ADDRESSING TOMORROWS WORKFORCE TODAY – ENGAGING, MENTORING, SUPPORTING AND SUPERVISING PEOPLE IN A PEER ENVIRONMENT

Servant Leadership and Hunter’s Model of Employment Role Autonomy Levels ©
Presenters

Gloriana
Hunter, Ed. D.

- **Experience**
  - Worked in behavioral health (psychosocial support) in Arizona since 2005.
    - Started as a community-based peer support specialist.
    - Currently managing 4 community-based recovery centers for Recovery Empowerment Network.

- **Education**
  - Ed. D. from Argosy University
  - MBA from University of Laverne

- **Passion**
  - Supporting entry-level workers to find vocational strength.
Experience
- Worked in behavioral health (psychosocial support) since 2001.
  - Started as a volunteer WRAP® facilitator
  - In 2015, opened the Peer and Family Referral Center, an Arnold Expansion partnership between MMIC and Recovery Empowerment Network.

Education
- Bachelor’s of Science in Sociology (minor in psychology) from Arizona State University (currently working toward M.Ed.)

Passion
- partnering with others to help them realize their goals.
Engaging Employees

Equal people, different jobs.
Preventable Turnover

Micromanagement results in 28% higher rate of dissatisfied employees. (LinkedIn.com, 2015)
Why this matters...

- Employee turnover has significant cost to employers
- Research supports a correlation between servant leadership and employee commitment to supervisors
- Employee commitment to supervisors plays a major role in employee retention

(Sokoll, 2013)
Employee commitment to supervisors is linked to increased productivity (Sokoll, 2014).

Supervisors positive attitudes toward human equality in the workplace is linked to employee commitment and reduced turnover (Hunter, 2015)

Occupational stability is a dimension of wellness (SAMHSA.gov, n.d.)
Why this matters...

Meet Letajan.
Mentoring

Easiest way ever to become a Hero Mentor
Servant Leadership

Leadership myth #1:
A supervisor cannot be people-centric and maintain high standards, because employees will take advantage.

(Hess, 2013)

- Common characteristics of a servant-leader:
  - Lead by example
  - Exhibit humble behavior
  - Mind those p’s and q’s
  - Vigilance
  - Communicate expectations
  - Support autonomy

- Good intentions and words are not enough. The best leaders understand that daily behaviors count (Hess, 2013).
Servant Leadership

- Potential benefits of servant leadership behaviors:
  - improved employee trust,
  - loyalty, and
  - satisfaction with supervisors

- Servant leadership’s values and behaviors are focused on helping people. The distinctive, central focus and base of servant leadership behaviors is serving the needs of followers (Hess, 2010).
Leadership takes discipline.
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Nutshell Servant Leadership

- A supervisor’s calling is to understand the employee’s skill level and provide them with the tools necessary for their role.

- Become a master toolbox with a plethora of simple and advanced tools.
Call to Action

- This model works to create a partnership between PSWs and leadership
- Provides leadership with a roadmap to support PSW ownership over their occupational roles
- Identifies PSW strengths and areas for growth in vocational development.
We would like to thank the Center for Applied Behavioral Health Policy and Recovery Empowerment Network for giving us the time and opportunity to submit this presentation.


Hunter, G. J. (2016). The easiest way ever to become a hero leader (Part 1 of 3). Retrieved from: https://medium.com/@Draunty/the-easiest-way-ever-to-become-a-hero-leader-part-1-of-3-1a9ea5fd47db#.y7ey76g9g


