

Executive Summary

Serve Others in the Workplace

Introduction: The purpose of this workshop is to help employees explore the relationship between leading and serving and to discover new ways to increase their level of service to others within the workplace. To create a service mindset, the workshop asks participants to examine models and strategies to help them create new ways of thinking about and delivering service to others.

Payoff: Participants will explore:

- The relationship between leading and serving
- The concept of shifting from ‘self-centered’ to ‘other-centered’ thinking
- Key models for serving others
- The importance of emotional intelligence
- The role of professional standards
- The impact of our behavior on others
- The important ‘serving’ skills of asking questions and listening
- How to handle a difficult ‘serving others’ situation

Serving Others in the Workplace centers upon the need to shift our mindset about serving others and understand the importance and positive impact that a service mindset can have on our ability to lead and influence others. To accomplish this aim, the workshop focuses on six “other-centered” models and skills.

The Box of Life is a model that reminds us that everyone comes from a different place; everyone’s “box of life” is different. A key point is that our own expectations, based upon life experiences (our box of life), shape how we see situations and may lead us to judge others. Such judgment restricts our willingness and ability to serve. We need to stop and think before we judge.

Integrity Circles. This model reminds us that our values ultimately drive our actions and behaviors. Yet sometimes we do things that are out of alignment with what we say we value. Such behaviors can have a negative impact on others and interfere with our ability to serve them effectively.

Emotional Intelligence is the ability to manage our feelings so that they are expressed appropriately and effectively, enabling people to work together toward common goals. It has been estimated that 79-96% of success in life and work comes from Emotional Intelligence.

Professional Standards are behaviors people hold themselves accountable to, behaviors that represent their values.

Habitual and Planned Response to Others’ Behaviors. This model examines two ways we can respond to frustrating events that occur between ourselves and others in the workplace. When a frustrating event occurs, a common human response is to react negatively – interrupt, get angry, walk away, yell. On the other hand, we can choose to be more “planful” about our responses to such events.

The “Serving” Skills of Asking and Listening. While many skills are important as we go about our days interacting with others and serving the needs of the people around us, the ability to ask questions and listen forms a critical foundation for everything we do. If we don’t understand and listen to the needs of those we serve, how can we serve them?

The remaining portion of the workshop provides opportunities for application and reflection relative to these models and skills. Participants engage in a variety of activities that enable them to examine the needs and expectations of their internal and external customers. They also apply what they’ve learned to their own case study of a real-time “difficult service situation”; this case study gives them strategies to practice following the workshop.

Summary: Our ability to be successful – whether it’s success as individuals or as an organization – rests on our ability to serve others. As Zig Ziglar once said: *“You will get all you want in life if you help enough other people get what they want.”*