



SERVANT LEADERSHIP

with Jim Blanchard, Retired CEO & Chairman of Synovus

▶ FOCUS VERSES

Jesus called them together and said, “You know that those who are regarded as rulers of the Gentiles lord it over them, and their high officials exercise authority over them. Not so with you. Instead, whoever wants to become great among you must be your servant, and whoever wants to be first must be a slave of all. For even the Son of Man did not come to be served, but to serve, to give his life as a ransom for many.”

Mark 10:43-45

▶ DISCUSSION

Jim Blanchard says that in any relationship you have to earn trust, and it is no different earning trust in the workplace.

He gives the following examples of how to earn trust as a leader:

- Give employees the right to take a risk and be wrong
- Give employees the right in a meeting to speak their mind, even if it's contrary to their boss
- Give employees the right to use their own initiative
- Give employees the right to make a deal with a customer

▶ Have you ever earned trust in the workplace using such tactics?

▶ Has someone ever earned your trust in the workplace because of such tactics?

People often think there is no room for love in the workplace. Jim argues differently with servant leadership. He states that people might not remember the details of the lecture you gave them, but everybody remembers how you make them feel.

- Think of a time when you have shown love/compassion/understanding in the workplace. How did that affect your professional relationship with that person?
- Think of a time when love/compassion/understanding was shown to you in the workplace? How did that make you feel?
- How do you think love in the workplace affects employee's overall quality of life?

It is said that “No change takes place in the workplace or in the home until there is a change in the heart.” Examine yourself. What heart change do you really need to become a servant leader?



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