



The  
**Science**  
of  
**EDGE**  
THE KNOWLEDGE TO MASTER THE NEW SUPPLY CHAIN

**Don't Manage: Enable with  
Servant Leadership**

Track 1 Session 5

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# Abstract

**Top-down organizations work great, if you are a medieval king. Today's really effective leaders have figured out how to drive real business results by learning to draw all the talent, creativity and energy from those around them. This lesson will help leaders understand the remarkable power of flipping the org chart and serving your team as an enabler instead of all-knowing decision maker. By living out and creating a culture of servant leadership, you can immensely improve recruiting and retention and ultimately your team's satisfaction, abilities and desire to achieve their goals.**

# Agenda

- **Interactive presentation and discussion**
- **Learning with a mindset to “live it out”**
- **Be open and vulnerable to share – it’s about learning moments.**
- **Q&A throughout**  
**(additional dedicated Q&A time at the end)**
- **Key Takeaways**
- **Conference Cloud**
- **Questions**

# What do you think of when you hear the words “Servant Leadership?”



# Authentic Servant Leadership Has a Measurable ROI

- Lower turnover
- Increased engagement
  - Committed
  - Aware
  - Interested
  - Long-Term
- Increased productivity
- Improved recruitment
- Desirable company and facility culture



# So what prevents us from serving?

- Our energy or patience
- Perceived time limits
- Our priorities
- Our awareness
- Our relational empathy capacity
- Our desire based on our stressors
- Commitment level



# Threats to a serving mindset

- **“It’s HR’s responsibility.”**
- **Serving = Doing someone’s work for them**
- **Write Ups and PIPs versus Coaching**
- **I’m paid to produce –  
I’m not paid to serve.**
- **It’s all about money  
(though money  
does matter).**





# Wages vs. Treatment


Wages →

Treatment →

# What do our employees really want?

- 1. To feel appreciated.** They want to know you are for them.
- 2. To be respected.** Treated fairly.
- 3. To receive training.** So they can succeed.
- 4. Communication.** So they can perform better.
- 5. To be included.** So they feel a part of something bigger.

# What their needs sound like...

- ***“My work is never recognized or rewarded.”***
- ***“They are only here for their paychecks and couldn’t care less about the job and the people who work under them.”***
- ***“What’s the point in working so hard for a better position when we don’t get recognized for the job we are doing now?”***
- ***“I feel like I have to learn everything on my own. When I train others it takes away from my production.”***

# 5 Actions to Live Out Servant Leadership

1. Know them.
2. Coach them.
3. Encourage them.
4. Recognize and appreciate them.
5. Include them.



# Know them.

- **Walk the floor**
- **Be present**
- **Learn names and call them by name.**
- **Ask questions.**
  - What do you like best about this job?
  - Are there other areas you want to learn?
  - How are your production measurements?
- **Watch your body language.**

# Coach them.

*“When you know better,  
you do better.” – Maya Angelou*

- **Serve your employees by helping them do better.**
  - Teach instead of tell
  - Properly train
  - Proactively communicate
  - Explain the “why” behind decisions and changes

# Encourage them.

- **“Catch” people doing something right**
- **Thank them**
- **Create excitement in the work**
- **Praise publicly/Discipline privately**

# Recognize and appreciate them.

- How do you recognize and appreciate your employees' work when they produce?
- How can you show appreciation without spending money?
- How do you show appreciation in the challenging times when morale is low?



# Recognize and appreciate them.

- **Make decisions that are good for the company AND the people.**
- **What if...**
- **Work Environment > Pay**
- **Flip it. Have a positive mindset and model gratefulness.**

# Include them.

- **People want to feel “in the know.”**
- **One-on-Ones and team meetings**
- **Ask questions and be open to feedback.**

# Real Results from a Servant Minded Culture

	2014 Baseline	April 2015

# 5 Actions to Live Out Servant Leadership – Key Takeaways

1. Know them.
2. Coach them.
3. Encourage them.
4. Recognize and appreciate them.
5. Include them.

# Conference Cloud Additional Resources

## Blog posts:

- Having the Confidence to Serve  
<http://www.leadershipwithsass.com/2011/01/having-the-confidence-to-serve/>
- Servant Leadership Gut Check  
<http://www.leadershipwithsass.com/2012/03/servant-leadership-gut-check/>
- People Want to Feel Appreciated  
<http://www.leadershipwithsass.com/2014/10/people-want-to-feel-appreciated/>
- Catch People Doing Right  
<http://www.leadershipwithsass.com/2015/07/catch-people-doing-right/>
- Are You Afraid to Praise?  
<http://www.leadershipwithsass.com/2014/08/are-you-afraid-to-praise/>
- 7 Ways to Make Positivity a Habit  
<http://www.leadershipwithsass.com/2014/03/7-ways-to-make-positivity-at-habit/>

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**Questions**



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