

STRATEGIC LEADERSHIP WITH COMPASSION:

INFUSING MISSION WITH VISION AND SPIRIT

FROM THIS LIVE ENCOUNTER
WILL COME THE WORK

A WORD FROM THE SAINTS

Lord, help me to make time today to serve You in those who are in most need of encouragement or assistance.

St. Vincent De Paul

The Lord GOD has given me the tongue of a teacher, that I may know how to sustain the weary with a word.

Morning by morning God wakens—wakens my ear to listen as those who are taught.

<u>Isaiah 50:4</u>

HOW THE FLAMES ARE STIRRED



Mission & Ministry, Inc., a granting entity of the Daughters of Charity Province of St. Louise, serves as a catalyst for change in the communities where the Daughters of Charity minister. Mission and Ministry works to alleviate poverty by providing encouragement and financial support for works of the Daughters of Charity and other non-profit organizations which serve persons living in poverty.

HOLDING IN TRUST



Simple Gifts

As you listen to this hymn with your hands holding the community you serve ponder how you are called to bow and bend and then share a word with a table partner

ABIDING IN THE WORK

To do the work carefully and well, with love and respect for the nature of my task and with due attention to its purpose, is to unite myself to God's will in my work. I become God's instrument.

God works through me.

THOMAS MERTON

What happened?
My own collected thought
Encountered the hidden potential of the wood;
From this live encounter came the work
Which you ascribe to the spirits.

<u>CHUANG TZU</u>

THREE GROUNDING QUESTIONS

- 1. How do I do the work carefully and well, with love and respect for the nature of my task with you?
 - 2. How can I encounter the hidden potential of this gathered community and serve you well?
 - 3. How will you join me in the act of continuing creation?

OUR WORK TODAY

- My own story of service Discernment of Call
- Engaging your values
- Compassion and suffering
- Strategic leadership
- Life with intention living within tension
- Two case studies
- Some tools and resources for the work going forward
- Go forth to love and serve

WHAT SPIRITUAL TRADITIONS TELL US

The great insight of our spiritual traditions is not to deny the reality of the outer world, but to help us understand that we create that world, in part, by projecting our spirit on it — for better or worse.

Parker Palmer

A Little History Which Speaks to My Spirit Personal Faith

One generation removed from Birmingham

Itinerant Presbyterian

Progressive evangelical

Raised by an African American woman - *Ethel Chappell*

Formed 4 years in Episcopal Church EFM Program

Political organizer in urban Philadelphia right out of college

I have a Roman Catholic spiritual director

Religious conversion on Dr. King's 60th birthday

My home church is an African American Baptist Church in Chester

AND...I AM A RECOVERING CARTESIAN

The first precept was never to accept a thing as true until KNEW it as such without a single doubt.

Rene Descartes

SO WHAT ABOUT YOUR GUIDING VALUES?

Select a value from the ones you picked when you went to the website and tell a table partner how that value informs the work that you do.

If you did not have a chance to do this share a value that you know does deeply inform your work.

My Guiding Values



I AM A SOWER OF SEEDS

Community Service Friendship **Human Rights** Independence Making a Difference **Trust** Perseverance Risk-Taking **Vision** Commitment

Jim Emrich Life Purpose - Vision - Mission



Guiding Values

Community Service, Friendship, Human Rights, Independence, Making a Difference, Trust, Perseverance, Risk-Taking, Vision, Commitment

Life Purpose

I walk the road of faith each day for and with others in service to the common good.

Vision

I act as a servant-leader to help reform societal institutions. This is the focus around which my activities as a civic entrepreneur and shepherd are centered.

Mission

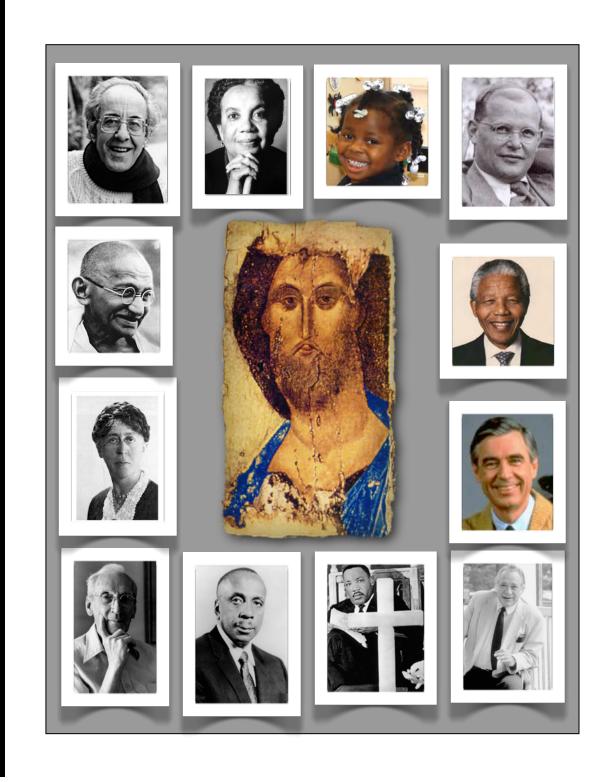
I help others to **discover** and recover the **animating spirit** which motivates and guides them in their life and work. I help leadership communities **develop the vision and**

mission of their institutions of work that are created to serve the world.

MY BOARD

CREATE
YOUR OWN
BOARD
OF
TRUSTEES

They will hold you accountable



Consider Creating Your Life Purpose - Vision - Mission Which Grow Out Of Your Guiding Values

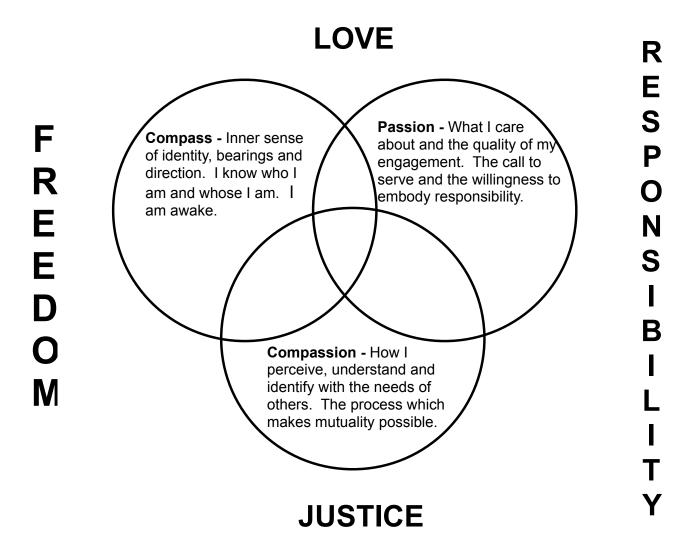


Invitation to a Live Encounter

I will gladly spend one hour talking with you about any of these statements and how they might shape your call.

COMPASSION—SUFFERING & PRESENCE

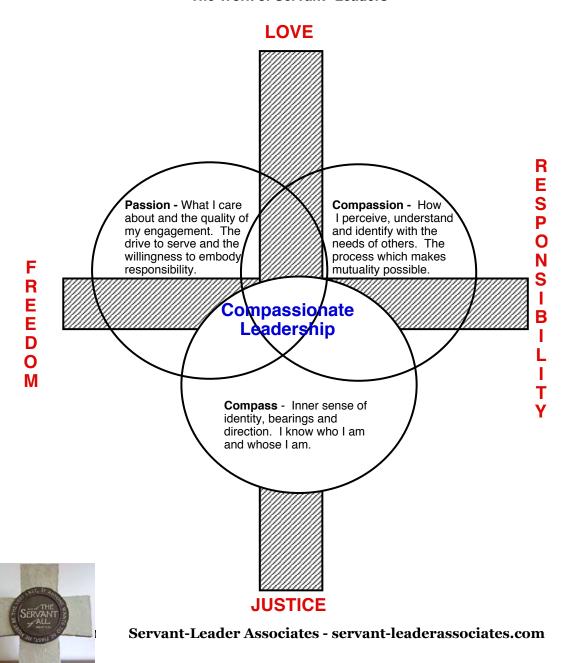
The Servant - Leader



A Compassionate Presence

Compassionate Leadership

The Work of Servant--Leaders



The Servant - Leader

LOVE

Compass

Inner sense of identity, bearings, direction. I know who I am and whose I am. I am awake.

REEDOM

JUSTICE A Compassionate Presence

The Servant - Leader LOVE

Passion

What I care about and the quality of my engagement. The call to serve and the willingness to embody responsibility

JUSTICE

A Compassionate Presence

The Servant - Leader LOVE

Compassion

How I perceive, understand and identify with the needs of others.

the process which makes mutuality possible

JUSTICE

A Compassionate Presence

<u>COMPASSION—SUFFERING</u>

Compassion literally means suffering together

 It causes you to act to relieve the suffering of others

· It is empathy and altruism in action

FROM NO-WHERE TO NOW-HERE

TO LIVE WITH INTENTION

IS TO

LIVE WITHIN TENSION

AND THIS

CAN ENGENDER CREATIVITY



Servant-Leader Associates
James S. Emrich
Email:
servantleader1@me.com

Acknowledge your tendency to act with Hypocrisy and in doing so seek to minimize it

From No Where to Now Here

From No Where to Now Here

Honesty - Speak the truth in love

From No Where to Now Here

Humility - Take your service seriously - Don't take yourself so seriously

From No Where to Now Here

Hostility - Your ego is often strongly opposed to your letting go

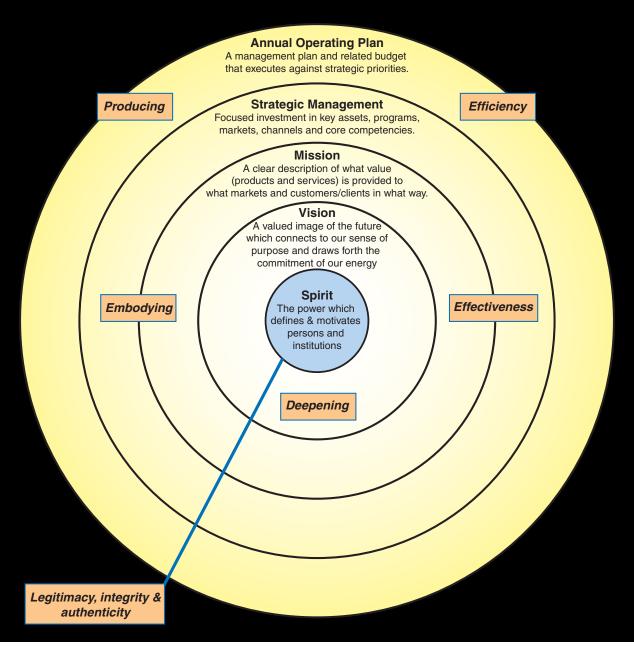
Hospitality - Create a space to welcome the stranger and strange ideas

From No Where to Now Here

Humor - A chuckle about yourself and your challenges is healthy

From No Where to Now Here

Strategic Leadership with Compassion: Infusing Mission with Vision & Spirit Explicating Mission Through Strategy & Focus



Spirit

The power which defines & motivates persons and institutions

Vision

A valued image of the future which connects to our sense of purpose and draws forth the commitment of our energy

Mission

A clear description of what value (products and services) is provided to what markets and customers/clients in what way

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Strategic Management

Focused investment in key assets, programs, markets, channels and core competencies

Annual Operating Plan

A management plan and related budget that executes against strategic priorities

TWO CASE STUDIES



From "Dumb Terminals" to 500 Employees over 39 Years



 $Inspiring\ Work\ Through\ Technology^{^{TM}}$

OUR MISSION

We provide award-winning Contact Center & Help Desk solutions, delivering superior customer service by combining customized technology with affirmative employment of professionals with disabilities, yeterans, and disadvantaged individuals.



MILITARY VETERANS
We pride ourselves on providing jobs for veterans.



RETURN ON INSPIRATION
Our proven approach delivers
business results and personal
growth.



CONTACT CENTER SERVICES

See how we can help your
business provide top-of-the-line
customer service



SUCCESS STORIES

Find out what makes working at InspiriTec rewarding.









A SHORT TALE OF FOUR DECADES

- IT STARTED WITH DIGNITY AND PRODUCTIVITY
- COMPUTERS AS AN ENABLING TECHNOLOGY
- DEVELOPING ADAPTIVE TECHNOLOGIES
- ADDING INSPIRED TO SOCIAL ENTREPRENEURSHIP
- CREATING COMPETENCIES IN
 - TRAINING FOR PLACEMENT
 - CASE MANAGEMENT
 - PROGRAMMING

- RECOGNIZING CASE MANAGEMENT AS ECONOMIC ENGINE
- · TAKING THE HELP DESK TO THE NEXT LEVEL
- SCALING CASE MANAGEMENT THROUGH INBOUND CALL CENTERS
- SERVING THOSE WHO HAVE SERVED US
- "GLAD YOU'RE SO SUCCESSFUL BUT YOU ARE NOT REALLY AN INCLUSIVE WORK PLACE"



Our mission is to be an inspired social entrepreneurship that adds value to the lives of disabled and disadvantaged persons, the destinies of our corporate partners and the careers of our employees. What we do and how we do it will become a model for businesses and human service organizations alike.



We know it's possible to deliver worldclass contact center and IT support services while also delivering compassionate human services because we do it every day. Integrating a culture of caring with a proven process for performance, our Return on **Inspiration Model delivers business** results for our clients and personal growth for our employees.

Return On Inspiration





Keep on trucking.



From Our Living Room to a School Over 13 Years



POLITICS AND PROPHECY WITH THE LIVES OF CHILDREN AT STAKE

- IT ALL STARTED WITH CHESTER CHILDREN AND MUSIC
- IT THEN BECAME A MATTER OF PERFORMANCE AND JUSTICE FOR SOME PEOPLE IN SWARTHMORE OUR LIVING ROOM
- HOW TO HELP
 - •GIVE MONEY TO THE SCHOOL DISTRICT
 - CREATE A PARTNERSHIP SCHOOL
 - CREATE A CHARTER SCHOOL

- ARTS INTEGRATION AS A DISTINCT COMPETENCY
- KEY STAKEHOLDERS
- PARTNERSHIP SCHOOL FOR 4 YEARS
 - UNION BOYCOTT
 - COMMUNITY LEADERS OPPOSITION
- CHARTER SCHOOL FOR 5 YEARS
 - SCHOOL DISTRICT OPPOSITION
 - BROAD PARENTAL SUPPORT
- FROM INDUSTRIAL PARK SAFE HAVEN TO CITY OF CHESTER REALLY TOUGH PART OF TOWN
 - CITY SUPPORT
 - PARENTAL CONCERN

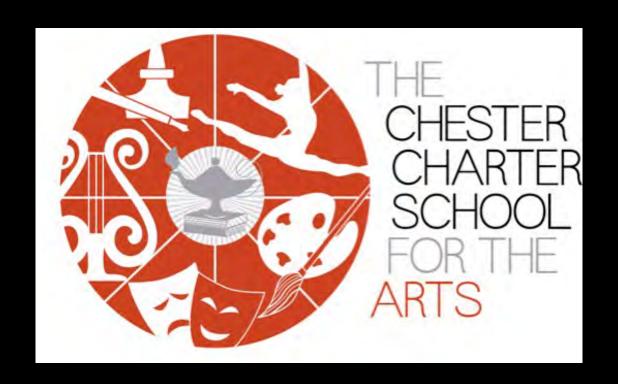
WE ARE NOW A SCHOOL FOR THE CHILDREN OF CHESTER AND WE HAVE THE POTENTIAL TO BE AN ANCHOR INSTITUTION IN THE CITY OF CHESTER





Welcome to Chester Charter School for the Arts!

SCHOLARSHIP ~ CHARACTER ~ CRAFTSMANSHIP ~ PURPOSE



Our Mission

The Chester Charter School for the Arts empowers students to realize their best selves, and employ their intellectual and creative power to succeed personally and to enrich their community.

Our Vision

All CCSA students will graduate and be prepared for college, conservatory, technical school, the military or gainful employment. This means that students will demonstrate:

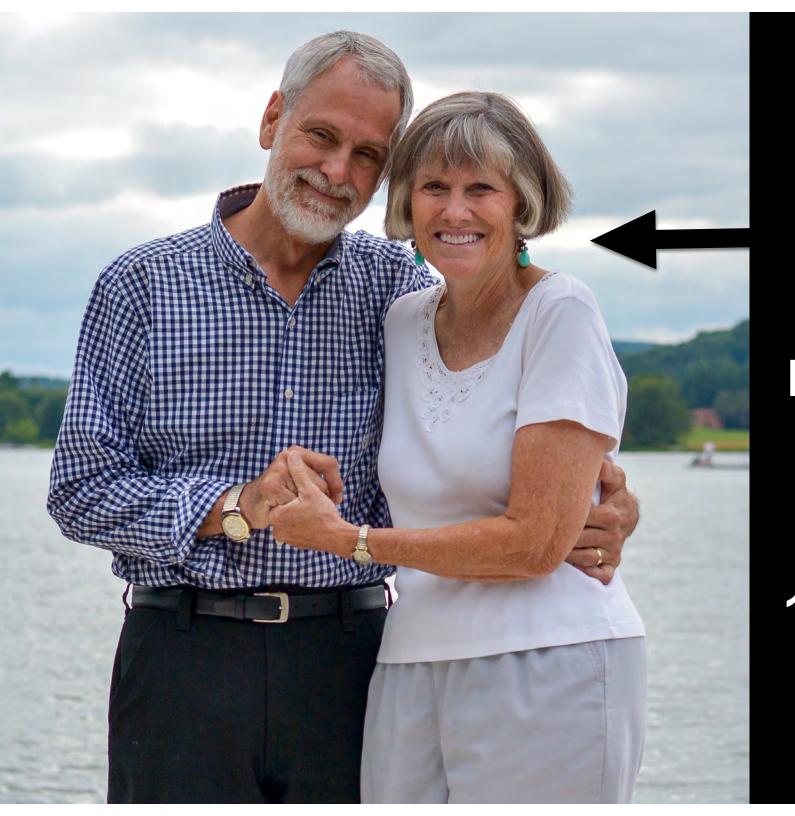


Scholarship - All students will meet or exceed the CCSA standards in all academic areas.

Strong Character - All students will demonstrate scholarly habits and the CCSA core values.

Craftsmanship - All students will possess the 21st century skills to create academic and artistic works with high quality craftsmanship.

Purpose - All students will have a clear goal and action plan for their future academic/career pursuits.



WENDY EMRICH

MID-WIFE
OF OUR
SCHOOL
FOR
10 YEARS

WITH RIGOR AND LOVE WE OFFER **OUR CHILDREN NEW AND CREATIVE** LENSES TO SEE AND ENGAGE THE WORLD



TOOLS

<u>AND</u>

RESOURCES

BOOKS I WOULD RECOMMEND

PARKER PALMER

- The Active Life
- The Promise of Paradox
- Let Your Life Speak

MARGARET WHEATLEY

- Leadership and the New Science
- Finding our Way
- Perseverance

ROBERT QUINN

- Deep Change
- Change the World

HOWARD THURMAN

- Jesus and the Disinherited
- Meditations of the Heart
- Disciplines of the Spirit

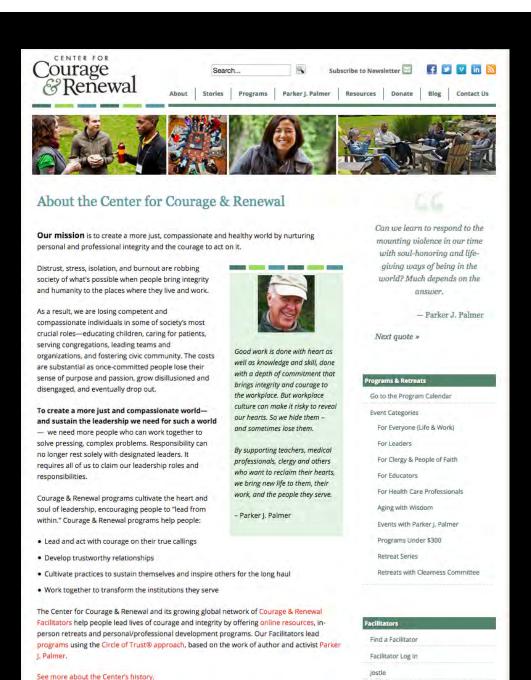
CENTER

FOR

COURAGE

&

RENEWAL



http://www.couragerenewal.org/parker/

The Vincentian Family

http://famvin.org/





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Systemic Change on .famvin

For more information try all articles on Systemic Change from .famvin:



vinFormation

we are vincentians

systemic change v

collaboration ~

blog

quotables



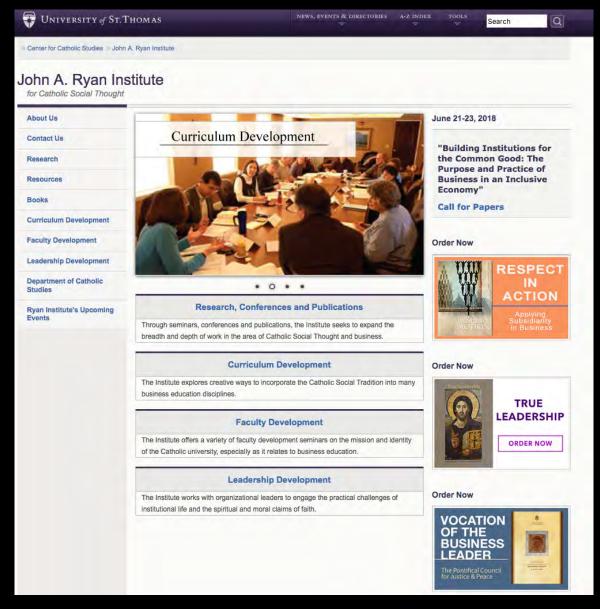
Discovering Opportunities for Systemic Change

February 8, 2017 | Formation, Reflections, Systemic change

How did Vincent discover opportunities that turned to Share This
systemic change? read more

Ryan Institute For Catholic Social Thought

http://www.stthomas.edu/cathstudies/cst/



THE SYSTEMS THINKER

https://thesystemsthinker.com

SYSTEMS

SIGN IN

SIGN UP

TOPICS

SECTORS

BROWSE BY

Q SEARCH



How Can We Solve Our Toughest Problems Peacefully?

Articles

A Systemic View of the Israeli-Palestinian Conflict

Applying System Dynamics to Public Policy: The Legacy of Barry Richmond

Dancing with Systems

The Promise of Systems Thinking for Shifting Fundamental Dynamics

Acting and Thinking Systemically

Case Studies

Learning and Leading Through the Badlands

Operational Strategy Mapping: Learning and Executing at The Boeing Company

Minnesota Takes the Long View of Its Solid Waste System

Everyone's Problem to Solve: Systems Thinking Cross-Functionally

How-To Guides

Introduction to Systems Thinking

Fine-Tuning Your Causal Loop Diagrams—Part I

Systems Archetypes I: Diagnosing Systemic Issues and Designing Interventions

Applying Systems Archetypes

Pocket Guides

Pocket Guide: Systems Archetypes at a Glance

Pocket Guide: Guidelines for Daily Systems Thinking

Practice

Pocket Guide: Moving from Blame to Accountability

Pocket Guide: Servant Leadership

CENTER FOR POSITIVE ORGANIZATIONS

http://positiveorgs.bus.umich.edu/



APPRECIATIVE INQUIRY COMMONS

https://appreciativeinquiry.champlain.edu/learn/resources-all/



Learn

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Events

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View All Resources

The Appreciative Inquiry Commons / Learn / View All Resources



From articles, to videos, to books, to workshop materials, there are many resources on Appreciative Inquiry to explore from around the globe. Search for a keyword or use the drop-down menus below to explore the various types of resources from around the world. Do you have something to share? Click here to submit it to our resource page!

SEEING THINGS WHOLE

http://www.augsburg.edu/seeingthingswhole/

AUGSBURG COLLEGE.

SEEING THINGS WHOLE

Home

Seeing Things Whole (STW) National Conference

Our Philosophy

- History
- · STW Elders

Whole Leaders

- NextGen Leaders
- RoundTables
- · Resources for Leaders

Whole Teams and Organizations

· Resources for Teams and Organizations

Partners

Resources

Testimonials

Contact Us

You're here because you believe meaningful work emerges when your core values professional life intersect. You appreciate collaboration over control and consider moral impulses like awareness and stewardship as important as practical influences like efficiency and operational management.

START YOUR JOURNEY

Seeing Things Whole is an organization anchored

within <u>Augsburg College</u>. We are a community of business leaders and scholars with a <u>rich history</u> of promoting more thoughtful and serving organizations through <u>partnerships</u> and outreach. Our <u>educational tools</u>, workshops and conferences help individuals, particularly <u>NexGen Leaders</u>, as well as teams and organizations on their passionate journey toward achieving a whole life.

We look forward to helping you infuse your convictions and values into your work life and organizational culture.

Together, we can achieve our vision for a world made better through a workforce whose lives and performance are informed as much by faith and moral reasoning as by the press of economic reality.

WORK WITH US

Through action research, STW has created tools for <u>individuals</u> and <u>organizations</u> to become more intentional about employing faith into their daily grind. <u>Our philosophy</u> is rooted in servant leadership and the Judeo-Christian theological tradition, which—together—inspire individuals, groups and organizations to add value to our world.

For individuals wanting to become <u>whole leaders</u>, we have developed a collection of workbooks—our <u>Whole People</u>, <u>Whole Leaders Suite</u>—that challenge you to identify your core values, clarify your calling, and empower those around you to lead and succeed. If you're in your 20s, 30s, or 40s, our <u>NextGen Leaders</u> initiative focuses on nurturing your moral courage to lead with conviction.

To complement our work on the self, we offer <u>organizational resources</u> to help groups and businesses recognize, measure, and balance their identity, purpose, and stewardship.

OUR PHILOSOPHY

We encourage you to review a growing body of work that has come to be known as the Theology of Institutions project. These essays, videos, and thought pieces inform our outreach and resources for <u>individuals</u> and <u>teams/organizations</u>. We hope these resources inspire you as you begin to explore the intersection of your personal values and professional calling.

Do these ideas resonate? Let's connect to identify ways we can help you achieve a more meaningful, whole career and life.



SEEING THINGS WHOLE NATIONAL CONFERNECE



TAKE OUR FREE Leadership Profile



ROUNDTABLES NEAR YOU (







GREENLEAF CENTER FOR SERVANT-LEADERSHIP

https://www.greenleaf.org/our-journey/



Servant leadership is a philosophy and set of practices that enriches the lives of individuals, builds better organizations and ultimately creates a more just and caring world.

THE NATURAL DESIRE

"It begins with the natural feeling that one wants to serve, to serve first".

THE CONSCIOUS CHOICE

"Then conscious choice brings one to aspire to

THE BEST TEST

"The best test, and difficult to administer, is: do those served grow as persons..."

BARRETT VALUES CENTER

https://www.valuescentre.com/about



SEARCH SITE



MAPPING VALUES

US: +1 (828) 252-5550 UK: +44 1706 824692



OUR PRODUCTS

RESOURCES





ABOUT ! Barrett Values Centre

Richard Barrett

Our Community



Barrett Values Centre® provides powerful metrics that enable leaders to measure and manage the cultures of their organisations, and the leadership development needs of their managers and leaders.



The core products of the organisation are the Cultural Transformation Tools® (CTT). The Cultural Transformation Tools have been used to map the values of over 6,000 organisations and 3,000 leaders in 94 countries. The Cultural Transformation Tools are used by corporations, NGOs, government and municipal agencies, communities, schools and nations. The CTT values assessment instruments are available in over 50 languages.

EXPANDING COMMON GROUND THE THURMAN COLLECTION

http://archives.bu.edu/web/howard-thurman/virtual-listening-room

EXPANDING COMMON GROUND

THE HOWARD THURMAN & SUE BAILEY THURMAN COLLECTIONS AT BOSTON UNIVERSITY SEARCHABLE ONLINE FINDING AIDS & VIRTUAL LISTENING ROOM

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HOME

COLLECTIONS

VIRTUAL LISTENING ROOM

RESEARCH

ABOUT

HGARC HOME

SEARCH

Howard Thurman / Virtual Listening Room

Virtual Listening Room

Browse by Date							
1951	+	1958	+	1965	+	1973	+
1952	+	1959	+	1967	+	1975	+
<u>1953</u>	+	1960	+	1968	+	1976	+
1954	+	1961	+	1969	+	1977	+
<u>1955</u>	+	1962	+	1970	+	1978	+
<u>1956</u>	+	1963	+	1971	+	1979	+
1957	+	1964	+	1972	+	1980	+



GO FORTH TO SERVE

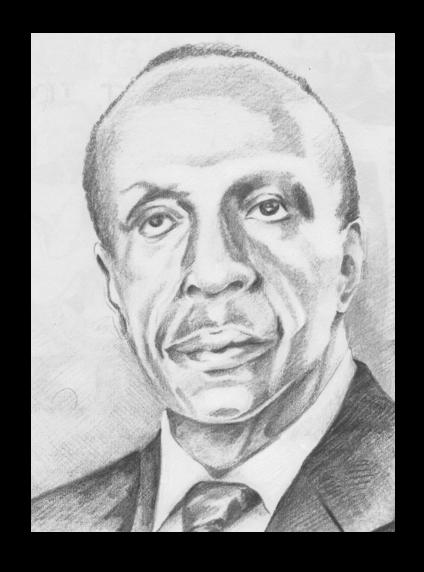
Pope Francis Discernment & Choice

I believe that we always need time to lay the foundations for real, effective change. And this is the time of discernment.

My choices arise from looking at things, at people and from reading the signs of the times.

When the walls are down, it is then that the real work of building the healthy American society begins. The razing of the walls is prelude -- important, critical, urgent, vital, but prelude nevertheless. About this there must be no mistake.

Rev. Dr. Howard Thurman



Rev. Dr. Howard Thruman

"The movement of the Spirit of God in the hearts of men and women often calls them to act against the spirit of their times or causes them to anticipate a spirit which is yet in the making. In a moment of dedication, they are given wisdom and courage to dare a deed that challenges and to kindle a hope that inspires.

"Nothing that is worth doing can be achieved in our lifetime; therefore we must be saved BY HOPE.

Nothing which is true or beautiful or good makes complete sense in any immediate context of history; therefore we must be saved BY FAITH

Nothing we do, however virtuous, can be accomplished alone; therefore we must be saved BY LOVE

No virtuous act is quite as virtuous from the standpoint of our friend or foe as it is from our standpoint. Therefore WE MUST BE SAVED BY THE FINAL FORM OF LOVE WHICH IS FORGIVENESS

Reinhold Niebuhr

LET THE WORK THAT YOU'VE DONE SPEAK FOR YOU



Sister Margaret Ann told the Washington Post that the officer told her, "You know, the police will do this." "I said, 'Well maybe so, but it will take a while — and they have more important things to do, really."

LET THE WORK THAT YOU'VE DONE SPEAK FOR YOU

LET THE LIFE THAT YOU'VE LIVED SPEAK FOR YOU

LET THE PRAYERS THAT YOU'VE PRAYED SPEAK FOR YOU

LET THE LOVE THAT YOU'VE SHARED SPEAK FOR YOU