

你們中間誰願<mark>為大</mark>,就要作你們的 用人;在你們中間誰願<mark>為首</mark>,就要 作眾人的**僕人**。

因為人子來,並不是要受人的服事, 乃是要服事人。 (可+43~45)



Whoever wants to be great must become a servant.

Whoever wants to be first among you must be your slave.

That is what the Son of Man has done: He came to serve, not to be served. (Mk 10:43-45, Message)

耶穌上了山·把自己所要的人召來·……。於是他設立十二個人·又稱他們為使徒·**要他們常和自己同在**·**也要差他們去**傳道·並給他們權柄趕鬼。

(可三13~15)

People first

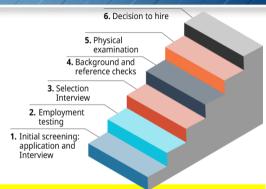


He climbed a mountain and invited those he wanted with him. ... and designated them apostles. The plan was that **they would be with him**, and **he would send them out** to proclaim the Word and give them authority to banish demons. (Message)

## The Employee Selection Process: The Ritz Carlton Model

#### To hire the most qualified employees:

- demonstrate the famous service-oriented culture
- start from serving the applicants (prospective employees)
- give applicants the same experience they would expect to receive as a customer staying in the hotel
- Show exemplary service during the employee orientation process





You are important and we will treat you exactly as we want you to treat customers.

The leadership team is sending a <u>powerful message about the importance of consensual commitment</u>. "We will orient you to who we are—our heart, our soul, our goals, our vision, our dreams—so you can join us, and not just work for us."

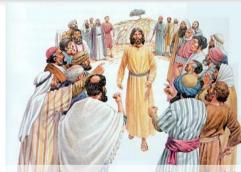
耶穌和門徒到了眾人那裏...

「主啊・可憐我的兒子… **我帶他 到你門徒那裏・他們卻不能 醫治他**。」

耶穌回答:「唉!這又不信又悖謬的世代啊…把他帶到我這裏來!」 耶穌斥責那鬼·鬼就出來…

門徒**私下進前來問耶穌**:「我們為甚麼不能趕出那鬼呢?」耶穌對他們說:「是因你們的信心小。…」 (太十七 14~20)

# Trust first



"Master, I brought him to your disciples, but **they could do nothing for him**." Jesus said, "What a generation! ... When the disciples **had Jesus off to themselves, they asked**, "Why couldn't we throw it out?" "Because you're not yet taking God seriously," said Jesus. (Message)

## **Bringing Out the Best in People**

#### **Rewarding, Growing and Keeping Good People**

- The team is specifically created to brings talents and expertise together and share the same goal as his/her teammates.
- Members are encouraged to take risks and to be creative. They are empowered to make decisions.
- Members are given the freedom to communicate openly and honestly. And they are supported even if they make a mistake
- Informal gatherings are designed to reinforce the behaviors that defines the organization's culture.
- The leader specifically looks for behaviors that reflect company's values, reward and recognize those values.







#### On Trust

A basic desire of an employee is to contribute to the organization.

It's the servant leader's job to create an environment for this desire to grow and flourish

Therefore employees are fully equipped with support, resources, training and authority needed to serve.

Colle & McVov. Inc., one of the US most successful marketing. communication firms (L.Julian, God is my CEO, 2001.)

使徒們聚集到耶穌那裏·把一切所做的事、所傳的 道全告訴他。他就說:「你們來·**同我私下到 荒野的地方去歇一歇**。」這是因為來往的人 多·他們連吃飯的時間也沒有。 (可六 30~31)

Love first



The apostles then rendezvoused with Jesus and reported on all that they had done and taught. Jesus said, "Come off by yourselves; let's take a break and get a little rest." For there was constant coming and going. They didn't even have time to eat. (Message)

### Love Never Fails: The Need to REST



# 建立群體 Building Community

- PEOPLE: Jesus created a community that had attracted people. He carefully selected and kept disciples.
- **TRUST**: Culture of fear (of making mistake) didn't exist.
- LOVE: A culture of biblical principles and values, including respect, caring, fairness, and teamwork, leads to loyalty.
- Servant leadership is not soft. A servant leader who cares about people can be demanding, who sets high standards of excellence, quality and service. (Jesus set an example)

- **1. People** over profitability (aligns the organization's belief with its action)
- **2. Trust** over fear (designs a system that grows people)
- **3.** Love over control (Resources, Respect, Recognition, Reward)

We will always select employees who share our values. We will strive to meet individual needs because our success depends on the satisfaction, effort, and commitment of each employee. Our leaders will constantly support and energize all employees to continuously improve productivity and customer satisfaction. This will be accomplished by creating an environment of genuine care, trust, respect, fairness, and teamwork through training, education, empowerment, participation, recognition, rewards, and career opportunities.

(The Ritz Carlton Mission Statement)