THE JOURNEY STARTS HERE

25TH INTERNATIONAL GREENLEAF SERVANT LEADERSHIP CONFERENCE
But to me, [Journey to the East] clearly says — the great leader is seen as servant first, and that simple fact is the key to his greatness. Leo was actually the leader all of the time, but he was servant first because that was what he was, deep down inside.

Leadership was bestowed upon a man who was by nature a servant. It was something given, that could be taken away. His servant nature was the real man, not bestowed, not assumed, and not to be taken away. He was servant first.

*The Servant is Leader*
- Robert K. Greenleaf, 1970 -
LEO’S CHALLENGE

Robert K. Greenleaf shared how he was inspired by the character Leo in Herman Hesse’s *Journey to the East*. By his example, Leo demonstrated what it means to serve others first. Servant Leadership is a philosophy that seeks to serve first, and from that service, leadership from the heart emerges. I am my most effective leader when I serve others.

Therefore, I believe:

- Servant Leadership is a way of being that leads to a way of doing, and a way of doing that leads to a way of being.
- Servant Leadership is built upon the principles of trust, awareness, empathy, and community.
- Servant Leadership embraces the many paradoxes of serving AND leading.
- Servant Leadership is intimately personal and profoundly professional, woven into the fabric of who we are with family, friends, colleagues, and community.
- Servant-Leaders respect and welcome differing values, viewpoints, experiences, and draw upon our best skills and behaviors to foster a culture that calls us to be our best selves.
- Servant Leadership is more about who we are for each other, rather than who we are to each other.
- Servant Leadership is a pathway for creating a more just, caring, and loving society when we approach others with unlimited liability.
- Servant Leadership demands accountability to each other and carries responsibility for successful organizations that serve.
- Servant-Leaders have a Heart for Service and a Head for Results.
- Servant Leadership is not about me, but it starts with me.

*Inspired by writings of Robert K. Greenleaf*
Welcome to the 25th International Greenleaf Servant Leadership Conference!

During this event, we will build upon the foundations laid by Robert K. Greenleaf, and draw upon the core principles of his writings. We will explore the nature of the servant-leader at work. We will appreciate how the servant-leader achieves great outcomes for his or her self, those he or she serves and the organization and its stakeholders that he or she is committed to. We will remember that we focus on this work to make the world a better place for all.

You will find opportunities throughout the conference to connect with your fellow servant-leader journeymen. Please use this time to learn from each other. I certainly plan to connect with you and learn!

An event of this nature requires a labor of love. I am personally grateful to those who have labored in love, in what Greenleaf called unlimited liability, to make this conference possible. Thank you to:

• The vision of our Board of Trustees
• Our amazing staff
• Our committed partner, TEAMTRI
• Our generous sponsors
• Our inspiring speakers
• Our supportive host committee and friends

And all those who respond to our asks for support with the servant’s question: “How can we help you serve better?” Our answer, let’s create a servant-leader “tipping point”. Let’s fill the great institutions in our society with servant-leaders. They will put us on a path to a more loving and just society.

With you on the journey,

Pat
YOUR CONFERENCE GUIDE

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THANK YOU TO OUR SPONSORS

The Robert K. Greenleaf Center for Servant Leadership sincerely thanks our sponsors for supporting the mission of servant leadership. We are confident that by making this conference possible, our sponsors are helping all attendees walk away better prepared to advance servant leadership in their personal and professional lives.

**PLATINUM LEVEL**

![Servant Leadership Institute](image)

**GOLD LEVEL**

![PPCPartners](image)

**SILVER LEVEL**

![TDIndustries](image)

![Third River Partners](image)

**BRONZE LEVEL**

![The Colorado Health Foundation](image)

![Elliot](image)

![Matilda Jane](image)

![Seton Hall University](image)

![Green Summit Partners](image)

![TAJ](image)
### SCHEDULE AT-A-GLANCE

#### THURSDAY

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
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<tbody>
<tr>
<td>2:00 p.m.</td>
<td>A Glimpse Inside Local Servant-Led Organizations Pre-Conference Sessions</td>
<td>San Antonio 2, 3 &amp; 4</td>
</tr>
<tr>
<td>3:00 p.m.</td>
<td>Conference Check-In Bookstore &amp; Exhibit Area Opens</td>
<td>Texas Pre-Function</td>
</tr>
<tr>
<td>5:00 p.m.</td>
<td>Welcome Reception</td>
<td>Texas Ballroom A</td>
</tr>
<tr>
<td>6:00 p.m.</td>
<td>Opening General Session</td>
<td>Texas Ballroom B</td>
</tr>
<tr>
<td>7:15 p.m.</td>
<td>Servant Leadership Community World Café</td>
<td>Texas Ballroom B</td>
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<tr>
<td>8:00 p.m.</td>
<td>Dinner on Your Own</td>
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#### FRIDAY

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<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>7:00 a.m.</td>
<td>Breakfast</td>
<td>Texas Ballroom B</td>
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<tr>
<td>8:00 a.m.</td>
<td>General Session II</td>
<td>Texas Ballroom B</td>
</tr>
<tr>
<td>9:00 a.m.</td>
<td>Servant Leadership in Action Workshops – Round 1</td>
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<tr>
<td>10:15 a.m.</td>
<td>Servant Leadership in Action Workshops – Round 2</td>
<td></td>
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<tr>
<td>11:15 a.m.</td>
<td>So What… Conversations to Deepen Our Learning</td>
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<tr>
<td>12:15 p.m.</td>
<td>General Session III and Lunch</td>
<td>Texas Ballroom B</td>
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<tr>
<td>2:15 p.m.</td>
<td>Servant Leadership Works – How Do We Know? Workshops – Round 1</td>
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<tr>
<td>3:30 p.m.</td>
<td>Servant Leadership Works – How Do We Know? Workshops – Round 2</td>
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<tr>
<td>4:45 p.m.</td>
<td>So What… Conversations to Deepen Our Learning</td>
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<tr>
<td>7:00 p.m.</td>
<td>Speaker Dine Around</td>
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#### SATURDAY

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<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
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<tbody>
<tr>
<td>7:00 a.m.</td>
<td>Breakfast</td>
<td>Texas Ballroom B</td>
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<tr>
<td>8:00 a.m.</td>
<td>General Session IV</td>
<td>Texas Ballroom B</td>
</tr>
<tr>
<td>9:45 a.m.</td>
<td>Pursuing a More Loving and Just Society Workshops – Round 1</td>
<td></td>
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<tr>
<td>11:00 a.m.</td>
<td>Pursuing a More Loving and Just Society Workshops – Round 2</td>
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<tr>
<td>12:15 p.m.</td>
<td>Closing Session and Lunch</td>
<td>Texas Ballroom B</td>
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See pages 10-15 for detailed schedule.
See pages 16-23 for detailed schedule and workshop locations.
See pages 24-30 for detailed schedule and workshop locations.
Robert K. Greenleaf’s desire to put others first inspired him to coin the term “servant leadership”. Since then, his words have transformed into a movement.

As servant-leaders, our journey can be treacherous. The mountains we face are intimidating and the gear we need is cumbersome, but when we stare into the face of an oftentimes dark world, we see a better path. A path of humility and compassion. A journey of both personal enrichment and professional success, beginning in both our homes and our offices. This journey is for all of us, but it begins with each of us. And it starts here.
“The servant-leader is servant first. It begins with the natural feeling that one wants to serve, to serve first. Then conscious choice brings one to aspire to lead. He [she] is sharply different from the person who is leader first, perhaps because of the need to assuage an unusual power drive or to acquire material possessions. The leader-first and the servant-first are two extreme types. Between them are shadings and blends that are part of the infinite variety of human nature.”

*The Servant is Leader, Robert K. Greenleaf, 1970*
### THURSDAY SCHEDULE

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<thead>
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<tr>
<td>2:00 p.m.</td>
<td><strong>Pre-Conference Sessions:</strong> A Glimpse Inside Local Servant-Led Organizations</td>
<td>SAN ANTONIO 2, 3 &amp; 4</td>
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<tr>
<td></td>
<td>Featuring TDIndustries, Publishing Concepts, Inc. &amp; Coppell (TX) Police Department.</td>
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<tr>
<td>3:00 p.m.</td>
<td><strong>Conference Check-In</strong></td>
<td>TEXAS PRE-FUNCTION</td>
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<tr>
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<td>Bookstore &amp; Exhibit Area Opens</td>
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</tr>
<tr>
<td>5:00 p.m.</td>
<td><strong>WELCOME RECEPTION</strong></td>
<td>TEXAS BALLROOM A</td>
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<tr>
<td></td>
<td>Meet your fellow expedition members as we kick off the 25th International Servant Leadership Conference.</td>
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<tr>
<td>6:00 p.m.</td>
<td><strong>OPENING GENERAL SESSION</strong></td>
<td>TEXAS BALLROOM B</td>
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<tr>
<td></td>
<td>Featuring “The Mountains Never Bend,” a keynote address from John Beede, with introduction by Art Barter, Founder and CEO, Servant Leadership Institute (SLI)</td>
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<td>“The mountains will never lower themselves to your level, but you must rise to the demands presented to you by the climb. It's our purpose, as humans, to help one another overcome our mountains.” Author, speaker, and Mt. Everest climber John Beede will help us explore the journeys we lead, the goals we create, and the mountains that stand in our way.</td>
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</tr>
<tr>
<td>7:15 p.m.</td>
<td><strong>Servant Leadership Community World Café</strong></td>
<td>TEXAS BALLROOM B</td>
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<tr>
<td></td>
<td>Presented by Christa Williams, Executive Director, Sophia Foundation</td>
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<tr>
<td></td>
<td>The conference begins by engaging attendees in conversations that lead to deeper understanding about servant leadership. The Café is intentionally designed for connecting, conversing, and learning with and from each other. Communities only exist when people invest in conversation and recognize that it’s about who we are for each other, not simply to each other.</td>
<td></td>
</tr>
<tr>
<td>8:00 p.m.</td>
<td><strong>Dinner on Your Own</strong></td>
<td></td>
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**SHARE YOUR JOURNEY**

#GREENLEAF25
PPC PARTNERS

Promoting Servant Leadership Since 1970

Making the “Orange Book” The Servant as Leader available to all employees since 2000.

Our People Are Our Power

Solutions Powered by People Since 1947
One of the most compelling voices of our time, Byron V. Garrett is Chairman of the National Family Engagement Alliance (NFEA), a nonprofit dedicated to transforming education through meaningful family engagement. Byron serves as the Director of Educational Leadership & Policy for Microsoft and is a consulting author for Scholastic. In 2017, Scholastic launched the Byron V. Garrett Social Emotional Learning Collection, created to foster social and emotional learning in today’s classrooms. He is an Emissary for The Guyana Foundation and a Board Member for Jobs for Virginia’s Graduates and the CeCe Peniston Youth Foundation. He was also named to the Black Enterprise 100 Modern Men of Distinction list and The Root 100 recognizing emerging and established African-American leaders under 45 who are making extraordinary contributions.

MY JOURNEY NOTES

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THE JOURNEY STARTS HERE
SHERPA:
A member of a Tibetan people living on the high southern slopes of the Himalayas in eastern Nepal and known for providing support for foreign trekkers and mountain climbers.
John Beede
Sherpa Leadership: Traits of High-Altitude Servant Leaders

Opening Session Keynote Speaker

Worldwide adventure icon and speaker John Beede is the author of multiple highly acclaimed books. Along with reaching his lifelong dream of climbing to the summit of Mount Everest, John has been featured in dozens of prestigious media outlets such as 60 Minutes and The Weather Channel. He’s presented to over 580,000 live audience members in 46 U.S. States and 6 countries, including TEDxCapeTown, which was attended by South Africa’s most influential thinkers and leaders.

Having built, sold, and consulted for companies valued in the tens of millions of dollars, he has self-funded his travels to 51 countries on all continents except for Antarctica. A life-enthusiast who lives his message of goal-setting, productivity, and high performance, John is in the constant process of architecting his life into a great adventure.

My Key Takeaways

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FRIDAY SCHEDULE

7:00 am  Breakfast  TEXAS BALLROOM B

8:00 am  GENERAL SESSION II  TEXAS BALLROOM B
Featuring a welcome to Dallas by Greenleaf Trustee Emeritus Jack Lowe and the presentation of the first annual Ann McGee Cooper Spirit of Servant Leadership Award.

9:00 am  SERVANT LEADERSHIP IN ACTION  TEXAS BALLROOM B
Workshops - Round 1

A Nobler Side of Leadership: The Art of Humanagement  SAN ANTONIO 3
Linda Belton, Retired, US Veterans Health Administration
The presenter shares her experience in bringing servant leadership to the Department of Veterans Affairs, an organization that is a “work-in-progress.” She introduces the concept of “Humanagement: pairing the hard skills of management with ‘people-first’ leadership.” The workshop offers a fresh slant on meeting the critical challenges of contemporary organizations, while honoring the humanity of everyone they touch.

Engaging and Transforming Enterprises  SAN ANTONIO 1
Joe Patrnchak, Principal, Green Summit Partners LLC
As former Chief Human Resources Officer of the Cleveland Clinic, Joe will use the Clinic as a case study to show how servant leadership was an integral part of a strategy to transform the organization. He will highlight some key principles and learnings from his experiences and from his book The Engaged Enterprise: A Field Guide for the Servant-Leader.

The Self-Interest of Servant Leadership  DALLAS 5
Dr. Eric Russell, Utah Valley State University
“Servant leadership is servitude” is the mantra of the skeptic. To successfully overcome this skepticism, leaders must persuade those in doubt that an organizational culture of servant leadership benefits all, not just those served. An understanding of the cycle of benefit and self-interest of servant leadership enables leaders to convince those in doubt that serving others serves self.

Motivation and Productivity: The Servant Leadership Formula for Success  DALLAS 6 & 7
Dr. Kent Keith, President Emeritus, Greenleaf Center for Servant Leadership
Greenleaf went beyond Theory X and Theory Y, and shifted attention from extrinsic motivation to intrinsic motivation. Empirical research suggests that the desire to serve, the focus on growing people, and the emphasis on meaningful work combine to produce higher levels of persistence, performance, and productivity in the workplace.
10:00 am  Social Break

10:15 am  SERVANT LEADERSHIP IN ACTION
Workshops - Round 2

Practical Tools to Put Servant Leadership to Work  DALLAS 6 & 7
Allison Russell, Executive Consultant, ThirdRiver Partners
Joe Seestadt, Executive Consultant, ThirdRiver Partners

Through this interactive workshop, attendees will take the “why” concepts of servant leadership and move them to the practical “how” implementation of serving leadership. ThirdRiver Partners brings a set of frameworks that teach an “inside-out” approach to change management, where leaders learn how to engage their teams at the commitment level through a shared leadership model. During this workshop, attendees will not only learn the philosophy of serving leadership, they will also practice the art of shifting themselves and others from a problem to an outcome focus. Attendees will walk away with practical tools that are powerful in being a serving leader.

Serving, Leading, and Storytelling  DALLAS 5
Tom Thibodeau, Distinguished Professor of Servant Leadership, Viterbo University

Every culture is defined by its artifacts of music, story, symbols, and icons. Servant-led cultures pay attention to these artifacts in their commitment to the growth and development of persons, institutions, and communities. This is a process of formation which can lead to transformation. Culture transmits meaning everyday. This workshop will focus on building servant-led cultures through storytelling and ritual. We are spirit carriers as Greenleaf has written.

Servant Leadership “Down on the Farm”  SAN ANTONIO 3
Art Barter, Founder and CEO, Servant Leadership Institute (SLI)

This interactive workshop is based on Farmer Able by Art Barter, a fable about servant leadership transforming organizations and people from the inside out. This workshop provides the basics of what servant leadership is and what it is not. You will compare the power model of leadership to the service model and evaluate how these models affect employee engagement and productivity. The nine behaviors of servant-leaders as defined by SLI will also be explored.

A Nobler Side of Leadership: The Art of Humanagement  SAN ANTONIO 1
Linda Belton, Retired, US Veterans Health Administration

The presenter shares her experience in bringing servant leadership to the Department of Veterans Affairs, an organization that is a “work-in-progress.” She introduces the concept of “Humanagement: pairing the hard skills of management with ‘people-first’ leadership.” The workshop offers a fresh slant on meeting the critical challenges of contemporary organizations, while honoring the humanity of everyone they touch.

11:15 am  So What... Conversations to Deepen Our Learning

Please remain in your respective breakout rooms for a facilitated conversation about your Round 1 workshops.
12:15 pm  LUNCH & GENERAL SESSION III  
TEXAS BALLROOM B

Lunch sponsored by Servant Leadership Institute

Servant Leadership: From Greenleaf to Now. Why it Endures?
Larry Spears, Past President, Greenleaf Center for Servant Leadership
Kent Keith, Past President, Greenleaf Center for Servant Leadership
Don Frick, Greenleaf Biographer/Scholar
Moderator: Pat Falotico, CEO, Greenleaf Center for Servant Leadership

A panel discussion with scholars who have studied, written, and shared Greenleaf's message for decades. Where does his message lead us?

2:15 pm  SERVANT LEADERSHIP WORKS – HOW DO WE KNOW?  
Workshops - Round 1

Servant Leadership: “Soft” Skills with Hard Evidence  
DALLAS 6 & 7

G. James Lemoine, Ph.D., University of Buffalo-SUNY

A large body of field research in the top management journals on servant leadership has emerged in the last decade. In this session, we'll review the results from this research from a practical perspective, and learn from the evidence: what it is, how it works, why it works, and when it works.

Raise the Bar High with Greenleaf’s Best Test®  
SAN ANTONIO 1

Jeff Miller, Ph.D., Co-Program Director, Greenleaf Center for Servant Leadership
Phillip G. Anderson, Co-Program Director, Greenleaf Center for Servant Leadership

Greenleaf's Best Test has been an overlooked opportunity to cultivate servant leadership. It's all about the relationship between the people being led and the leaders they choose to follow. Learn about what it means to be “healthier, wiser, free, more autonomous, and more likely themselves to become servants.” Ignoring these critical elements is an invitation for your culture to eat your strategy. Also, we will discuss the meaning of “least privileged” and our obligation to assist those with little or no voice within our organizations and society at large. This is part of the new Greenleaf’s Best Test® Assessment Tool.
Greenleaf Scholars: What Are We Seeking?
What Are We Learning?

Richard Iron Cloud, Little Wound High School, Pine Ridge, SD
Seth-Aaron Martinez, Ph.D, Adobe
Moderator: Richard Pieper, Trustee Emeritus, Greenleaf Center for Servant Leadership

Come and learn what Greenleaf Scholars found when they did doctoral research on the impact of servant leadership. There is a growing body of empirical evidence emerging to answer critics’ concerns about the proof that servant leadership works. Find out more about the Greenleaf Scholars program as well.

Panel Discussion: Servant Leadership and the Bottom Line

Drew Clancy, President, Publishing Concepts, Inc.
Harold MacDowell, CEO, TDIndustries
Art Barter, Founder and CEO, Servant Leadership Institute
Moderator: Heather Hyde Jennings, Co-Founder, ThirdRiver Partners

Many people surmise that servant leadership is too ‘soft’ to work in the rough and tumble, highly competitive business arena. These business leaders will share their stories of how servant leadership infuses their culture, sets them apart, and gives them a competitive edge. Ultimately, it influences the bottom line with people, profit, planet, and purpose.

3:15 pm Social Break

LOOKING FOR MORE KNOWLEDGE?
VISIT THE CONFERENCE BOOKSTORE

In addition to essays, books and DVDs about servant leadership, we have the most comprehensive selection of titles by Robert K. Greenleaf in the world. The on-site Conference Bookstore also features published works by some of our keynote speakers and workshop presenters. Visit us at our main store throughout the conference.
HOW DO I KNOW SERVANT LEADERSHIP MAKES A DIFFERENCE?

“The Best Test, and difficult to administer, is: Do those served grow as persons? Do they, while being served, become healthier, wiser, freer, more autonomous, more likely themselves to become servants? And what is the effect on the least privileged in society; will they benefit, or, at least, not be further deprived?”

The Servant is Leader
- Robert K. Greenleaf, 1970 -
FRIDAY SCHEDULE

3:30 pm  SERVANT LEADERSHIP WORKS – HOW DO WE KNOW?
Workshops - Round 2

Greenleaf Scholars: What Are We Seeking?
What Are We Learning?
G. James Lemoine, Ph.D., University of Buffalo-SUNY; Greenleaf Scholar
Chad Hartnell, Ph.D., Georgia State University
Moderator: Richard Pieper, Trustee Emeritus, Greenleaf Center for Servant Leadership

Come and learn what Greenleaf Scholars found when they did doctoral research on the impact of servant leadership. There is a growing body of empirical evidence emerging to answer critics’ concerns about the proof that servant leadership works. Find out more about the Greenleaf Scholars program as well.

Panel Discussion: Servant Leadership and the Social Contract
Jim Turner, Ph.D., Davenport University (Retired U.S. Air Force)
Brittany Merrill Underwood, President/Founder, Akola Project
Darrell Brown, Chief, Grapevine (TX) Fire Department
Moderator: Mike Mowery, D.Min, President, Strategic Government Resources, Inc.

The hard part of using servant leadership in the social sector is being able to say it’s working without a business-like bottom line of profit and loss. These social sector leaders will share their experiences about servant leadership’s influence on institutional culture in the military, non-profit, and government arenas.

Panel Discussion: Servant Leadership and the Bottom Line
Drew Clancy, President, Publishing Concepts, Inc.
Harold MacDowell, CEO, TDIndustries
Art Barter, Founder and CEO, Servant Leadership Institute
Moderator: Heather Hyde Jennings, Co-Founder, ThirdRiver Partners

Many people surmise that servant leadership is too ‘soft’ to work in the rough and tumble, highly competitive business arena. These business leaders will share their stories of how servant leadership infuses their culture, sets them apart, and gives them a competitive edge. Ultimately, it influences the bottom line with people, profit, planet, and purpose.
Gaining Insight Through Greenleaf's Best Test® Assessment

Hannah Spell, Director of Research and Analytics, Strategic Management Decisions (SMD)
Pat Falotico, CEO, Greenleaf Center for Servant Leadership

When people read or hear Greenleaf's Best Test they nod their head in approval, but then don’t know where to go from there. SMD and the Greenleaf Center have created Greenleaf's Best Test® Assessment tool to help organizations capture and use data to find and build on their strengths and opportunities. Come and see how the tool works and how it can work for your organization or your clients.

4:45 pm  So What... Conversations to Deepen Our Learning
Please remain in your respective breakout rooms for a facilitated conversation about your Round 2 workshops.

6:00 pm  Adjourn

7:00 pm  Speaker Dine Around

We invite you to become a member of the Robert K. Greenleaf Center for Servant Leadership. Through our membership program, we build the servant-leader community and connect members to other thoughtful, committed people who can change the world. Learn more on page 37.
SUNDAY SCHEDULE

7:00 am  Breakfast  TEXAS BALLROOM B

8:00am  GENERAL SESSION IV  TEXAS BALLROOM B
Featuring a keynote address from GoodThink co-founder Amy Blankson and an interactive exploration of Leo’s Challenge.

9:45 am  PURSUING A MORE LOVING AND JUST SOCIETY
Workshops - Round 1  SAN ANTONIO 1 & 2

BE, DO, SHARE: A Simple Roadmap to Your Journey as a Servant-Leader  SAN ANTONIO 1 & 2
Claudia Beeny, Founder and Executive Director, House of Shine
Navigating your journey as a servant-leader can seem daunting without a roadmap to guide you along the way. BE-DO-SHARE is a simple construct used by the non-profit, House of Shine, when setting people on the path to servant leadership. Supported by research and years of experience, its framework provides practical ways to help people find and stay on course.

Panel Discussion: Developing and Supporting the Next Generation Leaders  DALLAS 5
Wendi Jenkins, Director, Servant Leadership Program, Columbus State University
David Haskins, President/CEO, Davis H. Elliot Construction Co.
Hans Mentzer, Sr. Safety Director, Davis H. Elliot Construction Co.
Moderator: Pat Falotico, CEO, The Greenleaf Center for Servant Leadership

Greenleaf told us that “Where there is not community, trust, respect, ethical behavior are difficult for the young to learn and for the old to maintain.” With four generations in the workforce today, we must pay attention to how the Boomers and Gen X pass the baton, and enable those we describe as Millennials”. We have read the literature, we sometime rebuff them as “entitled”, but we raised them! When we pass the baton will it be to a servant-leader? Unless we are intentional about their development, there will not be enough who embrace servant leadership to bring about a more caring society. What do we do now?
Servant Leaders: Police Officers Rising Above Adversity and Accomplishing the Extraordinary

Mac Tristan, Chief, Coppell (TX) Police Department
Danny Barton, Captain, Coppell (TX) Police Department

Imagine coming to work every day knowing that some people will judge you, even hate you just because of what you wear to work, and what you represent. Imagine that while knowing this, you still do your best to serve everyone you come in contact with while at work and even away from work. That is what the Coppell Police Department is committed to. How did we accomplish this? Through the principles of Servant Leadership.

It’s Not About Me, But It Starts With Me

Kelvin Redd, Founder/Managing Partner, Redd Consulting Group

Are you in your job to do something or to have something to do? What are your talents? What are your passions? Do you know who you are? Self-awareness is a key first step to being a successful and effective servant-leader. This workshop is a holistic approach to leadership concerned with the totality of the individual, the self, and the people you serve. Prepare to gain a deeper understanding of your own hopes, dreams, and desires while developing the ability to understand and serve others better.

10:45 am Break
AMY BLANKSON
FROM SURVIVING TO THRIVING

SATURDAY MORNING KEYNOTE SPEAKER

Amy Blankson received a Presidential appointment to serve a five-year term on the Board of Directors of the Corporation for National Service, and was one of the youngest delegates to the Presidents’ Summit for America’s Future. She’s also the only person to be named a “Point of Light” by two U.S. Presidents (President Bush and President Clinton). Amy received her BA from Harvard and MBA from Yale School of Management, and joined GoodThink on the ground floor to develop and scale the company as it sought to bring the science of happiness to life and to create sustainable positive change. As the author of two books, a researcher for Google, and a featured professor in Oprah’s Happiness course, Amy Blankson is one of the world’s leading experts on the connection between positive psychology and technology.

MY KEY TAKEAWAYS

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GREENLEAF SERVANT LEADERSHIP CONFERENCE
The ThirdRiver Team is grateful for the stewardship of the Greenleaf Center for Servant Leadership and to all conference participants for cultivating your desire to serve.

ThirdRiver Partners advises organizations of all sizes in strategies and goal achievement for successful leadership of a Serving Culture.

www.3rd-river.com
866.737.8268
SATURDAY SCHEDULE

11:00 am  PURSUING A MORE LOVING AND JUST SOCIETY
Workshops - Round 2

BE, DO, SHARE: A Simple Roadmap to Your Journey as a Servant-Leader
Claudia Beeny, Founder and Executive Director, House of Shine
Navigating your journey as a servant-leader can seem daunting without a roadmap to guide you along the way. BE-DO-SHARE is a simple construct used by the non-profit, House of Shine, when setting people on the path to servant leadership. Supported by research and years of experience, its framework provides practical ways to help people find and stay on course.

Lift as You Climb: George Washington Carver’s Story
Paxton Williams, Attorney and Carver Scholar
Most known for his 300+ uses for the lowly peanut, George Washington Carver (circa 1864-1943) was a scientist, conservationist, educator, inventor, musician, painter, and humanitarian. In this performance, you will see how Dr. Carver’s birth in slavery, struggle for an education and love of nature led him to become one of the most influential and inspiring renaissance men of the 20th century, and how through it all he remained a humble man committed to serve others and do the best he could.

Don’t Call Me Out, Invite Me In
Catherine Perry, Founder, InWardBound Center
There’s an art - and a little brain science - to staying present in difficult conversations. A bridge knows both sides. Coach each other using 3 ways to build a bridge in service to your important work in the world. And explore what it means to live out the paradox of being servant + leader.

Panel Discussion: Developing and Supporting the Next Generation Leaders
Wendi Jenkins, Director, Servant Leadership Program, Columbus State University
David Haskins, President/CEO, Davis H. Elliot Construction Co.
Hans Mentzer, Sr. Safety Director, Davis H. Elliot Construction Co.
Moderator: Pat Falotico, CEO, The Greenleaf Center for Servant Leadership
Greenleaf told us that “Where there is not community, trust, respect, ethical behavior are difficult for the young to learn and for the old to maintain.” With four generations in the workforce today, we must pay attention to how the Boomers and Gen X pass the baton, and enable those we describe as Millennials”. We have read the literature, we sometime rebuff them as “entitled”, but we raised them! When we pass the baton will it be to a servant-leader? Unless we are intentional about their development, there will not be enough who embrace servant leadership to bring about a more caring society. What do we do now?
12:15 pm  **LUNCH & CLOSING SESSION**  
*Featuring keynote speaker, Cheryl Hughey, Managing Director of Culture at Southwest Airlines*

Southwest has a Culture built on Living by the Golden Rule. Listen to stories of how kindness shown in those every day and seemingly unimportant moments actually pays in dividends.

**LEO’S CHALLENGE**  
*Now What... Being Leo, Finding Leo*

1:30 pm  **Adjourn**
In her 37 years at Southwest Airlines, Cheryl Hughey has shown an unmistakable enthusiasm for engaging with Employees and a passion for recognizing Employees’ noteworthy efforts. She has led the Culture Services Team responsible for the recognition, appreciation, and celebration of Southwest’s more than 54,000 Employees.

Joining Southwest Airlines on the frontline as a Reservation Sales Agent in 1980, Cheryl has moved throughout the Company in various operational and leadership positions, from working in and leading Customer Service in many locations to overseeing the Leadership Training and Onboarding program in the People Department. The diversity of roles has provided Cheryl a unique and holistic perspective on how to best lead Southwest’s efforts in fostering and promoting its Culture all across the Company.
TO THE ROBERT K. GREENLEAF CENTER FOR SERVANT LEADERSHIP AND “LEOS” EVERYWHERE:

Robert K. Greenleaf once said, “Not much happens without a dream.” His dream of a servant-leader movement is alive through each “Leo” here and we’re excited to see how much more will happen through this 25th International Servant Leadership Conference. We hope this journey ultimately inspires those you serve to become wiser, healthier, more liberated, and to grow as servant leaders themselves. A better world is in the making and TEAMTRI is honored to help build a more loving and just society alongside each of you.
HOW CAN I CONTRIBUTE TO A MORE LOVING AND JUST SOCIETY?

“If a good society is to be built, one that is more just and more caring, and where the less able and more able serve one another with unlimited liability, then the best way is to raise the performance as servant of institutions, and sanction natural servants to serve and lead.”

Adapted by the Greenleaf Center for Servant Leadership
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EVENT MANAGEMENT

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BECOME A MEMBER

We invite you to become a member of the Robert K. Greenleaf Center for Servant Leadership. Through our membership program, we build the servant-leader community and connect members to other thoughtful, committed people who can change the world. We are dedicated to serving our members and providing them value and benefits to further their servant leadership journeys.

GREENLEAF CENTER ANNUAL MEMBERSHIP

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<th>Individual</th>
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Members enjoy:

- Connection to a private online collaborative environment where members access resources, share experiences and support each other’s growth.
- 10% discount on Greenleaf Bookstore Purchases
- 5% discount on conferences, public workshops and the Greenleaf Academy
- Monday Member Messages conveying a servant leadership thought.

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IMPORTANT LOCATIONS
- General Sessions & Meals
- Welcome Reception
- Workshops
- Conference Check-In
The ideas behind servant leadership are ancient, but Robert K. Greenleaf is the person who first articulated them for the modern age. Greenleaf was born in 1904 in Terre Haute, IN. His father, George, was a wizard mechanic and machinist who also acted as a community steward. In his last published writing, Greenleaf said his father was his original model for a servant-leader.

Greenleaf graduated from Minnesota’s Carleton College as a math major in 1926, and promptly landed a job with AT&T - then one of the largest organizations in the world, launching a 38-year career.

He soon met and married Esther Hargrave, who opened her husband to modern art, intuition, and overall personal evolution. Greenleaf quickly rose in the AT&T organization, and realized that thriving organizations had able leadership, with leaders who acted more as supportive coaches and served both the needs of employees and organizations. As he succinctly put it: “The organization exists for the person as much as the person exists for the organization.” This was not a popular idea at the time.

After retiring in 1964, he began his second - and most productive - career as a writer, consultant, and teacher. Greenleaf’s seminal essay, The Servant as Leader, was published in 1970. In it, he proposed that the best leaders were servants first, and the key tools for a servant-leader included: listening, persuasion, access to intuition and foresight, use of language, and pragmatic measurements of outcomes. Greenleaf knew that he was not a perfect servant-leader, but he devoted his life to pursuing those ideals.

His work and writings continue to have an impact on fields as diverse as systems thinking, management, leadership, organizational development, religion, and many others. Greenleaf, however, did not describe himself a philosopher, academic or writer, but as a businessman and a seeker. He died in 1990 and is buried in Terre Haute, IN, with an epitaph that shows his wit: “Potentially a good plumber; ruined by a sophisticated education.”
SHIFT INTO DRIVE
Navigating Servant Leadership

On the road to a better way to lead.

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