



Pillars 2, 4, and 7

The Chief Votes

PURPOSE

The goal of this activity is to help individuals consider the ways in which a service orientation can change to a power orientation over time. Specifically, this activity encourages individuals to identify and differentiate service- vs. power oriented behaviors. This activity is unique in that it emphasizes several important concepts of Servant Leadership simultaneously including those found within Pillar 2: Puts People First, Pillar 4: Compassionate Collaborator, and Pillar 7: Moral Authority.

TIMING AND RESOURCE CONSIDERATIONS

Materials Needed: Pencil or pen, paper, and computer access to view the following video clip:

<http://www.youtube.com/watch?v=So4uCbwuldc>

Total Time Required: 20-25 minutes

Group Size: Can be used with individuals or groups.

ACTIVITY

Special Note:

A Servant Leader is someone who views every player in the organization as an important part of the team and serves them through teaching, nurturing, listening, and encouraging. A Servant-oriented mindset is best demonstrated by service-oriented behaviors such as sharing power and control, creating a safe environment for honest discussions, and putting others' needs before your own. It is important to remember during this exercise that good intentions can sometimes be overshadowed by external demands such as limited time and resources. The key to minimizing this risk is establishing and maintaining self-awareness around your own thoughts, values, and behaviors. Your ability to be self-aware will be an important skill as you continue to grow as a Servant Leader.

Instructions:

Click on the link listed under 'Materials Needed' or paste it into your internet browser. When the clip comes up, push Pause. Throughout the clip, imagine that you are a member of the group. Be mindful of your own feelings and thoughts regarding Nurse Ratched. When you are ready, please view the clip in its entirety.

When the clip has finished, take a moment to list your feelings regarding Nurse Ratched. For example, did she make you feel warm and fuzzy, like a valued member of the unit, or bitter and rejected perhaps, like your opinion was not important? Did your feelings change throughout the clip? If so, how? Once you have listed 2-3 feelings/emotions, ask yourself what Nurse Ratched did, specifically, that made you feel that way and list those behaviors. Remember to consider both verbal (remarks, comments) and non-verbal (arms crossed, eye rolling) behaviors. If your feelings were

primarily negative, it is likely that the behaviors you listed are power oriented rather than service oriented. Challenge yourself to identify a service oriented behavior to replace each power oriented behavior that you have listed. Essentially, what would you have liked to see Nurse Ratched do differently?

DISCUSSION

Although Nurse Ratched may have assumed her position with good intentions to “help people,” her service orientation has changed over time to a power orientation. It is important to understand that this change can happen to us all and often without our noticing it. This activity was designed to give you some time to 1) experience what it is like to be led by someone with a power orientation and 2) consider the evolution of your own leadership style. Take a moment to look back at your list of Nurse Ratched’s power orientation behaviors and ask yourself when you last displayed them. How can you use the experience and information you outlined today to replace your own power oriented behaviors with service oriented behaviors? What is one thing you can do this week to display a service orientation? Remember that Servant Leadership is not one particular technique, but rather, a way of life. It is important to be patient with yourself as you continue to grow and challenge yourself as a Servant Leader. What may seem like a small behavioral change to you may be enormously impactful to those around you.