

LEADING FROM THE MIDDLE

*A continuing journey of change and sustainment
in a servant leader environment.*

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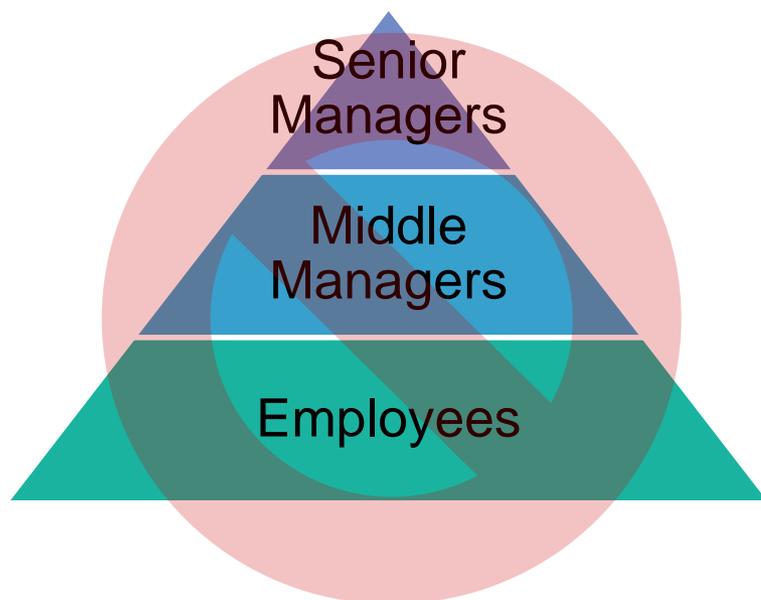
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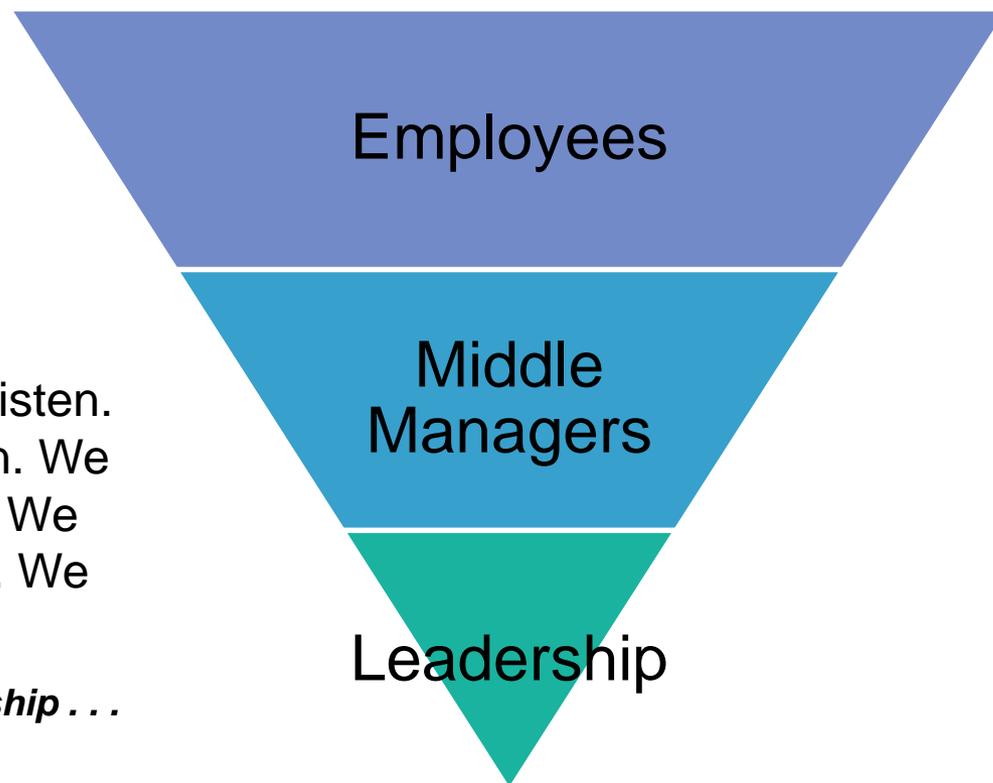
March 24, 2010

An Introduction to Servant Leadership



"The measure of a leader is not the number of people who serve the leader, but the number of people served by the leader."

Adapted from a quote by John C. Maxwell.



"We must be silent before we can listen. We must listen before we can learn. We must learn before we can prepare. We must prepare before we can serve. We must serve before we can lead."

William Arthur Ward as quoted in Leadership . . . with a human touch, June 1, 1999

Our Journey



Ideas are Free!

2008

RTSC Indianapolis attends 2008 RTN Lean Symposium hosted by IDS

IDS describes their journey toward Total Employee Engagement and the positive impact it's had on their business. They introduce everyone to the author of "Ideas are Free".

2009

The Indianapolis Team returns with a broader network, a starting point, lessons learned, and a renewed enthusiasm to embark on their own journey. A new initiative is launched to tell leaders...



Our Challenge #1

- Recognizing training and motivation of individual employees and managers

Attitude	Aptitude
Unwilling	Unable
Unwilling	Able
Willing	Unable
Willing	Able

Our Challenge #2

- Leadership calling for people to be “held accountable” – the choice is black and white.

“Holding people accountable”, like holding people hostage, is an external force imposed on the individuals...

OR

People “being accountable” is empowerment – an individual choice to accept a task and the consequences when one falls short of success.

Today's Questions

- ***What are the lessons you draw from your company's experience for leading change from the middle of your organization?***
 - Leadership vision is critical.
 - Leverage what has already been tried and tested. Your “wheel” is not likely to start off any more round.
 - Believe that employees want to see their company succeed. Don't complicate the process of getting them involved.
 - An organization is merely a compilation of individuals. Know their attitude. Determine their aptitude. Work to adjust each.
 - Challenge the idea of “holding people accountable”

Today's Questions

- ***What suggestions would you give others attending this session for what they can do when they leave this session and go back to their companies to enable more change from the middle of their organizations?***
 - Get inspired
 - ***Ideas are Free***, Alan Robinson and Dean Schroeder
 - ***Orbiting the Giant Hairball***, Gordon MacKenzie
 - ***The 21 Irrefutable Laws of Leadership***, John C. Maxwell
 - There are no “new” problems, only “nuances”
 - Ask what has been tried, search for lessons learned
 - Consider “inverting” the pyramid
 - How would change management be different if managers were measured by their ability to enable employees to “be accountable”?