Qualities of a Servant Leader: Building Trust

僕人領袖素質：建立信任

黃子峰

20/4/2021

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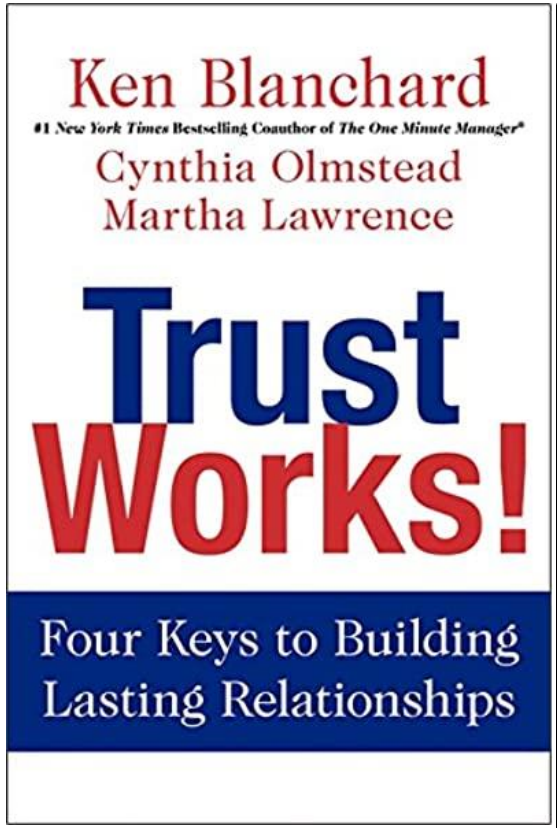
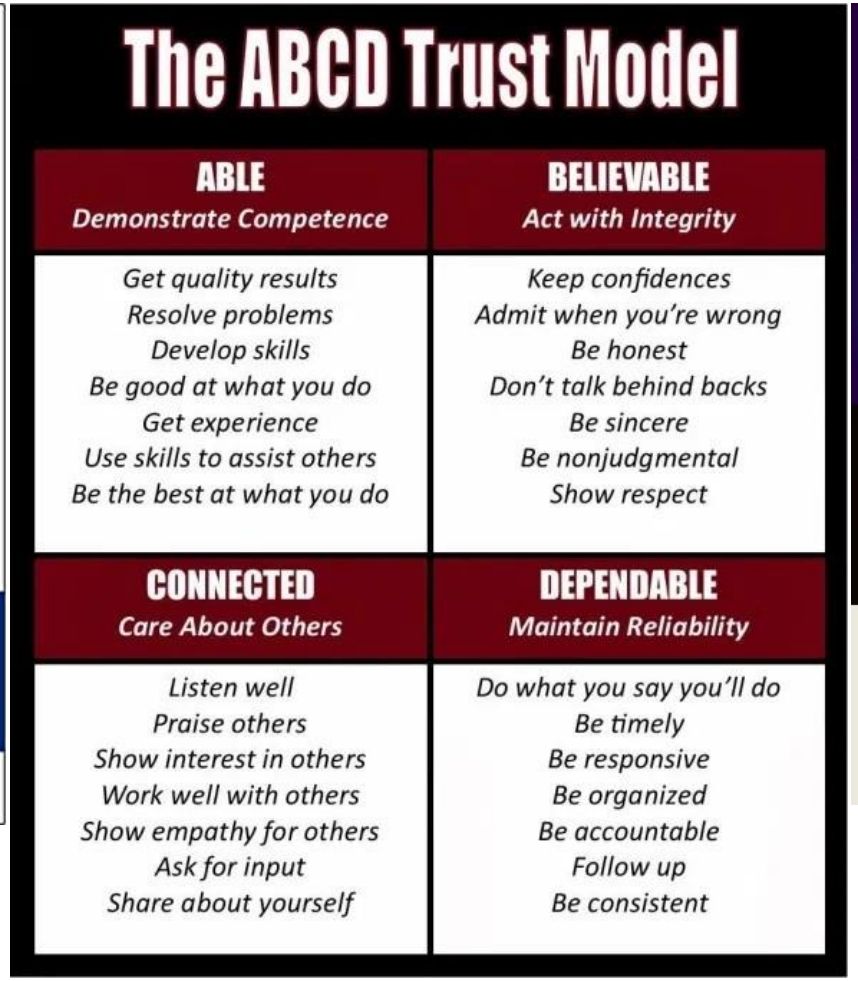
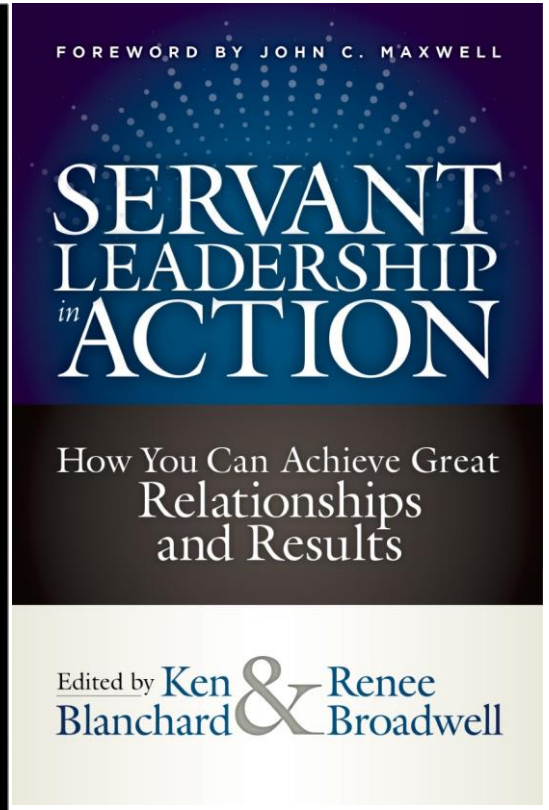
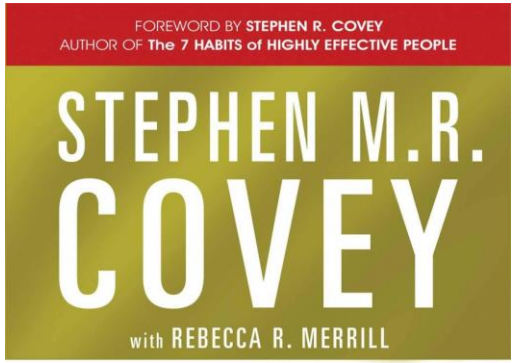
學思歷程：Ken Blanchard







學思歷程：Stephen M.R. Covey



The five waves of trust

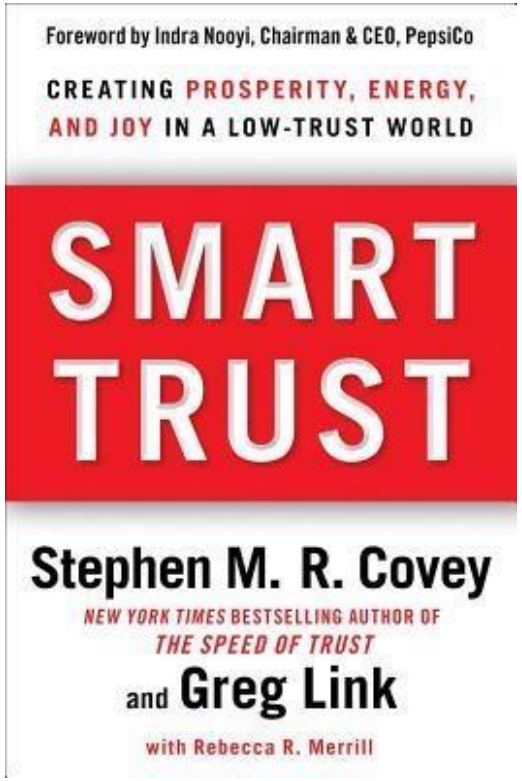
The first wave, **Self-Trust**, deals with the confidence we have in ourselves – in our ability to set and achieve goals, to keep commitments, to walk our talk – and also with our ability to inspire trust in others.

The second wave, **Relationship Trust**, is about how to establish and increase trust with others.

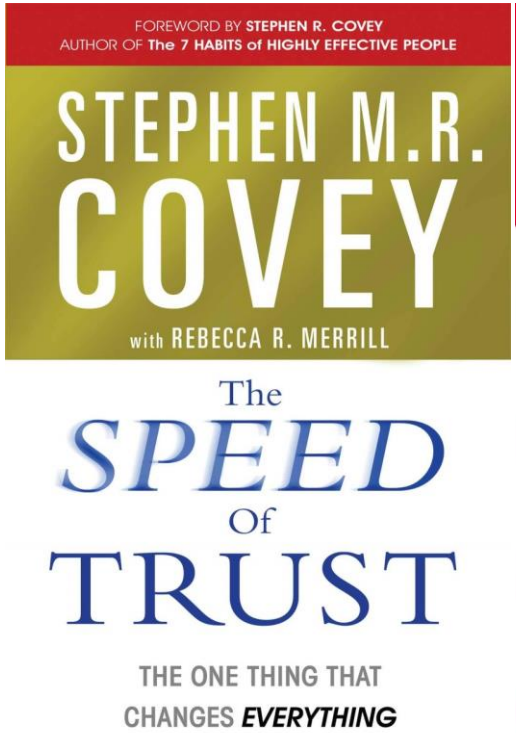
The third wave, **Organizational Trust**, deals with how leaders can generate trust in different organizations.

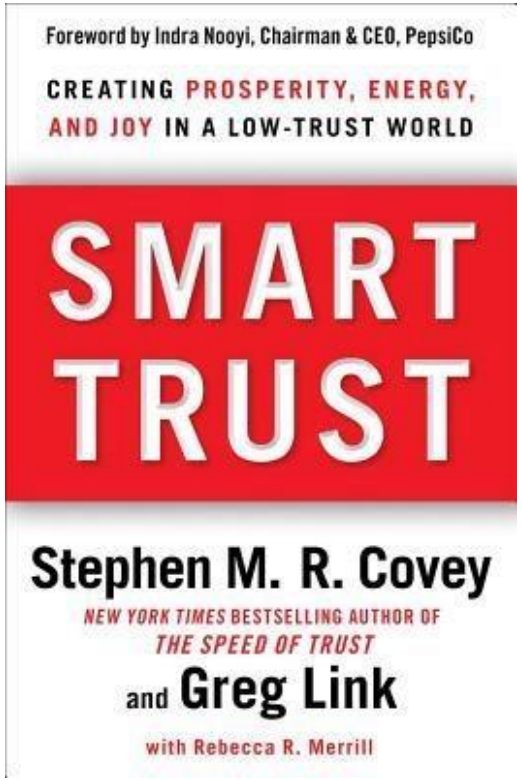
The fourth wave, **Market Trust**, reflects the trust customers, investors, and others in the marketplace have in the company or organization.

The fifth wave, **Societal Trust**, is about creating value for others and for society at large.

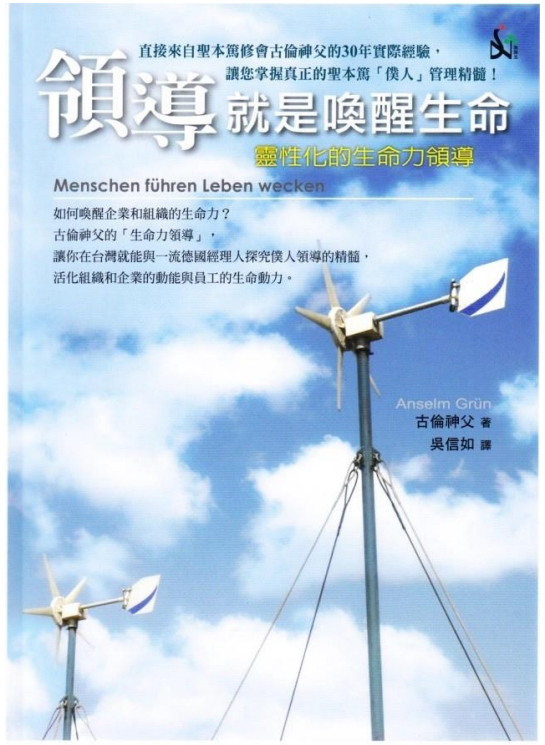


學思歷程：Stephen M.R. Covey

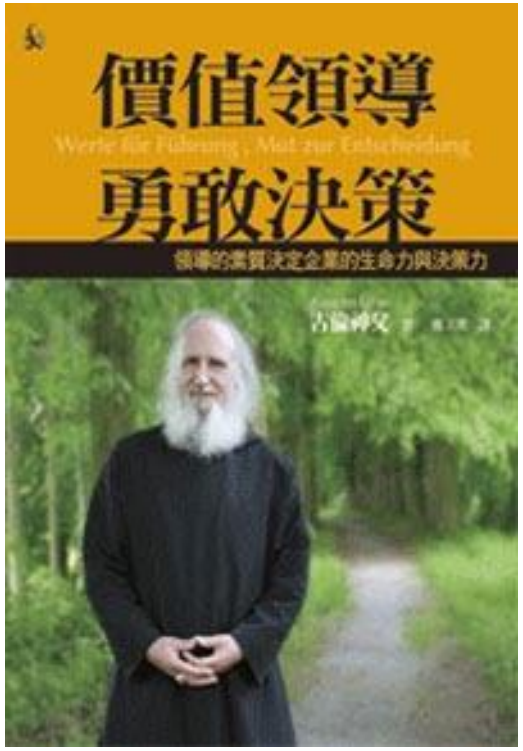




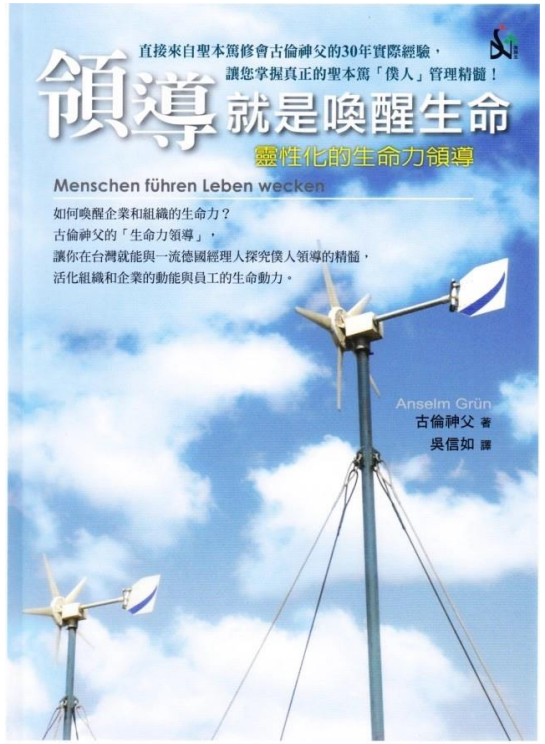
學思歷程：Anselm Grün



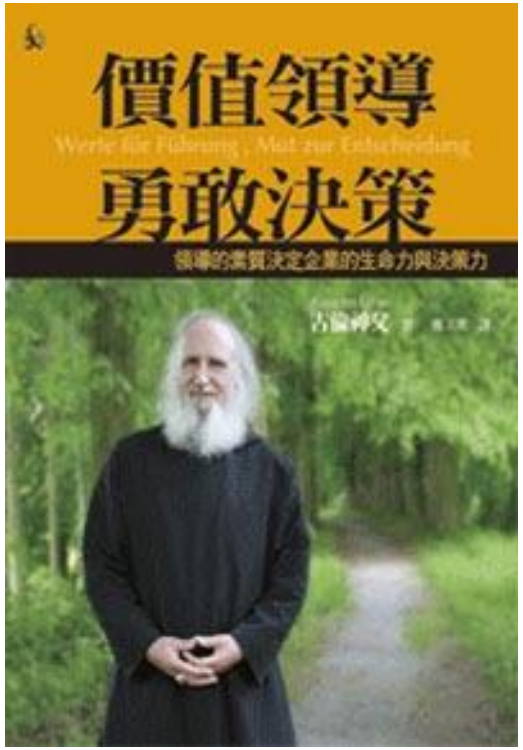
古倫神父認為領導者**必須自己退後一步，仔細觀察每個員工且認真思索：我該如何開啟這個員工的心？為甚麼某些事會卡在這個人身上？我想要傳達甚麼？**在古倫神父的服侍中，對小心眼和經常抱怨的人最無計可施。對甚麼都不滿意的人，領導者**需接納自己的有限。**若我們沒法給予弟兄要求的貢獻、回報、東西，我們至少可講些「好話」。例如曾有下屬抱怨服侍職務太重，當自己安排減少他的工作量時，卻發現安排做不到對點：那名同工實際上不願意被攤分職務。古倫神父改變應對策略後，才**了解同工需要的是重視感和言語的肯定。**



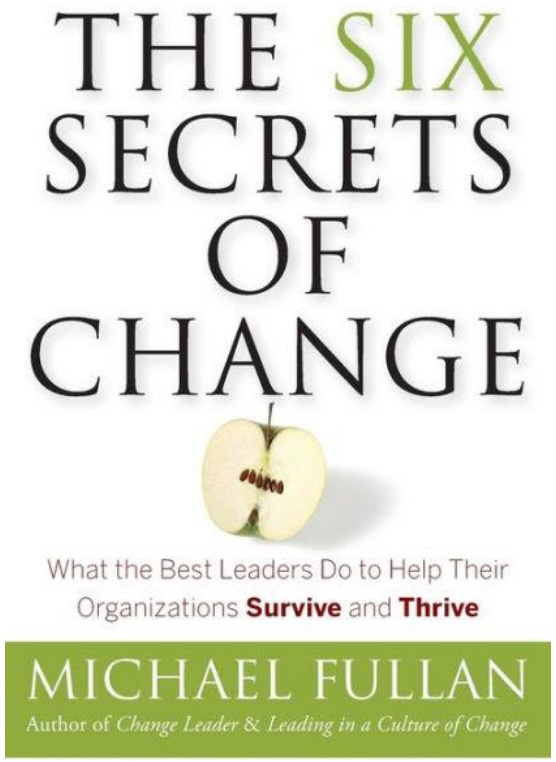
學思歷程：Anselm Grün

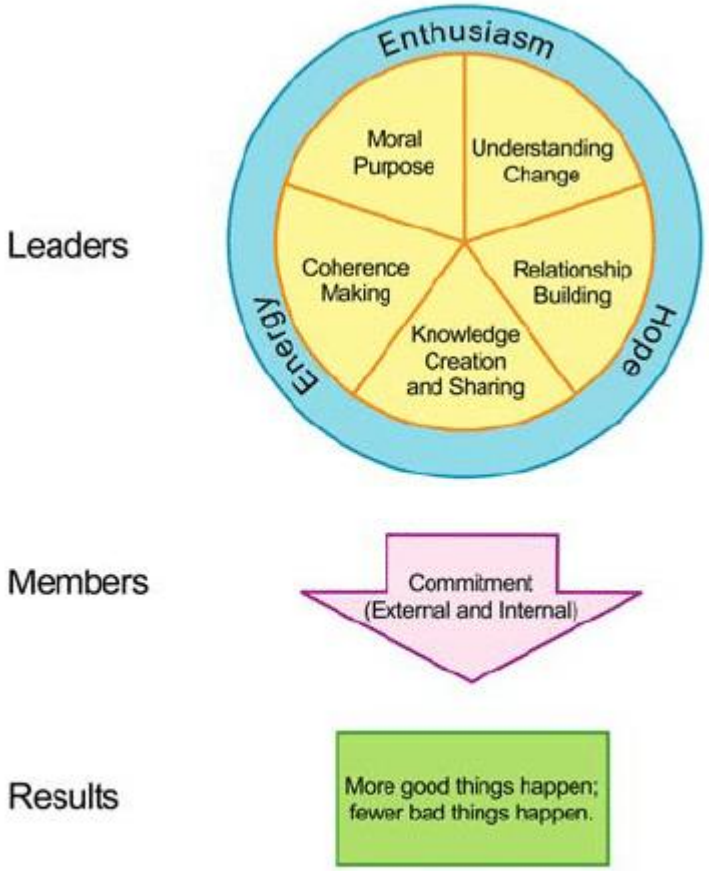


古倫神父指，**領導人們的心靈意味著，注重人的內心**，重視上帝為他們所創造的原始、獨特形象，讓人實現上帝為他們所創的原始形象，**活出上帝信任的樣式**。他鼓勵領導者應發揮更大的想像力，**看看如何誘發出他人的生命力，而非一味地在他們的弱點方面奮戰**，甚或只想著如何剝削員工，讓他們生產沒有生命力工作。領導者應為創意開闢一個空間、聖地，在這塊聖地中，**錯誤不會被遣責，而是被當成一種有用的經驗累積**。



學思歷程：Michael Fullan





A Framework for Leadership

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信任的回聲：代結語

你已停下了八年做路燈，為過不少人引路，也是我路途上最亮的燈，或許是因為我走的路是你曾經走過的，又**或許因為你不是那高懸在半空中的電燈，而是那觸手可及的煤氣燈，你不只領路，還會溫暖在寒風中顫抖的路人。你不介意燃燒自己的生命和時間去聽和了解每一個過客的心。這樣使你在黑夜中綻放光芒，即使他日過客在遠處回首，依然會看到你在閃爍，與星宿互相輝映**。然而，對我來說，你已不是那和我擦身而過的路燈。

信任的回聲：代結語

如果，您能在我拙劣的文字中感受到我這份深刻無比的感激之一二，**那願您也相信，神在您生命裡行使的作為、帶領和安慰、賜下的祝福和豐盛，將讓您的感激和感動比我對你的，還要深很多、很多。那是，東離西有多遠的距離，天離地有多高的距離，讓你深刻經歷「愛」如何超越和得勝「痛」更大的距離。**

不知該如何訴說我的感激。感激，天父透過您祝福（震撼）我的生命。