

The diary of a servant leader



Kiwis making Kiwis better off

- > 100% New Zealand owned;
- > 2001: 7 people in a room, 2018: 2700 people all over the country;
- > 850.000 unique customers, countrywide ATM network, 300 branch offices;
- > Income after taxation: NZD 115 million (USD 76 million);
- > Social and Ecological Responsible Partnerships.





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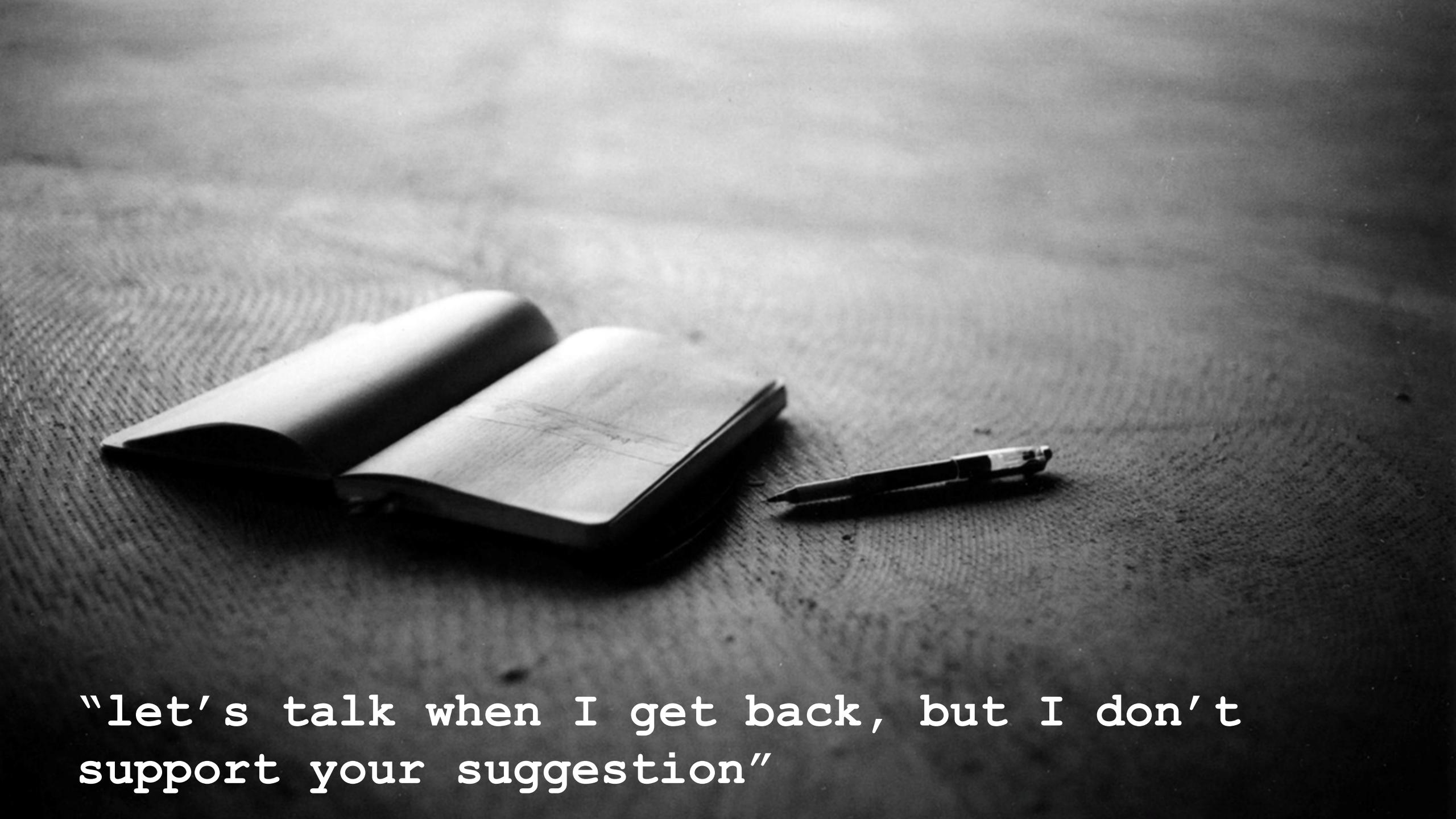


chdeboeck

1999 – 2013: IT Service Management (Belgium);
2014 – 2016: IT Service Management (NZ);
2016: Service Manager @ Kiwibank;
2017: Technical Delivery Manager @ Kiwibank;
2018: People and Practice Leader Testing @ Kiwibank.

Brussels





"let's talk when I get back, but I don't support your suggestion"





“I invite you to my meeting because you are
the manager of the team”





General rules work in general...





The story of Maggy

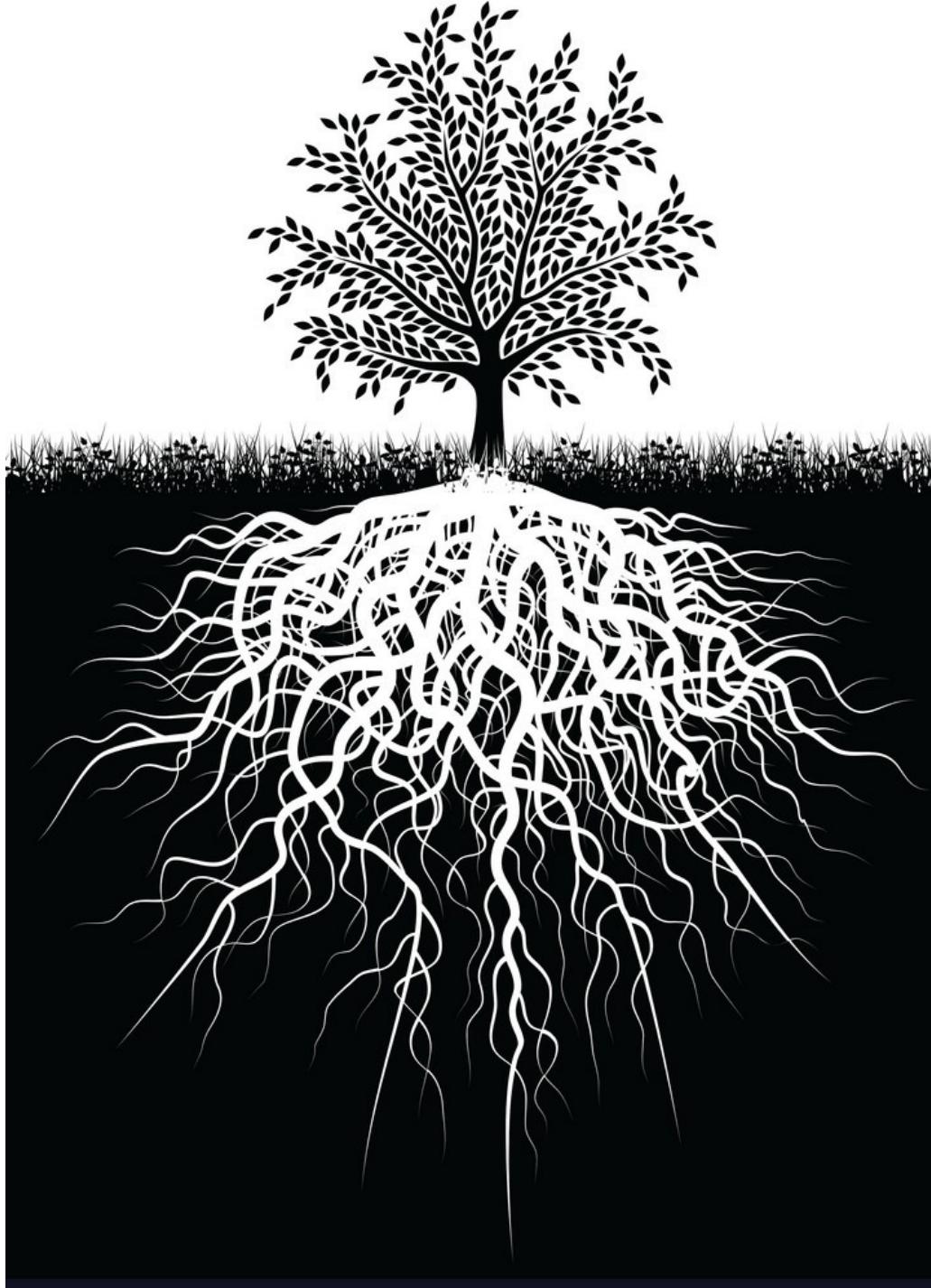


"Humble enquiry is the fine art of drawing someone out, of asking questions to which you don't already have answers, of building a relationship based on curiosity and interest in the other person."

Edgar H. Schein, 2013

servant leadership

Sources are quoted
here



conscious & unconscious

Our mental lives proceed along two paths: the conscious, and the unconscious – of whose influence we are unaware.

Our perceptions, memory, and social judgements are all **constructed** by our unconscious mind from limited data, employing context, expectation, desire, ...

“Subliminal: How your unconscious mind rules your behaviour”,
by Leonard Mlodinow



the Johari window

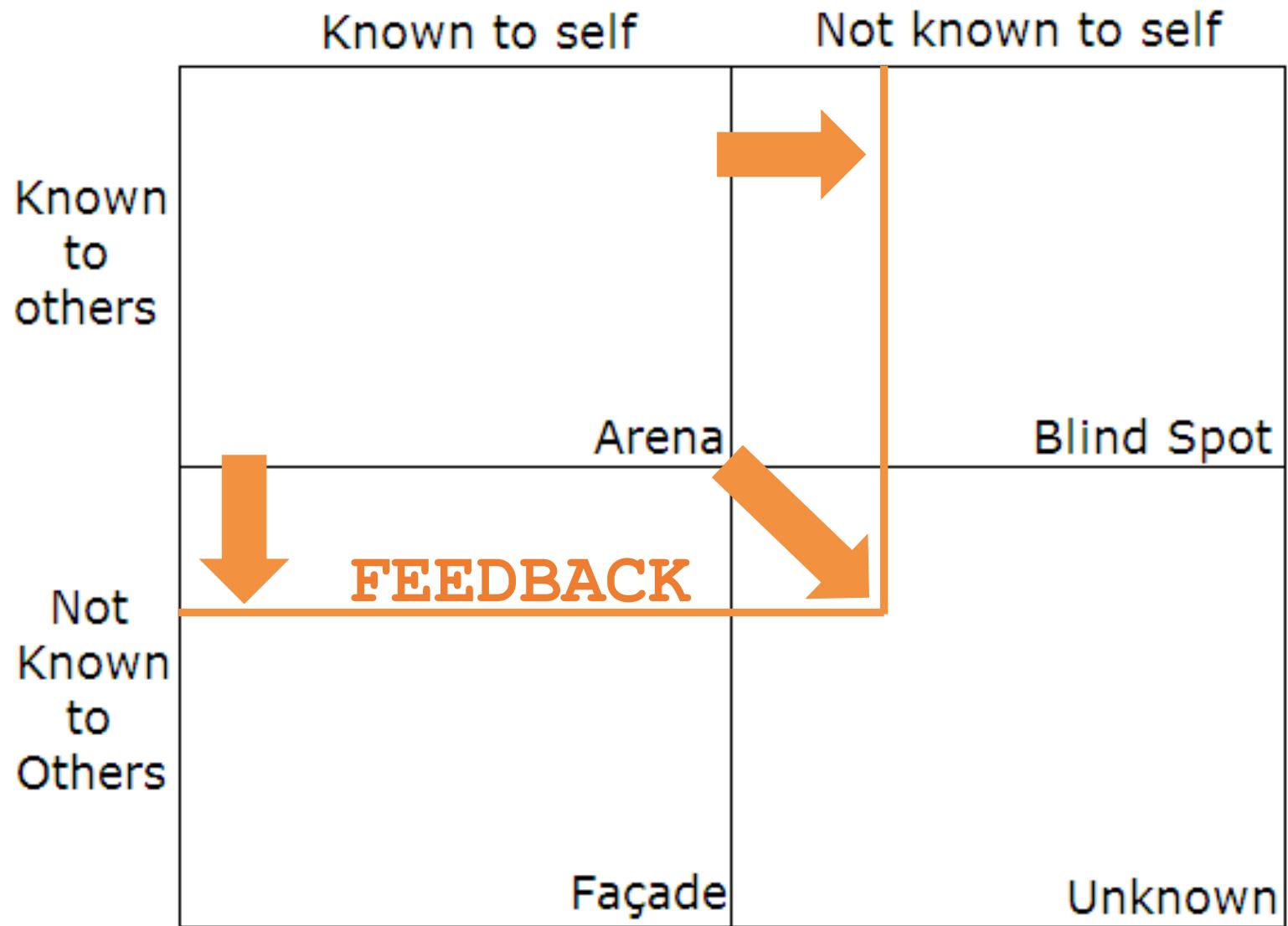
Jospeh Luft & Harrington Ingham

Arena (open): traits that both subject and peers perceive;

Blind spot: what others perceive but subject does not;

Façade: subject keeps hidden from peers;

Unknown: collective ignorance.



vulnerability

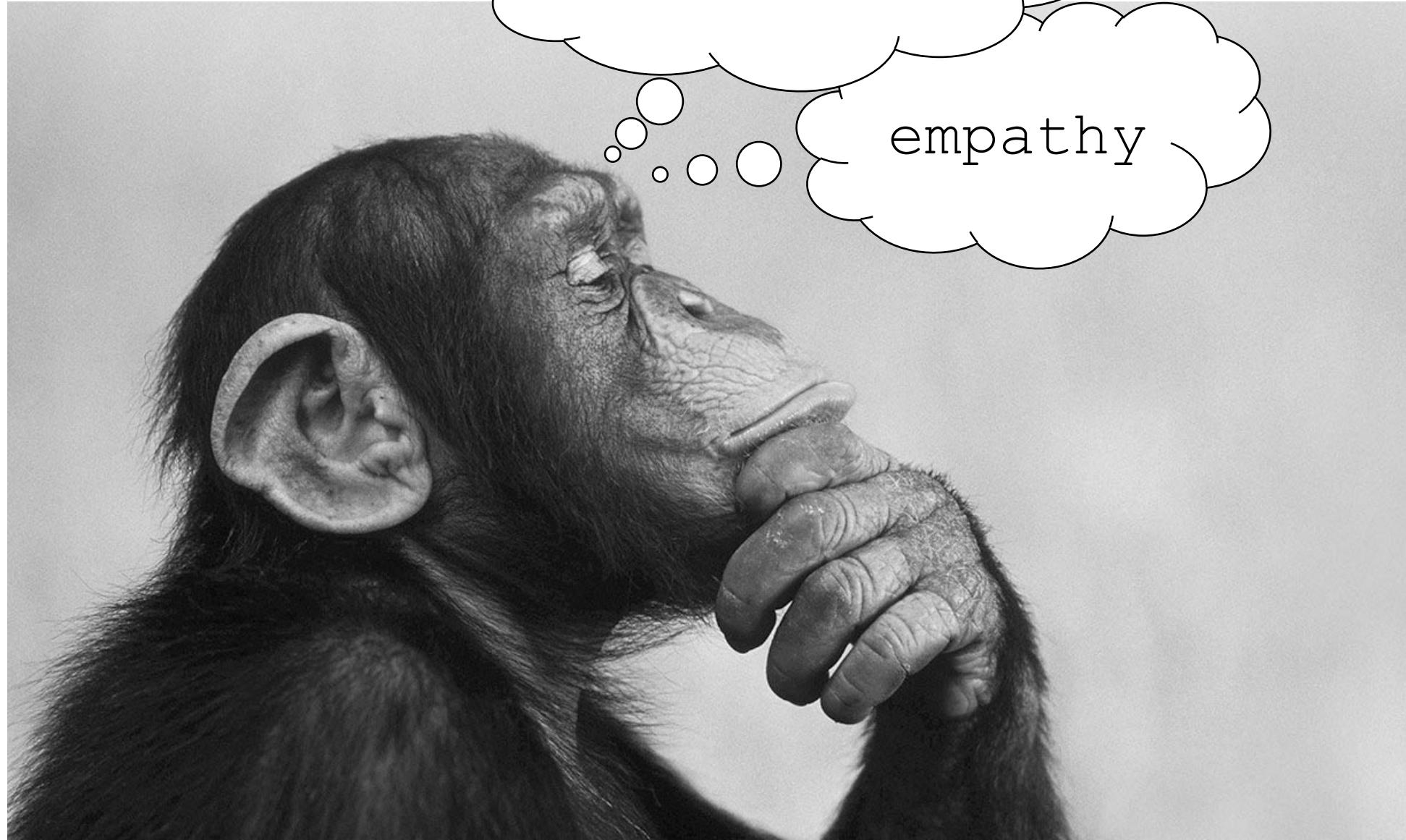
"The power of vulnerability",
by Brene Brown



Photo by Rui Pires

Alpha (fe)males

"the surprising
science of alpha
males",
by Frans De Waal



**To serve or to be served,
that is the question**



"more than funny",
by Michael Jr.