



Servant Leadership

Colonel John T. Groves Jr.



Objectives



- Emphasize the importance of character and values in leadership development
- Describe how vital personal growth is to becoming a good leader
- Illustrate the value of Mentorship



Character



- Family values
- Organizational values
- Common vision





Character



- Humility
- Feedback is a gift
- Picture of Marty and Sandoval



Character



- Integrity





Character



- Culture eat strategies and processes
lunch every time
- Quinte Studor



Character



- Selfless service





Character

“Nobody cares how much you know until they know how much you care...”

*CPT Dave Watkins
5th Special Forces Group*

(Myiah Angelo)



Character

“The ability to laugh, especially at yourself may be one of the most valuable and overlooked talents a person can have.”

*Spiegleman and Berrett,
Patients Come Second 2013*



Character





Personal Growth



- Find your voice
- Picture of me lecturing?
- Video of LT barking out orders



“Challenge Authority at Every Opportunity”



“A true leader works as a team, but also must be willing to buck popular opinion and take an independent stand when it’s necessary, the secretary said. “Don’t kid yourself,” he told the midshipmen. “That takes courage.”

Robert Gates
Secretary of Defense



Judgment



Defense Secretary Robert Gates urged the nation's future Army officers to question authority, challenge conventional wisdom and work to avoid the dangerous "groupthink" that often takes root in military circles



Techniques for Tough Conversations



- TeamSteps
- C-oncerned
- U-ncomfortable
- S-top
- Triangulate when possible
- It's our responsibility and obligation as a patient advocate



Personal Growth



**JUDGE A MAN BY HIS
QUESTIONS RATHER
THAN HIS ANSWERS**

VOLTAIRE

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PICTUREQUOTES

*“What is it that
you know about
your craft that I
will never
understand”*

Charlie Rose



Personal Growth



- How Commanders shape behavior through reaction to failure is critical; mistakes of subordinates that nonetheless demonstrate responsible initiative guided by intent should be seen as building blocks in the development of mission command.



Personal Growth



- You are the same person you are next year as this year except for the people you meet and the books you read.

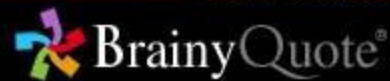


Personal Growth



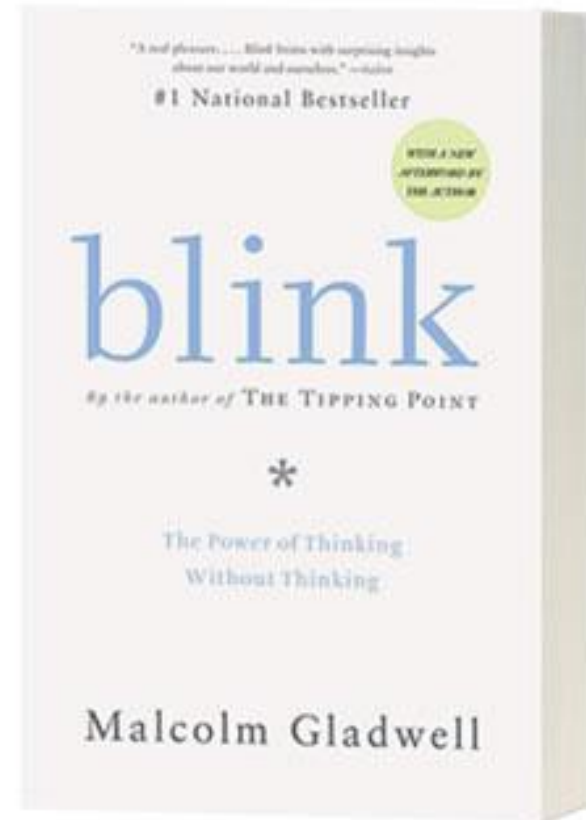
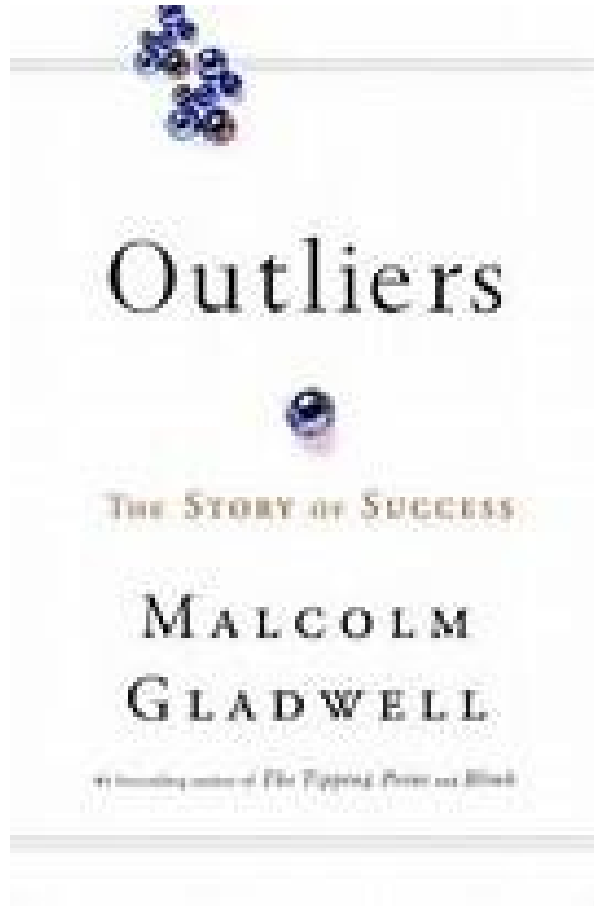
**A hero is someone who
has given his or her life
to something bigger
than oneself.**

Joseph Campbell





Personal Growth





Personal Growth



- But what I have sensed is an enormous frustration with the unexpected costs of knowing too much, of being inundated with information. We have come to confuse information with understanding.
"Blink"



Personal Growth

- **First Lessons from Blink:**

From experience, we gain a powerful gift, the ability to act instinctively, in the moment. But this is one of the lessons I tried very hard to impart in Blink. It is easy to disrupt this gift.



Personal Growth

- **Second Lesson from Blink:**

Understanding the true nature of instinctive decision making requires to be forgiving of those people trapped in circumstances where good judgment is imperiled.



Personal Growth



- Gladwell...more information is not necessarily more knowledge Blink
- Outliers – 10,000 hours
- Collins – Good to Great
- Jack Welch - Jack
- Guiliani
- Adam Grant – Give and Take
- Gen McChrystal – Team of Teams



Mentorship



“Leadership is about Relationships,
Relationships, Relationships...”

COL Laura Trinkle



Mentorship

- You need it when you get in trouble not when things are going well
- Iraq crisis



US Army Pre- Command Course



“How Commanders shape behavior through reaction to failure is critical; mistakes of subordinates that nonetheless demonstrate responsible initiative guided by intent should be seen as building blocks in the development of mission command.”

Unknown



Conclusion





Conclusion

- “Die a novice” ...LTC (ret) Patsy Maloney
- Be fearless
- Always come back to values
- Just because you chose to be a public servant doesn't mean you deserve to be treated like a servant
- Knowledge is power

