



# SERVANT LEADERSHIP— The E.P.I.C. Way

**May 1-3, 2006**

**Radisson Plaza Hotel • Kalamazoo MI**

**LEARN:** How to make your company a “Best Place to Work”

- The E.P.I.C. Leadership Principles that will help you engage your employees, deliver better products and services to your customers and provide higher returns for your shareholders
- How the best leaders are practicing Servant Leadership
- Lean techniques to eliminate waste in your organization
- Best Practices of leading companies

**NETWORK:** With widely acclaimed Servant Leaders, including those from the Greenleaf Center for Servant Leadership, the United States Military Academy at West Point, and the Scanlon Leadership Network.

**TOUR:** Exceptional West Michigan Companies

**ASSESS:** Yourself and your organization using a 360 degree servant leadership assessment developed by one of the top 20 Best Places to Work (*Synovus Financial*)



## ● About Your Host

The nonprofit **Scanlon Leadership Network and Foundation** are where the best ideas in employee involvement, labor-management cooperation, gainsharing, goalsharing, open-book management, lean systems, innovation and servant leadership come together. Scanlon organizations are frequently listed as “most admired” and the “best places to work” in their industries. This conference is the 42nd annual gathering of Scanlon business people hosted by the Network.

## ● About Servant Leadership and the Greenleaf Center

Servant-Leadership is the shared leadership philosophy of organizations like Southwest Airlines, Starbucks, TDIndustries, and Synovus Financial...fully a third of the companies on *Fortune Magazine's* 100 Best Places to Work list. The Greenleaf Center is the worldwide leader in the study and application of Servant Leadership.

## ● Why You Want Your Company to be a Best Place to Work

100 Best Companies consistently outperform other organizations in these ways:

- They are able to recruit the best talent and have lower turnover
- They have higher customer satisfaction
- They are known for innovation, creativity and risk-taking
- They have higher productivity and profitability
- They produce 3 times greater return on investment for stockholders

## ● Who Should Attend

Leaders who want proven methods for making their organization a Best Place to Work.

## ● Registration Fees

Reception May 1 — \$15/person

Annual Conference May 2 — \$250/person for Scanlon Leadership Network members, \$475/person for nonmembers

Tours May 3 — \$25/person for Scanlon Leadership Network members, \$50/person for nonmembers  
Deadline for registration is April 7, 2006.

## ● Keynote Speakers



**Larry Spears**, President and CEO of the Greenleaf Center for Servant Leadership, is the world expert on servant leadership, having edited nine books and written over 300 articles on the subject. He is a frequent speaker on servant leadership and has appeared as a guest on “Nightline.” Larry will help you

understand how to harness the ideas of servant leadership for personal, professional and organizational excellence.



**Jack Lowe** is Chairman of TDIndustries and Greenleaf Center Board Chair. TDIndustries, a \$200M provider of facility services and specialty construction, is a member of the 100 Best Places to Work Hall of Fame. Jack was named Earnst & Young's Entrepreneur of the Year for Principle Led Leadership

in 2000. He will share his insights and observations of why servant leadership — a “partnership of the spirit” — has led his company to greatness.

## ● Additional Conference Benefits

- **360° Servant Leadership Assessment**  
Synovus Financial, another member of the 100 Best Hall of Fame, has donated the use of this survey...the same survey they use to develop their own leaders. It's in an easy to use, online format. The Network will compile the results and send the report directly to you so you can develop your own servant leadership skills.
- **Leadership in the New American Workplace**  
Dr. Carl Frost, who helped five organizations become among the 100 Best Companies, developed this workbook. Full of tough questions, it will help you develop your own E.P.I.C. Leadership skills and is free with your registration.
- **Hoshin Quick Start™**  
Hoshin Kanri, or Policy Deployment, automated for greatest efficiency and success. If you attend the workshop *The 5 Alignments of Hoshin Kanri*, this program, which normally sells for \$1500, will be yours for only \$750 (free for Network members.)

## ● Agenda

Monday, May 1	3:00PM – 5:00PM Nonmember Orientation
	5:00AM – 9:00PM Welcome Reception and Best Practices Awards
Tuesday, May 2	8:00AM – 5:00PM 42nd Scanlon Annual Conference
Wednesday, May 3	8:00AM – 2:00PM Tours of E.P.I.C. Led West Michigan Companies

## ● May 2 Conference Workshops

- *Scanlon 101*: Learn the core concepts of the E.P.I.C. way of doing business.
- *Landscape Forms QUEST Program*: President Bill Main shows how Landscape Forms uses best practices and other strategies to engage employees and have some fun.
- *Global Partnering*: See what is involved in global partnering, why it is a critical cost issue, and pitfalls to avoid.
- *The Lean Supervisor*: Learn to incorporate lean methods and tools into your everyday leadership and supervisory activities. Develop an action plan for building an organization based on continuous improvement and accountability.
- *New Rules — Paying for Performance*: Learn the 10 new rules that will challenge the way you currently design and administer pay plans, and provide you with practical options for effectively designing and communicating pay.
- *Bobby and Steve's Auto World*: Hear how this organization, which is legendary in the Minneapolis area, encourages leaders to be all they can be so they can lead with confidence and respect. In the process, they also achieve a new level of service and workmanship.
- *Ropes Course Sky Trail*: Challenge yourselves personally and professionally with this one-of-a-kind high ropes course team-building activity.
- *Servant Leadership and the Master*: To be a servant leader you must have a “master” in which you find identity and purpose. LTC Blair Tiger, Operations Officer for the US Corps of Cadets at West Point, shares the view of those who are “Servants of the Nation.”
- *Personal Accountability Game*: Play your way to personal accountability using the Scanlon Principles as a foundation.
- *Competitive Advantage Through Six Sigma*: Understanding and exceeding customer requirements are top business priorities. The Six Sigma CATTs system, developed by “Business Scorecard” author Praveen Gupta, follows an assessment of market forces and customer expectations to ensure competitive advantages are sustained.
- *Humor, Risk and Change*: Humor skills are a vital component of a healthy, readily adaptable and creative workforce. This video lesson imparts the value and power of humor.
- *Avoiding the Pitfalls and Roadblocks to Lean*: Companies must operate in a waste-free environment to maintain competitive edge. See the common problems that often hamper true Lean success and learn how to avoid them.
- *Tools for Team Leadership*: Teams need participative and collective leadership to be successful. Leaders will learn how to help others help themselves.
- *Performing at the Speed of Sight*: Examine how and why visual controls work, see them used throughout an organization, and learn how to implement them.
- *Scanlon Implementation Case Study*: Watermark Credit Union — Learn how to create organizational change The E.P.I.C. Leadership way.
- *The 5 Alignments of Hoshin Kanri*: Hoshin Kanri (Policy Deployment) is an essential part of any lean initiative. See how US companies are achieving great success by following the method of Toyota.
- *Building an Innovative Corporation*: Innovation is a business necessity. You will acquire the theory, methodology, process and measurement systems needed to dramatically increase innovation in your organization.
- *Enhancing Motivation*: Learn what motivates people, and methodologies for establishing and maintaining positive work environments.
- *Communication Training*: Based on Transactional Analysis, these practical skills provide easy to use tools for conflict resolution and other communication issues.

## ● Tours

On May 3, you will have the opportunity to tour local Scanlon companies and see first hand how they have put the E.P.I.C. Principles to work in building excellent organizations. Tour sites include:

- Magna Donnelly Corp.
- Trans-Matic Manufacturing
- Landscape Forms, Inc.
- Nicholas Plastics

## ● Hotel Information

The Conference and room accommodations are at the newly renovated Radisson Plaza Hotel in Kalamazoo, MI. This beautiful facility is at the heart of revitalized downtown Kalamazoo, minutes from theaters, museums and shopping. The hotel's four unique restaurants complement nearby dining establishments. Guest amenities include an indoor



pool/whirlpool, a fitness center, and high-speed internet access. A complimentary Kalamazoo/Battle Creek International Airport shuttle is provided upon request. For more information call 269/343-3333 or visit [www.radisson.com/kalamazoomi](http://www.radisson.com/kalamazoomi).

**Reservation deadline: April 15** Participants are responsible for making their own reservations. The room block is held under Scanlon Leadership Network at the special rate of \$125. You must reference the Network to receive that rate. Room accommodations made after April 15 or outside the block will be subject to availability and prevailing rates.

## ● To Register

Please contact the Scanlon Leadership Network office at 517/332-8927 or [office@scanlonleader.org](mailto:office@scanlonleader.org) for a complete registration package. You can also download the package from the Network web site [www.scanlonleader.org](http://www.scanlonleader.org) in the Events section.

**Scanlon Leadership Network**  
2875 Northwind Drive, Suite 121  
East Lansing, MI 48823

Phone 517/332-8927

Fax 517/332-9381

Email [office@scanlonleader.org](mailto:office@scanlonleader.org)

URL <http://www.scanlonleader.org>

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