

Role of a Servant Leader

Be “Bruce Like”

The WIN: Help make people's Dreams come true!

Share the Dream by Preserving and Strengthening our Culture of IOOGA as a Servant Leader who role models the Five Life Lessons (Be Honest, Work Hard, Have Fun, Be Grateful, and Pay it Forward) and the Lean Mental Model.

Care for and Cultivate People (earn trust, coach, mentor and teach to develop critical thinkers and owners) to be the BEST!

Be the Best you can be, we never arrive and ask for help when needed (it is a sign of strength)!

Grow Responsibly by continuing to seek to get better as a person and at our business. Lead others to do the same using Speed of Trust (SoT); Living through Execution, Action, and Discipline (LEAD); and Organizational Change Management (OCM).

REMEMBER: You are human, you will make mistakes. Learn from them! If you look inward first, and do the right thing, your people will admire you.

BE DISCIPLINED IN SETTING YOUR PEOPLE UP TO WIN:

Hire people who share our values and **mentor, train and coach** them to live our culture and to be their BEST (*Start with your leadership team!*)



ORGANIZATIONAL
CHANGE MANAGEMENT

Share the Dream (including the Mission/WIN, Vision, Strategy, Brand Dimensions, and Best Practices), share the **score** (gauges, scoreboards, and relevant reports). Problems are GIFTS, if we choose to get better. Celebrate WINS with your people!



LEAD

Go see what is happening for yourself, be curious and ask your people what they think and need to WIN. Listen, our people have the answers.



Jointly (you as leader and team members) **make commitments to support each other** in achieving the **mission** and **WIN**. Hold each other accountable for the success of the team.



LEAD

Set clear roles (AOR) and **expectations** on **executing** on our **Best Practices** – front load accountability and set your standards high (do not ship junk)!



LEAD

Ensure safety and quality first in delivering an **on-time experience**. Empower our people to **Delight Customers!**

Make sure the environment is 5S'd to support the win (safe and clean, with proper tools/equipment in working condition and the right supplies all organized for efficiency with the aid of Visual Management)



SPED OF TRUST

Schedule the right number of qualified people for the roles **at the right time**.

“Everyone has an unbreakable contract to pay it forward to the next customer, the next employee and the next generation.”

~ Bruce Halle

