

**Christlike Servant Leadership:  
A Workshop on the Power of the Caring Leader**  
Fall 2021. Wednesdays 9/15 to 11/17, 6:30pm to 7:30pm, Lucas Hall

**Overview**

A culture of trust is imperative to attain and sustain a high performing team – and ultimately superior performance. This unique workshop will discuss practical behaviors that convey a caring leadership style – all modeled by Jesus Christ - that create the most important element of a high performing team: trust.

**Topics to be covered**

**9/15 Introduction**

Resources:

- *Lessons from the Navy, How to Earn Trust, Lead Teams, and Achieve Organizational Excellence*, Introduction and Chapter 1
- *Holy Bible* TBD

Host: Carmen Vertullo  
Teacher: Mark Brouker  
Biblical resource: TBD

Why is it that professionals from a variety of areas - healthcare, church groups, sports, sales, banking, manufacturing, engineering, academia, and the military, to name a few - who appear ready, willing and able to lead, end up leading teams that either fail outright, woefully underperform, or at the very least never come close to reaching full potential? It's a mystery that we'll unravel in a step-by-step manner in this unique workshop.

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**9/22 The Power of the Leadership Phenomenon**

Resources:

- *Lessons from the Navy, How to Earn Trust, Lead Teams, and Achieve Organizational Excellence*, Chapter 2
- *Holy Bible* TBD

Host: Carmen Vertullo

Teacher: Mark Brouker  
Biblical resource: TBD

Discover the power of a trusted leader. We'll discuss the leader's ownership of the organization's culture, as well as the impact trust can have on employee retention, engagement, overall wellbeing, and performance.

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### **9/29 Don't Ignore Good or Poor Performance.**

Resources:

- *Lessons from the Navy, How to Earn Trust, Lead Teams, and Achieve Organizational Excellence*, Chapter 7
- *Holy Bible* TBD

Host: Carmen Vertullo  
Teacher: TBD  
Biblical resource: TBD

Recognizing performance—good *and* bad—is essential for becoming a trusted leader. We'll discover how to boost employee engagement with simple praise and recognition systems that even the busiest leader can use. As for those difficult conversations, we'll discuss how to respectfully address poor performance while still earning their trust.

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### **10/6 Continuously Learn the Art of Leadership.**

Resources:

- *Lessons from the Navy, How to Earn Trust, Lead Teams, and Achieve Organizational Excellence*, Chapter 9
- *Holy Bible* TBD

Host: Carmen Vertullo  
Teacher: TBD  
Biblical resource: TBD

A trusted leader is never done learning. We'll discuss the importance of continuously practicing leadership behaviors and improving your skills

## **10/13 Interactions: Opportunities to Build Trust**

Resources:

- *Lessons from the Navy, How to Earn Trust, Lead Teams, and Achieve Organizational Excellence*, Chapter 3
- *Holy Bible* TBD

Host: Carmen Vertullo

Teacher: Mark Brouker

Biblical resource: TBD

Every interaction presents an opportunity for a leader to show that they care – and ultimately build or destroy trust. Are you using yours wisely? We'll reveal the power of daily interactions and how to utilize these interactions to create a culture of trust.

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## **10/20 Know Your Staff**

Resources:

- *Lessons from the Navy, How to Earn Trust, Lead Teams, and Achieve Organizational Excellence*, Chapter 4
- *Holy Bible* TBD

Host: Carmen Vertullo

Teacher: Mark Brouker

Biblical resource: TBD

Want to be a trusted leader? Get to know your staff. We'll uncover the profound impact that bonding with your staff can have on the culture of your organization. Learn simple but powerful methods, such as the “*Tell Me Your Story*” technique, for building trust by getting to know your staff.

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## **10/27 Leading in a Crisis**

Resources:

- *Lessons from the Navy, How to Earn Trust, Lead Teams, and Achieve Organizational Excellence*, Chapter 10
- *Holy Bible* TBD

Host: Carmen Vertullo  
Teacher: TBD  
Biblical resource: TBD

Leadership is never more important than in times of crisis, whether minor or not-so-minor. *Every* organization will face a crisis. They come in all sizes and most often with no warning. The only known is that they *will* come. What should a leader do to prepare for this inevitability, and how should they lead when it happens? In this final capstone section, we'll do a fascinating deep dive into this important topic.

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### **11/3 Be Visible**

Resources:

- *Lessons from the Navy, How to Earn Trust, Lead Teams, and Achieve Organizational Excellence*, Chapter 5
- *Holy Bible* TBD

Host: Carmen Vertullo  
Teacher: TBD  
Biblical resource: TBD

Want to dismantle the culture of fear in your organization? Be visible. We'll discover how the right kind of visibility can make you more approachable, drive out fear, and create a culture of trust. Discover the do's and don'ts for walking around and visiting your staff.

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### **11/10 Always Treat *all* Staff with Dignity and Respect**

Resources:

- *Lessons from the Navy, How to Earn Trust, Lead Teams, and Achieve Organizational Excellence*, Chapter 6
- *Holy Bible* TBD

Host: Carmen Vertullo  
Teacher: Mark Brouker  
Biblical resource: TBD

Trust takes years to create but can be shattered in seconds. Treating your staff with respect is much easier when all is well. However, as a leader at any level in 2021, chaos and uncertainty are inevitable. How you handle yourself in adversity can create trust ...or destroy it. We'll learn how leaders can earn trust during these crucible moments.

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## **11/17 Optimism**

Resources:

- *Lessons from the Navy, How to Earn Trust, Lead Teams, and Achieve Organizational Excellence*, Chapter 8
- *Holy Bible* TBD

Host: Carmen Vertullo

Teacher: Mark Brouker

Biblical resource: TBD

Effective leaders know that pessimism is poison. We'll learn how to appropriately handle negativity and take control of the conversation while still remaining optimistic, honest and realistic.

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