

Servant Leadership in VA: FranklinCovey Content Alignment

VA Servant Leadership is centered around the principles of Servant Leadership, grounded in ICARE values, and aligned with the OPM Executive Core Qualifications (ECQs). It is not a competency model, but instead a guiding set of principles for leadership.

1) Focus on the Mission and Personal Character

- Leaders work to gain self-awareness, seek feedback, actively lead by example, and stay true to their personal values to serve others, particularly Veterans.

2) Focus on Others

- Leaders create a culture of continuous learning and development, inspire service focused environments, and provide opportunities for others to achieve their highest potential.

3) Focus on Organization Results

- Leaders make timely decisions, hold self and others accountable, and are committed to providing superior service and care to Veterans.



Focus on the Mission and Personal Character

○ GAIN SELF-AWARENESS

- **LEARN** with this 5-minute Insight - “Your Brain and Bias” - <https://link.allaccesspass.com/mod/scorm/player.php?cm=10210&scoid=16020&display=popup>
- **APPLY** it with these tips - “Identify an Emotional ‘Trigger’ and Develop a Plan for Dealing with It” - <https://aap.jhana.com/blog/identify-an-emotional-trigger-this-week-and-develop-a-plan-for-dealing-with-it/>
- **ENGAGE** your team with this 20-minute group discussion guide – “Keeping Stress Levels in Check” - <https://aap.jhana.com/activities/keeping-stress-levels-in-check/>

○ SEEK FEEDBACK

- **LEARN** with this 5-minute Insight – “Blind Spots”
- **APPLY** it with these tips - “How to ask for feedback” - <https://aap.jhana.com/receiving-feedback/how-to-ask-for-feedback/>
- **REINFORCE** your learning with this practical tool – “Feedback log” - <https://aap.jhana.com/wp-content/uploads/2016/01/Receiving-Feedback.Feedback-Log-1.pdf>

○ LEAD BY EXAMPLE

- **LEARN** with this 5-minute Insight – “Credibility”
- **APPLY** it with these tips - “9 simple ways to be seen as a leader (even if you don’t feel like one)” - <https://aap.jhana.com/establishing-credibility/9-simple-ways-to-be-seen-as-a-leader-even-if-you-dont-feel-like-one/>
- **REINFORCE** your learning with this practical tool – “Establishing credibility” - https://aap.jhana.com/tools/?fwp_topics=establishing-credibility

○ STAY TRUE TO PERSONAL VALUES

- **LEARN** with this 5-minute Insight – “80th Birthday”
- **APPLY** it with these tips - “What do you want to be known for? 6 steps to shape your reputation as a leader” - <https://aap.jhana.com/blog/what-do-you-want-to-be-known-for-6-steps-to-build-your-reputation-as-a-leader/>
- **REINFORCE** your learning with this practical tool – “Workplace user manual” - <https://aap.jhana.com/wp-content/uploads/2019/05/Workplace-user-manual.pdf>

Focus on Others

○ CREATE A CULTURE OF CONTINUOUS LEARNING AND DEVELOPMENT

- **LEARN** with this 5-minute Insight – “**Multiplier Moments**” - <https://isnewui.allaccesspass.com/mod/scorm/player.php?cm=14257&scoid=19370&display=popup>
- **APPLY** it with these tips - “**Give your direct report a stretch assignment where they can fail safely**” - <https://aap.jhana.com/blog/what-do-you-want-to-be-known-for-6-steps-to-build-your-reputation-as-a-leader/>
- **ENGAGE** your team with this 20-minute group discussion guide – “**Delegate to increase autonomy**” - <https://aap.jhana.com/activities/delegating-for-less-email-overwhelm/>

○ INSPIRE SERVICE FOCUSED ENVIRONMENTS

- **LEARN** with this 5-minute Insight – “**Legacy of Loyalty**”
- **APPLY** it with these tips - “**How to lead your team in pursuit of a goal**” - <https://aap.jhana.com/team-goals/how-to-lead-your-team-in-pursuit-of-a-goal/>
- **ENGAGE** your team with this 20-minute group discussion guide – “**Applying direct reports’ work to company goals**” - <https://aap.jhana.com/activities/team-development-through-applying-reports-work-to-company-goals/>

○ PROVIDE OPPORTUNITIES FOR OTHERS TO ACHIEVE THEIR HIGHEST POTENTIAL

- **LEARN** with this 5-minute Insight – “**Offering Bigger Challenges**” - <https://link.allaccesspass.com/mod/scorm/player.php?cm=14265&scoid=19386&display=popup>
- **APPLY** it with these tips - “**How to delegate a task**” - <https://aap.jhana.com/delegating/how-to-delegate-a-task/>
- **REINFORCE** your learning with this practical tool – “**Delegation prep worksheet**” - <https://aap.jhana.com/wp-content/uploads/2016/01/Jhana-Delegation-prep-worksheet-1.pdf>



Focus on Organizational Results

○ MAKE TIMELY DECISIONS

- **LEARN** with this 5-minute Insight – “**Diagnose Before You Prescribe**”
- **APPLY** it with these tips - “**Before making an important decision hold a team debate to discuss it**” - <https://aap.jhana.com/blog/before-making-an-important-decision-hold-a-team-debate-to-discuss-it/>
- **ENGAGE** your team with this 20-minute group discussion guide – “**Team problem solving**” - <https://aap.jhana.com/activities/team-problem-solving/>

○ HOLD SELF AND OTHERS ACCOUNTABLE

- **LEARN** with this 5-minute Insight – “**Green and Clean**”
- **APPLY** it with these tips - “**8 ways to increase accountability on your team**” - <https://aap.jhana.com/accountability/8-ways-to-increase-accountability-on-your-team/>
- **REINFORCE** your learning with this practical tool– “**Difficult conversation planner**” - <https://aap.jhana.com/activities/team-problem-solving/>

○ COMMIT TO PROVIDE SUPERIOR SERVICE AND CARE TO VETERANS

- **LEARN** with this 5-minute Insight – “**Store 334 From the 4 Essential Roles of Leadership**” - <https://link.allaccesspass.com/mod/scorm/player.php?cm=7851&scoid=15970&display=popup>
- **APPLY** it with these tips - **APPLY** it with these tips - “**Zipp’s tips: Connecting your team’s daily work to the company mission**” - <https://aap.jhana.com/team-goals/zipps-tips-connecting-your-teams-daily-work-to-the-company-mission/>
- **ENGAGE** your team with this 20-minute group discussion guide – “**Setting goals and vision for a team**” - https://aap.jhana.com/activities/?fwp_topics=setting-team-vision