Meet a Natural Servant Leader

David Grabel
David Reichert
Thinking Points

• What would prevent Agile from working for a Call Center?
• Could you possibly run a call center without any bosses?
A Natural Servant Leader
Unlocks the Power of Employees at a Global Contact Center
The Servant as Leader

By Robert K. Greenleaf
Meets other people’s highest priority needs
Creates opportunities for autonomy
Courageous
Risk Taker
Visionary
Foresight
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Optimizes / Prioritizes
Accepts and Empathizes, Never Rejects
Creates Awareness
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Meet Serena and her team
Lessons We Learned

• Natural Servant Leaders do exist
• Cherish them, protect them
• Help them succeed
If you can’t find one

• Find a potential servant leader
• Show them the value
• Coach them
• Let great things happen
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