

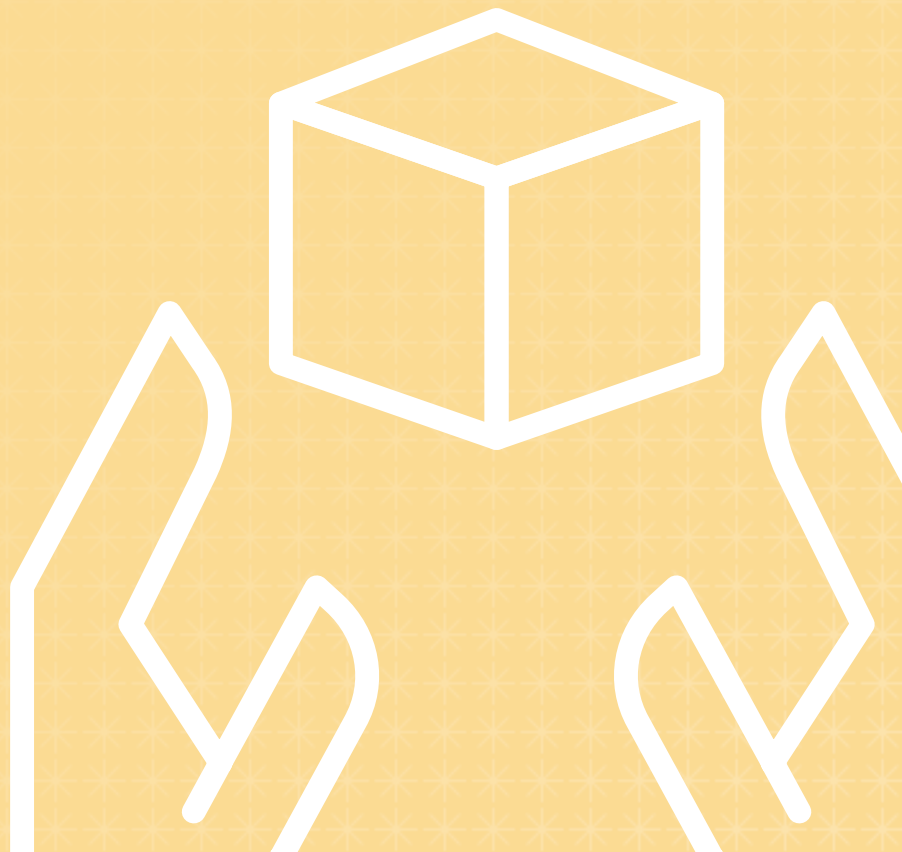
SPARK

Chapter 6 Exercises:

BE OF SERVICE:

RECOGNIZE AND MEET OTHERS' NEEDS

6



EXERCISE 1: CULTURE DISCUSSION

What type of culture do you and your colleagues work in?

Organize a group discussion that helps you and your colleagues spend time reflecting on the team environment you experience currently and what you can do to improve upon it.

Gather your colleagues for either coffee or lunch to discuss the following questions. Plan on spending 45–60 minutes with the questions. When you're finished, ask your colleagues what you can do to further build upon your team environment.

- ① If you could describe our team environment in less than four words, what would they be?
- ② What do you think our greatest strength is as a team?
- ③ What do you think is our best accomplishment?
- ④ What do you think other groups (other teams) would be surprised to know about us?
- ⑤ If our team had a motto, what would it be?
- ⑥ What makes you proud to work here?
- ⑦ If you could change one thing about our team environment, what would it be?
- ⑧ What more can we be doing to ensure a positive, vibrant team culture?

EXERCISE 2: LEADERSHIP LABORATORY

A positive team culture doesn't happen by chance. Sparks have the ability to unite a group of individuals to form a team by using service-based leadership tactics.

Service-based leadership is a concept that helps prioritize the needs of others. When others feel like their needs are being taken care of, they are freer and more independent to contribute and act on behalf of the team.

You can play a critical role in meeting the needs of others and creating a team environment. Use the following template to help you be intentional with acts of service. The idea behind this worksheet is that if you can focus on serving for one week, while observing the impact your efforts have on others, you can begin to form habits around service-based leadership.

The key to service-based leadership is not to serve with an expectation to receive in return. The goal is to meet the needs of others and find satisfaction in helping those around you achieve success.

- ① Who are the key people in your life who could benefit most from your service? (These can include friends, family members, colleagues.) List them here and, next to their names, write one act you're going to take on their behalf to better meet their needs.

NAME	ACTION

EXERCISE EXAMPLE

NAME	ACTION
<i>Spouse</i>	<i>I'm going to surprise her by cooking dinner one night so she can relax after work.</i>
<i>Jim (Colleague)</i>	<i>Jim's getting ready for vacation - I'll volunteer to take his calls while he's away, as well as ask if I can help him wrap up a project he needs to complete this week.</i>
<i>Trisha (Receptionist)</i>	<i>I'm going to surprise Trisha with coffee on Tuesday - she always talks about how she likes a special drink at the café, but that it's too pricey to drink everyday.</i>
<i>Linda (Boss)</i>	<i>Linda has a big presentation this week - I'll volunteer to take several meetings so she can focus on the presentation.</i>