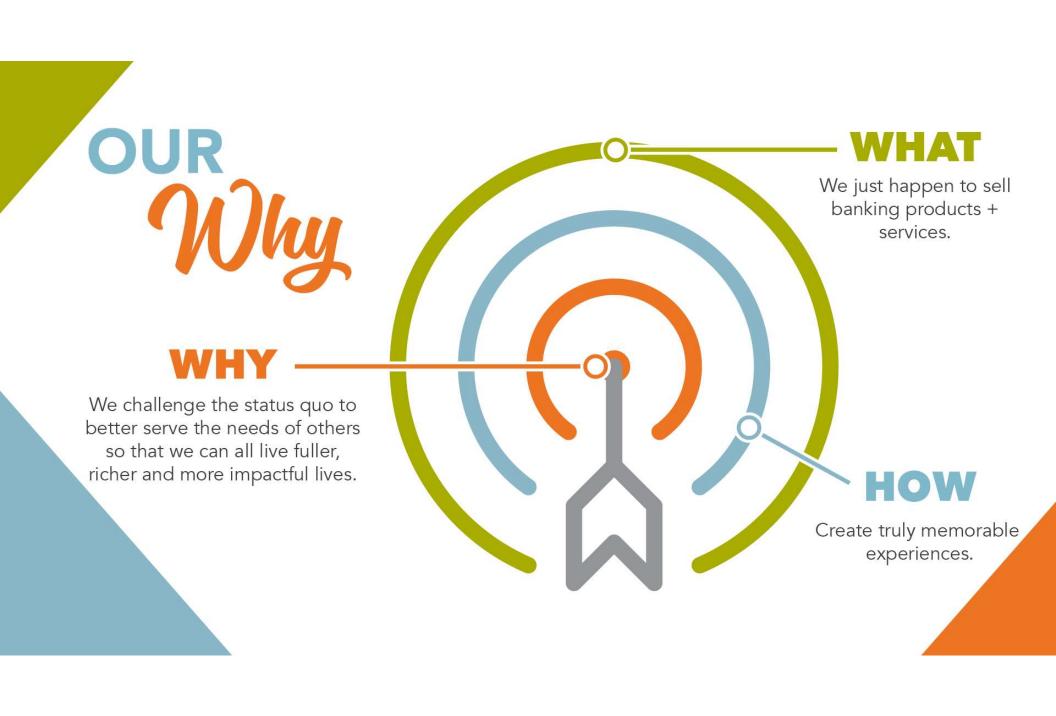
Customer Experience

Servant Leadership cultivates ownership and accountability, enhancing problem solving and the delivery of exceptional service.

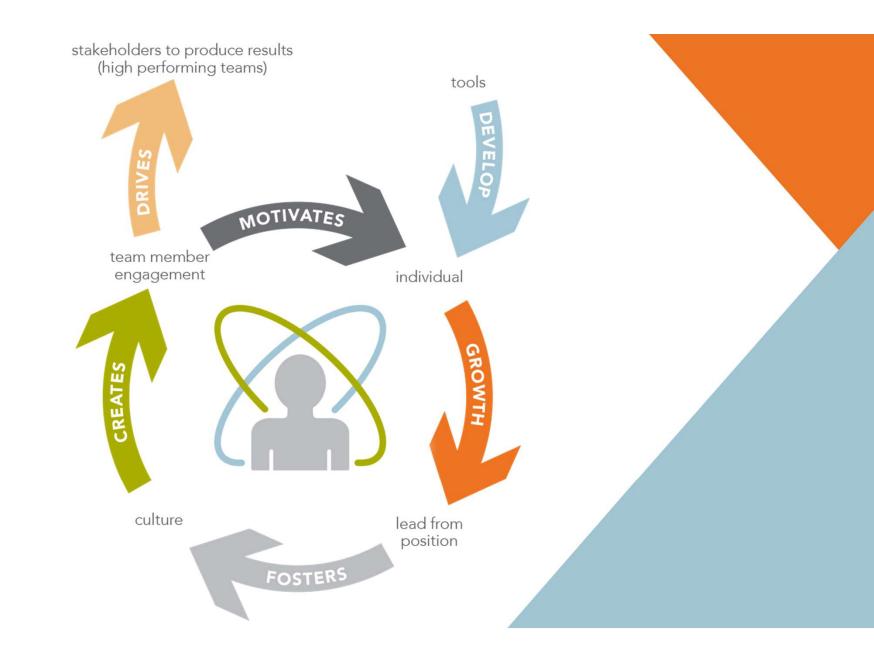
Purpose-Driven Workplace

Servant Leadership focuses on the power of serving others which attracts values-aligned talent seeking meaning and purpose.





Milestone 1 Establishing a Servant Leadership Model



Our Anatomy of a Servant

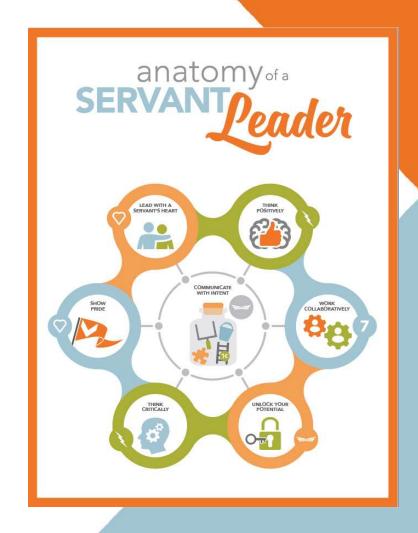
Leader is rooted in

emotional intelligence

and provides a servant

leadership model that helps

bring Our Why to life.



LEAD WITH A SERVANT'S HEART



empathy, anticipate the needs of others, be accountable, show respect, and always seek to improve in every interaction.

THINK



Bring good energy and be mindful of how attitude affects behavior. Be open to change and maintain composure in challenging situations while being adaptable and resilient.

WORK COLLABORATIVELY



Promote effective teamwork by respecting diverse perspectives, sharing information, ideas, and feedback openly. Set clear goals and priorities to meet objectives and manage time efficiently.

COMMUNICATE WITH INTENT

Effectively communicate with emotional intelligence, actively listen, and seek to understand others' perspectives to build trust and positive relationships.

JAR

Demonstrate needs-based transparency by listening and taking the time to look at situations from all angles.

GOAL POST

Clearly communicate and confirm understanding to produce great results.

PUZZLE PIECI

Uniquely commit yourself as an essential partner and be accountable for your piece of the puzzle.

BUCKET

Be self-aware and empathetic to cultivate growth. Our thoughts, words and timing are powerful.

COIN + LADDER

Flip the coin by asking reflective questions before climbing the ladder of assumptions. Explore the sides to every story.

UNLOCK YOUR POTENTIAL



Continuously cultivate knowledge and pursue opportunities for improvement and growth in both emotional intelligence and technical skills. Strive for excellence.

THINK



Analyze and problem solve though solutions-oriented contributions and openly assess intentions and outcomes.

SHOW



We challenge the status quo to better serve the needs of others so we can all live fuller, richer and

Embody "Our Why" with integrity and purpose.



Containing **7 anatomy parts**, our framework provides a clear model while still leaving enough room for the **unique stregnths** and talents of our team.

Milestone 2 Embedding Servant Leadership Throughout the Organization

Embedding SERVANT LEADERSHIP









As a resource for **self-reflection** or **group reinforcement** each behavior has an intentionally designed **one-sheet**.



SERVANT Peader

Relationship **BUILDING SKILLS**



Relationship building skills are the practical behaviors that allow us to create meaningful connections, foster trust, and collaborate effectively with others.



Ask Reflective Questions

Recommending Solutions Using Features and Benefits

- Demonstrate Your Understanding of the Person's Necommend Solutions by Identifying Key Features
 Connect Features to Tangible Benefits



Gauging Interest

- Observe and Connect to Cues
 Ask Reflective Questions
 Adapt Based on Their Response
 I finterested Move to Gaining Commitment
 If Hesitant or Unsure Move to Identifying + Addressing Objections
- **Identifying and Addressing Objections**
- Press for Specifics
 Clarify and Acknowledge
 Respond with Relevance
 Test and Adapt
- - Gaining Commitment
 - Present the Next Step Clearly
 Invite Collaboration
 Secure Agreement and Reinforce Confidence



- Follow Through and Follow Up

 Confirm Actions Taken or Pending (Follow Through)

 Reach Out for Feedback or Updates (Follow Up)

 Adapt to Their Evolving Needs (Follow Up)

 Set the Stage for Future Interactions (Follow Through & Follow Up)

 SKILL PRACTICE AID SKILL STEPS

Relationship Building Skills

Relationship building skills are the practical behaviors that allow us to create meaningful connections, foster trust, and collaborate effectively with others.

Active Listening

- Focus on the Speaker and Show That You Are Listening
 Sort and Connect to Relevant Information
 Respond Appropriately



Ask Reflective Questions

- Start with Open-Ended Qu
 Pay Attention to Cues
 Use the Funnel Technique
 Confirm Understanding

Recommending Solutions Using Features and Benefits

Gauging Interest

- Gauging Interest

 Observe and Connect to Cues

 Ask Reflective Questions

 Adapt Based on Their Response

 If interested Move to Gaining Commitment

 If Hesitant or Unsure Move to Identifying + Addressing Objections



Identifying and Addressing Objections

- Press for Specifics
 Clarify and Acknowledge
 Respond with Relevance
 Test and Adapt



Gaining Commitment
Present the Next Step Clearly
Invite Collaboration
Secure Agreement and Reinforce Confidence



Follow Through and Follow Up

- Follow Through and Follow Up

 Confirm Actions Taken or Pending (Follow Through)

 Reach Out for Feedback or Updates (Follow Up)

 Adapt to Their Evolving Needs (Follow Up)

 Set the Stage for Future Interactions (Follow Through & Follow Up)

 SKILL PRACTICE AID SKILL STEPS

Milestone 3 Defining Servant Leadership as Core Competencies







THINK CRITICALLY

Analyze and problem solve through solutions-oriented contributions and openly assess intentions and outcomes.







Enhanced Performance

Team members with strong critical thinking skills are reported to have 6X higher job performance.



Thought Diversity

Listening to diverse perspectives enhances critical thinking by encouraging open-mindedness.

Greater Impact

Companies with strong critical thinking cultures are 30% more likely to outperform their peers.

BEHAVIOR IN ACTION

- ☐ Self Awareness This impacted my thinking by __
- ☐ Self Management This impacted my behavior by
- □ Social Awareness This impacted others by
- ✓ How will emotional intelligence help you think critically in the future?

BEHAVIOR CONNECTION

- **TOP 5 STRENGTHS** · Which strength supports your ability to problem solve?
- . In the past week, which strength have you relied on to make an informed decision?



OUR WHY

- · How do you challenge the
- status quo using this behavior? · How will you use this behavior
- to live a fuller life?

- · How do you bring this behavior to life with your value word.
- · Declare what you can be counted on for when problem



THINK CRITICALLY

Analyze and problem solve through solutions-oriented contributions and openly assess intentions and outcomes.

Technical Expertise + Problem Solving



KEY COMPONENTS OF THE COMPETENCY - THINK CRITICALLY

Analytical Skills

- Evaluate and interpret data to inform decisions.
- ✓ Use logical thinking to evaluate situations and propose solutions.

Problem Solving

- ✓ Focus on finding effective and practical solutions.
- Collaborate with others to approach problems from different angles.

Understanding Intentions and Outcomes

- Seek to understand the intentions behind actions and decisions.
- ✓ Evaluate the results of actions and decisions to learn and improve.

Technical Expertise

- ✓ Apply technical knowledge to analyze and solve problems.
- Stay updated with the latest developments in your field to enhance problem-solving capabilities.

PROFICIENCY LEVEL EXAMPLES FOR THINK CRITICALLY

Exceeds Expectations

- · Behavior: Consistently demonstrates strong analytical skills and problem-solving abilities. Proactively assesses intentions and outcomes, contributing innovative solutions.
- . Example: Regularly identifies root causes of complex problems and develops effective solutions. Shares insights and knowledge to help the team improve decision-making processes.

- . Behavior: Effectively analyzes data and solves problems. Assesses intentions and outcomes to inform decisions and improve processes.
- · Example: Routinely evaluates situations logically and provides practical solutions. Uses technical expertise to support problem-solving efforts and enhance team performance.

- . Behavior: Occasionally demonstrates analytical skills and problem-solving abilities but lacks consistency. Shows some ability to assess intentions and outcomes but may need guidance.
- Example: Sometimes identifies solutions but may not consider all factors. Uses technical knowledge but may need support to fully analyze and solve problems.

Does Not Meet Expectations

- · Behavior: Rarely demonstrates analytical skills or problem-solving abilities. Struggles to assess intentions and outcomes, leading to ineffective solutions.
- · Example: Frequently misses key details in problem analysis and provides incomplete solutions. Lacks the technical expertise needed to effectively address issues.



Milestone 4
Integrating Servant
Leadership into
Performance
Management





Today's Date:

Team Member + Leader Information

Team Member Name: Patch Value Declaration:

Strengths:

Leader Name:

Patch Value Declaration:

Strengths:

Competency Focus



THINK POSITIVELY

Bring good energy and be mindful of how attitude affects behavior. Be open to change and maintain composure in challenging situations while being adaptable and resilient.

Initiative - Adaptability + Resilience

Competency Reflection

To help you reflect on your use of the "Think Positively" competency, please conduct a self-assessment using the Start, Stop, Continue method. This method will guide you in identifying specific behaviors and actions that align with this competency.

- 1. Start: Identify new behaviors or actions you should begin to better embody the "Think Positively" competency.
- Stop: Recognize behaviors or actions that do not align with the "Think Positively" competency and should be discontinued.
- Continue: Highlight behaviors or actions you are currently doing well that align with the "Think Positively" competency and should be maintained.



Goals - Projects - Tasks

What goals, projects, or tasks would you like to discuss?

Additional Discussion + Support

What do you need from me? What else can I do to support you?

Paycom Reminders

- ☐ Enter notes under track progress for competency focus. (This will save you time during your annual review).
- ☐ Update tracking information on goal progress before your next one-on-one.

Page | 1

Page | 2











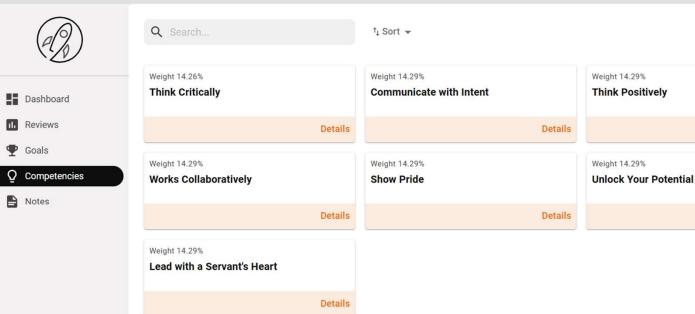
Details

Details



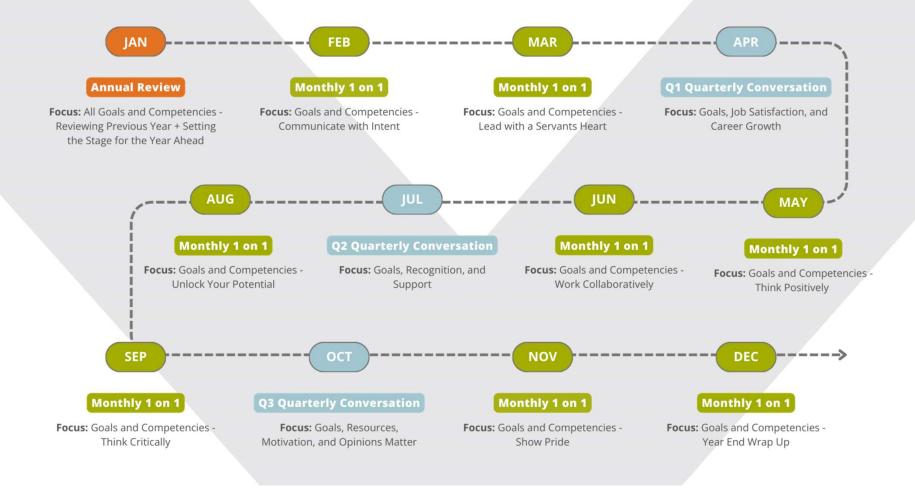
Time Management Time-Off Requests Information Payroll Documents Checklists Benefits Performance Personnel Forms Learning Ask Here Company Information

Competencies





12 MONTH OVERVIEW



McWsteps and Q&A

