

# Connecting

FEBRUARY 2023

NEWS FOR MANAGERS & MECHANICS

## How To Develop Servant Leadership For Better Employee Retention

**Successful servant leaders have a genuine desire to serve employees. They're also effective, charismatic decision-makers and clear when they set expectations.**

**What does servant leadership look like in practice? Here are some concrete examples of servant leadership.**

### **Being an example — humility, authenticity, and trust**

Humility must be the foundation of your leadership. If you speak out of superiority and power, your subordinates will do what you say out of fear. Instead, your actions and words should be a credible and genuine model to follow.

### **Showing why the work is essential — awareness and purpose**

In the mechanism of a clock, each part is crucial. The same goes for any team. Each employee is essential to the team's operation. One way to do this is by talking explicitly about the downstream impact of their work. You can show them the impact both inside the company and out. Most importantly, recognize the good work they are doing. Many workers consider recognition of their achievements to be the most important aspect of a role.

### **Encouraging collaboration — community-building and commitment**

As a servant leader, you're the engine that generates a sense of community and teamwork. Increase collaboration by encouraging employee commitment to each other. You can also encourage them to delegate responsibility. Finally, you can involve team members in decision-making processes.

### **Caring for the members of the team — empathy and compassion**

Similarly, the servant leader will cultivate a friendly environment. In this environment, employees should feel comfortable. They shouldn't feel threatened by expressing specific complaints or asking questions. In this context, it seems especially important to favor empathy and understanding. For example, when your employee comes to you with a complaint about a coworker, you don't dismiss it because you're busy. You take the time to help them work through the conflict and ultimately resolve it. You're compassionate.

### **Asking for feedback — listening skills**

Promote a sufficient level of relationship with the employee that favors active and close listening. A servant leader asks open-ended and follow-up questions as a matter of course, not just when something's wrong. They're receptive to feedback — they don't just give it.

Practice your communication skills, develop empathy, work on your self-awareness, and be sure to focus on developing your employees more holistically. Do this, and you'll be well on your way to becoming a capable and effective servant leader

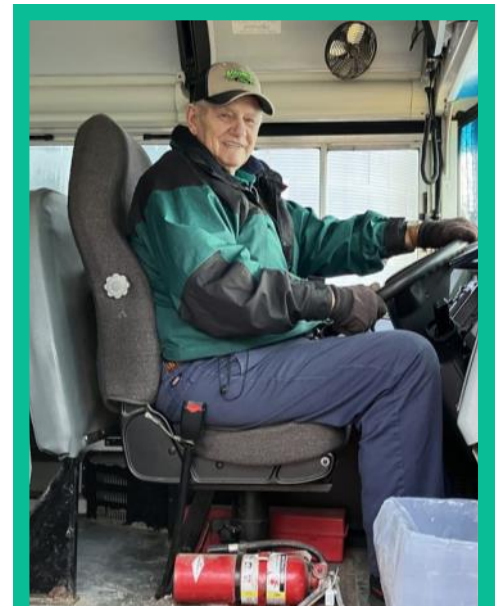
**2023**  
**SCHOOL YEAR**  
**10**  
**ACCIDENT COUNT**

**2 fewer than January 2022**

*"I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel."*

Maya Angelou

**53 YEARS!**



**Top:** From Eden Valley-Watkins it's Roger Lang who drove the same bus route for the last time January 17th. He delivered multiple generations of families for Eden Valley but will still be stopping in to visit.

4.

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## DATES TO KNOW

- FEBRUARY 2ND—CENTRAL REGIONAL MEETING—GLENCOE @9:30
- FEBRUARY 20TH— NORTH REGIONAL MEETING—PINE CITY @ 9:30
- FEBRUARY 21ST—WEST REGIONAL MEETING—WABASSO @ 9:30
- **FEBRUARY 22ND—BUS DRIVER APPRECIATION DAY**
- FEBRUARY 22ND— METRO REGIONAL MEETING—ROSEVILLE @ 9:30
- APRIL 29TH—1ST PERIOD RANDOM TESTS MUST BE COMPLETE

## BIRTHDAYS

### FEBRUARY

12th – Tou Xiong  
16th – Tom Swore  
16th – Tim Siedlecki  
16th – Jeff Frey  
17th – Colin Pathoumthong  
22nd – Brian Mattocks

## Christmas Party Fun In Belle Plaine



## Winter!



January 12th was *Illuminate the Night Parade in Belle Plaine* and a great company tradition enjoyed by everyone. Looks like a fun event!

## Did You Know?

Sportacular Inc., the company that produces our Swag Shop Items is owned by Kay Riley. Her husband, Mike Riley, has been a Westonka Driver for over 7 years after retiring from his career.

Every year at Christmas they make the elementary kids a winter beanie with the Westonka mascot on the front and their names on the back. Mike passes them out on the bus in the morning, then Kay snaps this picture as soon as they get off the bus at Hilltop. They then have a picture Christmas card made and he gives it to the kiddos on his afternoon route. Kay and Mike love the tradition and have given away **over 500 winter hats** over the years.



# FEBRUARY

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2 <b>Central Regional Mtg @ 9:30</b>	3 PAYROLL	4
5	6 PO LISTS DUE	7	8	9	10	11
12	13	14	15 SCHOOL DIST. BILLING	16	17 PAYROLL PO LISTS DUE	18
19	20 <b>North Regional Mtg @ 9:30</b>	21 <b>West Regional Mtg @ 9:30</b>	22 <b>Metro Regional Mtg @ 9:30</b> DRIVER APPRECIATION DAY	23	24	25
26	27	28	29	30		