



# PRACTICING, LEADING & SERVING TRAINING PROGRAM

# WHY IS COURSE IMPORTANT FOR DART?

---

- ❑ It builds an architecture that can build a servant leadership environment;
- ❑ It supports leadership behaviors to sustain servant led organization;
- ❑ It builds skills, capacities, and systems to support the leadership led organization;
- ❑ It fosters and environment for continuous improvement and self-direction;
- ❑ Because Servant Leadership is a culture of collaboration and accountability which fosters good ethics naturally;
- ❑ Because Servant Leadership builds intrinsic value in the company; and
- ❑ Because the principles of Servant Leadership are timeless and universal

# TRAINING OBJECTIVES

---

- ❑ Help leadership understand why leading employees is important;
- ❑ Provide tools needed to ensure employees have an extraordinary customer experience, when interacting with colleagues, riders, partners and the community;
- ❑ Promote changed thinking/mindset centered on providing spectacular customer service with a WOW attitude;
- ❑ Provide competencies (knowledge, skills, & abilities) that support behaviors in alignment with the 5 Star Service journey

# WHY THIS COURSE IS IMPORTANT FOR ME?

---

- ❑ It helps you to become a better leader;
- ❑ It replaces old leadership behaviors with new leadership behaviors;
- ❑ It encourages heart-work necessary to engage in personal leadership transformation; and,
- ❑ It evolves servant leadership behaviors in your own way, so you can begin integrating them into your daily routines so your life, at work, at home and in the community.

# DART VISION & MISSION

---

## DART Vision Statement

DART: Your preferred choice of transportation for now and in the future...

## DART Mission Statement

DART's mission statement defines the purpose for which the Agency was created:

The mission of Dallas Area Rapid Transit is to build, establish and operate a safe, efficient and effective transportation system that, within the DART Service Area, provides mobility, improves the quality of life, and stimulates economic development through the implementation of the DART Service Plan as adopted by the voters on August 13, 1983, and as amended from time to time.

# 5 STAR VISION STATEMENT

---

Each member of DART's team strives every day to create an extraordinary customer experience when interacting with colleagues, riders, partners, and the community.



# FAMOUS QUOTES

---

“Everything begins with the initiative of the individual”

*-Robert Greenleaf*

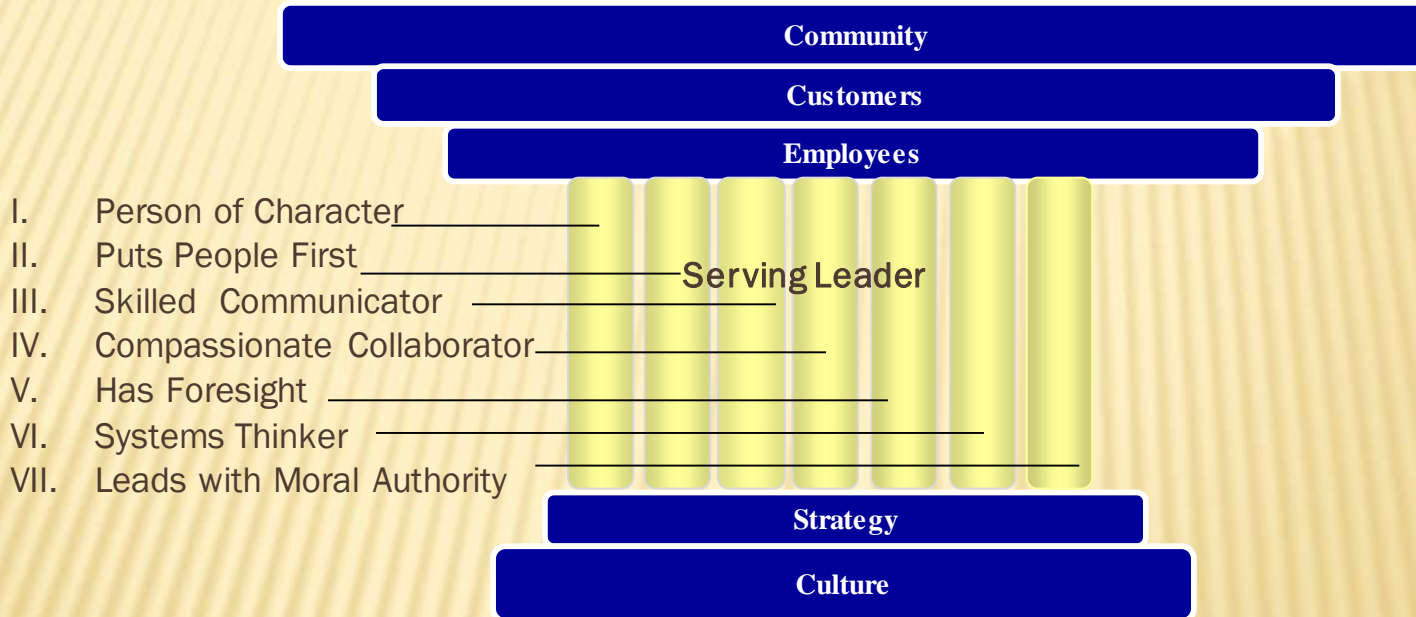
“Leaders are made, not born. Each of us contains the capacity for leadership”

*-Warren Bennis*

“Leadership is a behavior not a position”

*-Kentucky Criminal Justice Institute Motto*

# SEVEN PILLARS OF LEADERSHIP





# PILLAR I - PERSON OF CHARACTER

---

## Core Competencies:

1. Maintains Integrity
2. Demonstrates Humility
3. Serves something beyond or greater than oneself

# PILLAR II - PUTS PEOPLE FIRST

---

Core Competencies:

1. Displays a serving heart
2. Is Mentor-Minded
3. Shows Care and Concern

# PILLAR III - SKILLED COMMUNICATOR

Core Competencies:

1. Demonstrates Empathy
2. Invites Feedback
3. Communicates Persuasively

# PILLAR IV - COMPASSIONATE COLLABORATOR

## Core Competencies:

1. Express Appreciation
2. Builds Teams
3. Negotiates Conflict
  - ✘ Together
  - ✘ Everyone
  - ✘ Achieves
  - ✘ More

# PILLAR V - FORESIGHT

---

## Core Competencies

1. Visionary
2. Displays Creativity
3. Takes Courageous, Decisive Action

# PILLAR VI - SYSTEMS THINKER

## Core Competencies

1. Comfortable with Complexity
2. Demonstrates Adaptability
3. Considers the "greater good"



# PILLAR VII – MORAL AUTHORITY

---

Core Competencies:

1. Accepts and Delegates Responsibility
2. Shares Power and Control
3. Creates a Culture of Accountability

# WHAT IS A SERVING LEADER?

---

A *Serving Leader* is a person of character who puts people first. She or he is a skilled communicator, a compassionate collaborator who has foresight, is a system thinker, and leads with moral authority.



# FORETHOUGHT

---

All leadership development is a character development.

*-Stephen Covey*

# SEVEN PILLARS OF LEADERSHIP

