

# EFS SERVANT LEADERSHIP NEWSLETTER

**"You cannot change your life until you change something you do every day." John Maxwell**

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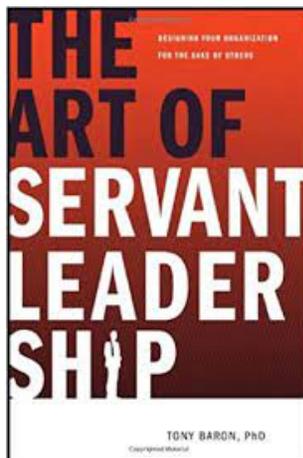
**TOPIC THIS ISSUE:**

**The Process of Transformational Change**



## **THE HUMANITY OF SERVANT LEADERSHIP**

By: Tony Baron, Ph.D.



Followers forget that leaders are human. Followers can place unreasonable expectation and hold their leaders to impossible standards that they are unwilling to hold for themselves. They forget that everyone, including leaders, has two core needs in life: **to love and be loved.**

**What does this have to do with leadership? Everything. What does this have to do with**

**business? Again everything.** We are spiritual beings and social creatures. If you ignore our spirituality and our social needs, you will never be more than a transactional leader. Of course, people have other needs, for example the need to create. But if you don't meet the indispensable need to love and be loved, the other needs will suffer, and we will be unable to live life fully.

The confusion for leaders is that the meaning of love has taken a beating. So much so that many in our society cannot tell the difference between the concepts of **love, like, and lust.** The ancient Greeks had several words for love, describing more clearly the difference between romance, friendship, and charity. The one word that best

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describes the heart of a servant leader is the Greek work agape. The word properly applied will describe the interrelationship between our psychological need to love and be loved, the rule of life in servant leadership, and the realities associated with the business world. Agape means to choose to seek the best for others. Servant leadership is intentional action that seeks the best for others.

Servant Leadership is the only kind of leadership that recognized the basic need of all human beings. By its very nature, **servant leadership is transformational, instead of transactional. Servant leadership is people driven, instead of project driven. Servant leadership allows everyone to win, instead of just the chosen few.**

## THE WALLS OF SELF-PRESERVATION

By: Michael J. Stabile



**Once walls go up, they are hard to tear down.** This is true of cities, countries, and individuals. Walls are built for separating and protecting ownership. Once ownership of a parcel of land is claimed, boundaries are established in the form of fences, property lines, and

walls. Once the borders are built, they can be defended, and most walls have defensive process to protect them.

**In a similar manner, men and women construct inner walls to protect aspects of their interior lives.**

Walls exist within us all. They may be built consciously or unconsciously for our protection, but they can also shut us off from the rest of the world and the oppotunities awaiting us there. I can't claim to know what walls you might have erected, but in most cases, the reason we put them up is for self-preservation.

**The wall of self-preservation is tall and thick.** It may protect us even if it offends others. Like most walls, yours



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and mine require considerable maintenance, and the time we devote to self-preservation might be better spent reaching out and extending our influence. Servant leaders are devoted to helping others perform at peak levels to have a positive impact. Time after time, the major impediment to peak performance is self-preservation.

**Can you identify the “wall” of self-preservation that you’ve constructed? Do you see how these walls may be hindering, not helping you?**

## CHANGING YOUR MINDSET

By: Michael J. Stabile



**How do we change our ‘mind-set’ or mental conditioning?** *Habits (good and bad) are what you create when we do something over and over, to the point where we no longer need to think about it consciously in*

*order to repeat the process perfectly.* All of this implies, not only to things we do physically, but also our thoughts. When we think the same thing over and over, it becomes a habit of thought. A habit of thought over time becomes an attitude or belief. *There is nothing as powerful as attitude.*

**Attitudes dictate our responses to the present and determine the quality of our future.** *Attitude can simply be defined as our ‘mind-set’ or mental conditioning that determines our interpretation of and response to our environment. It is our way of thinking. Our attitude is a natural product of the integration of our self-worth, self-concept, self-esteem, and sense of value or significance. In essence, our attitude is the manifestation of who we think we are. We live our lives based on who we think we are. You may have purposed, too many times, to change a habit, lose weight, quit smoking, and even to be a better person, but over time fall back into your old habits and get frustrated and discouraged.*



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**“Five frogs sat on a lily pad. One decided to jump off. How many were left on the lily pad?”** You might think this a trick question. The question is really not a trick question. Most people will analytically reason the correct answer is four. Unfortunately, the correct answer is not four, but five! All five frogs are still sitting on that lily pad. Why? Because only one decided to jump off, however, he only decided to jump he didn’t actually jump. The conscious mind may make decisions, imagine something, ponder an idea, plan something, make a new resolution, or even decide to jump off the lily pad, however, it doesn’t mean that we actually will do any of the above.

**Neuroscientists tell us that our actions get done through our non-conscious mind.** In fact, *only two to four percent of our brain functioning is in control of our conscious mind.* The conscious mind can exert control, but only for the short term. The conscious brain has severely limited processing ability. If you find this hard to believe, consider this, the average person loses focus every six to ten seconds. How many numbers in a random sequence can you remember? Think about the last time you called 411 or directory assistance for a phone number. After you hung up, were you able to remember the area code plus the number with out writing them down? Can you remember them now? Our conscious brain has a very difficult time remembering all ten digits, in fact, the research has found that on average it is difficult to remember more than six or seven digits or more than two or three events at a time. While your conscious brain can’t possibly keep track of all that, your non-conscious brain can, and it does, nonstop, twenty-four hours a day, every day of your life. If your conscious brain loses focus about every six to ten seconds, how often does your non-conscious brain lose focus? **The answer is, NEVER!**

**Therefore, the power center of our brain is in the non-conscious mind.** In order for change or transformation to happen the urgency level must be high, compelling, and realistic for the individual. In other words, the urgency level must be strong enough to motivate our non-conscious mind to commit to action that will ultimately impact our conscious choices. Like the five frogs on the lily pad, it is not enough to decide we must have an urgency level that forces us to make a committed action toward a preferred future. Most of us can’t break certain habits or create new ones because we don’t have the right thoughts and attitudes

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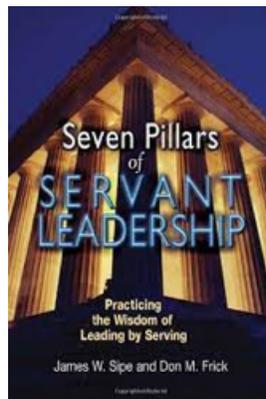
that will enable us to change. Our convictions determine what is stored in our hearts, and our heart is the container of our attitudes. It is like a bank account that we draw from that determines the way we live our lives. We become what we learn, listen to, see, hear, and experience. Our non-conscious mind or heart attitude affects our conscious perceptions and mind-set. In other words, the height to which our heart aspires depends on the information that is in it. *We will never rise above our mental conditioning or bar that we have set for ourselves.*

**We are our worst enemy or our greatest ally.** Our perspective is being shaped by our internal belief system and our internal belief system will either take on a victim’s mentality or victor’s mentality. Whatever is stored in our heart determines how high or how low we think about ourselves and what we believe we can accomplish.

## SERVANT LEADERSHIP CHANGE PROCESS

By: James Sipe + Don Frick

***We are what we repeatedly do. Aristotle***



Aristotle believed that moral character is the result of consistently acting on virtues like courage, temperance, and modesty. Every time a choice presents itself, one considers all the variables, determines the best course of action in the situation—what Aristotle calls the Good—and chooses it, day after day, week after week. Eventually, the process of analysis and reflection becomes a habit, and so does the outcome of

choosing Good. **Character is a result of the right habits.**

The analysis component of decision-making is not a problem for most people. We analyze, categorize, and prioritize and issue within an inch of its life, because that is what is rewarded in most organizations. **The reflection part of problem solving is more challenging.** It



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often requires taking time away from the matter to gain perspective and to draw upon the wisdom of intuition. This element of the process does not come naturally to most people. It requires a bit of one's precious time, a slight leap of faith, and some loss of control—something that produces anxiety in many people.

**Analyze, reflect, choose, and reflect.** That is how we begin to build virtues and skills. It is an essential prerequisite to evolving the competencies that support the impulse to serve, and to serve first. Recent research into how adults learn, change, and grow can also guide in the application and transformation of new knowledge, skills, and abilities. The servant leader change process incorporates these and other evidence-based practices in a seven-step process called: **First Ask Yourself:**

1. What are my strengths as a Servant-Leader? Where do I have room to grow?
2. Am I willing to invest the effort requires to change my behavior? Do I have the time?
3. What will be the return on my investment? What are the payoffs for changing?
4. Where and how will I obtain additional, ongoing opportunities to learn the knowledge and skills of leading by serving?
5. Do I have real-world, real-time opportunities to try out new servant leader behaviors?
6. How will I hold myself accountable to make the changes I desire? How will I now when the new behavior is "wired-in?" Am I willing to ask others for feedback about my efforts to develop and grow as a servant-leader?
7. Are my new habits serving others? How am I contributing to the greater good of my organization, my family, and my community?

**Everything begins with the individual** whether you are a CEO; senior leader, district manager, administrative assistant, or driver, servant leadership starts with you. Only then can it become embedded into your organization's operations, climate, and culture.

