



CREATING AN ORGANIZATION OF EXCELLENCE

by
PROVIDING SERVANT LEADERSHIP

for
NCSITE ANNUAL MEETING
November 17, 2005

WARNING :RATED T !!!

*J. Richard Atkins, P.E., President
Triad Transportation Partnerships*



PURPOSES OF THIS PRESENTATION

- **Introduce principle of servant leadership**
- **Encourage a standard of excellence**
- **Challenge self-assessment**

DEFINITION OF LEADERSHIP

- **Demonstrating the skills and ability of influencing people to enthusiastically work towards worthwhile goals, with character that inspires confidence**

DEFINITIONS OF ORGANIZATIONAL EXCELLENCE

- Understands and meets the stakeholder needs
- Sets high expectations
- Achieves worthwhile and measurable goals which support mission and vision

RESPONSIBILITIES OF LEADERSHIP POSITIONS

- Employees entrusted to our care
- Behavior patterns watched and engrained
- Develop new leaders



MANAGEMENT VERSUS LEADERSHIP

- Management is what we do
- Leadership is who we are

HOW TO RECOGNIZE A SERVANT LEADER

- Humble
- Person of character
- Care and concern
- Highly respected
- Big picture
- Focused
- Strategic thinker
- Consensus builder
- Hospitable
- Ego under control

VIEWS ON LEADERSHIP TODAY

- Tremendous void
- Few out there
- Limited training / soft skills
- Disconnect between the top and the front line employees
- Fear
- Comfortable with status quo
- Lack of commitment
- Unwillingness to tell the truth

LEADERSHIP MYTHS TODAY

- Being in a leadership position makes you a leader
- Nice guys always make great leaders
- Leaders stay on top of everything
- Leaders are born



FOUR KEYS FOR CREATING AN ORGANIZATION OF EXCELLENCE

- **Have a Plan**
- **Work as a Team**
- **Practice Excellence in Communications**
- **Do the Right Thing**

A STORY OF AN ORGANIZATION STRIVING FOR EXCELLENCE



EIGHT KEY LEADERSHIP PRACTICES AT CHURCH OF THE RESURRECTION

- **Shared Purpose, Values, and Vision**
- **Strategic Plan, Annual Action Plans, and Measurement of Results**
- **Leadership Selection Process**
- **Self-Examination**
- **Marketing**
- **Establishment of Teams**
- **Managed Fear**
- **Positive Mental Attitude**

ORGANIZATIONAL VOLUNTEERS WHY THEY DON'T PARTICIPATE

- **Either Not Asked, or How They Are Asked**
- **Waste Their Time**
- **Fuzzy Expectations and Goals**
- **Leadership Styles**

LEADERSHIP STYLES

- Dictatorial
- Authoritarian (Micro-manager)
- Compromiser
- Empowered

KEY SERVANT LEADERSHIP BEHAVIORS

- **Honesty and Integrity**
- **Respect of Others**
- **Self-Control and Self-Sacrifice**
- **Courage and Commitment**
- **Encouragement and Support of Others**
- **Accountability of Self and Others**

CURRENT LEADERSHIP DEVELOPMENT / TRAINING



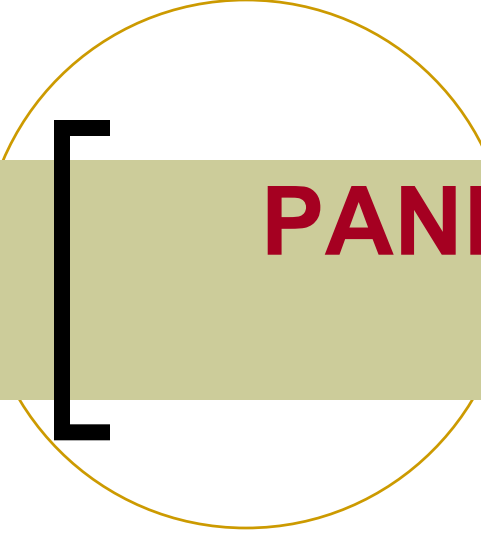
- **Few Have Opportunity to Participate**
- **Few Who Participate Take Action**

WHERE ARE OUR POTENTIAL GAPS?

- Our skills
- Our leadership styles
- Knowing who we are
- Courage and commitment
- Willingness to be vulnerable and endure pain

WHERE TO BEGIN

- Read with commitment to improve
- Help someone in your organization grow
- Set better example
- Assessment of your leadership style, practices, behaviors, and values



PANEL DISCUSSION AND QUESTIONS

A decorative graphic consisting of a thin gold circle on the left side, partially overlapping a horizontal bar. The bar has a gold-to-white gradient and is framed by a large black '[' bracket on the left and a gold ']' bracket on the right.

THANK YOU!

For additional information, contact:
ratkins@triadtrans.com

