

npower canada

LAUNCHING TECH CAREERS.
TRANSFORMING LIVES.

Servant Leadership in Times of Uncertainty

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About NPower Canada

NPower Canada is a national workforce development organization that creates pathways to economic prosperity for Canada's underserved youth and adults by launching them into meaningful and sustainable careers.



Our mission is to create pathways to economic prosperity for Canada's underserved youth and adults by launching them into meaningful and sustainable digital careers.



Our vision is a diverse technology workforce, where people from any cultural ethnicity, gender, or socio-economic background can succeed in our digital economy.



Land Acknowledgement

In the spirit of reconciliation, we acknowledge that the land on which we gather today is the traditional territory of the Wendat, the Anishinaabeg , Haudenosaunee, Métis, and the Mississaugas of the Credit First Nation.

We respect and acknowledge the First Nation, Inuit and Métis communities who have taken care of this land for many generations. We stand in solidarity and support of all peoples seeking equality and inclusion.

Servant Leadership in Times of Uncertainty

Learning Outcomes:

1. Examine the changing perception Canadians have on work
2. Analyze what servant leadership is and how it can be employed
3. Explore how servant leadership impacts employee wellbeing and strategic foresight, and thus, overall success

www.menti.com
Code: 2728 6867

Mentimeter: To what extent do you agree with the statement: My teams' and my own perceptions of work changed as a result of the pandemic

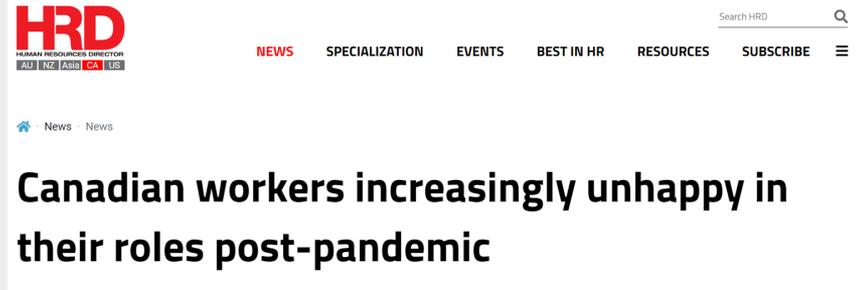
Job dissatisfaction

According to the Greater Workplace Study conducted by Leger, 24% of Canadian workers say they are less satisfied with their jobs since the COVID-19 pandemic.

TIME 2030

← BACK TO HOME

The Pandemic Revealed How Much We Hate Our Jobs. Now We Have a Chance to Reinvent Work



The screenshot shows the HRD (Human Resources Director) website. The top navigation bar includes 'NEWS', 'SPECIALIZATION', 'EVENTS', 'BEST IN HR', 'RESOURCES', and 'SUBSCRIBE'. A search bar is located in the top right corner. Below the navigation, there is a breadcrumb trail: 'Home > News > News'. The main article title is 'Canadian workers increasingly unhappy in their roles post-pandemic'.



The screenshot shows a Workforce Wire article. The title is 'Job unhappiness is at a staggering all-time high, according to Gallup'. Below the title, it says 'PUBLISHED FRI, AUG 12 2022-9:55 AM EDT'. The author is Leah Collins, with a small profile picture. There are social media share icons for Facebook, Twitter, LinkedIn, and Email.

Employee wellbeing for economic recovery

If Canadians' mindsets on work have pivoted, what work looks like must shift as well.

With a growing number of roles available, and greater competition for talent, organizations must focus on employee wellbeing for productivity and retention.

Organizations that have engaged workers have a 23% higher profit, while employees who are not engaged cost the world \$7.8 trillion in lost productivity, equal to 11% of global GDP.

Mentimeter: How familiar are you with servant leadership?

What is servant leadership?

- ❖ a conceptual framework coined by Robert Greenleaf in 1970
- ❖ an alternative to authoritarian-style leadership
- ❖ a framework that lends itself to collaboration and support within an organization

The main goal of a leader operating according to servant leadership is to be of service to their employees, through a focus on

- collaboration
- distributed authority
- wellbeing

What is servant leadership?

Four key tenets of servant leadership:

- 1. Service to others**
- 2. Holistic approach to work**
- 3. Promoting a sense of community**
- 4. Sharing of power in decision-making**



Group Activity: How does your organization, or could your organization, promote these aspects of servant leadership?

Service to others

Holistic approach to work

**Promoting a sense of
community**

**Sharing of power in
decision-making**

Service to others



Promoting a sense of community



Holistic approach to work



Sharing of power in decision-making

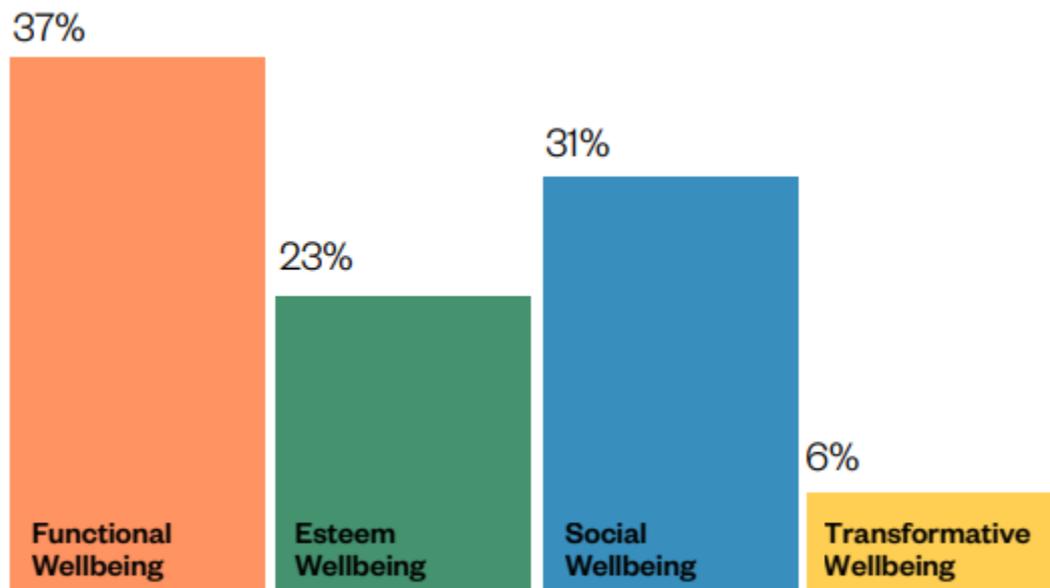


Servant leadership and employee wellbeing

The Four Dimensions of Wellbeing and Our Work

- 01. Functional Wellbeing**
The most conscious way we think about a brand's influence in our lives. At work, it's about a job's ability to accommodate the lifestyle we want.
- 02. Esteem Wellbeing**
How a brand makes us feel about ourselves independent of others. At work, it's about a job being part of how we define ourselves.
- 03. Social Wellbeing**
Brands support this by making us feel connected to something beyond ourselves. At work, it's about a job providing a sense of community.
- 04. Transformative Wellbeing**
When a brand allows us to feel meaning beyond the immediate and the material. It's about a job changing how we see the world and interact with it.

Overview of Canadian Working Experience

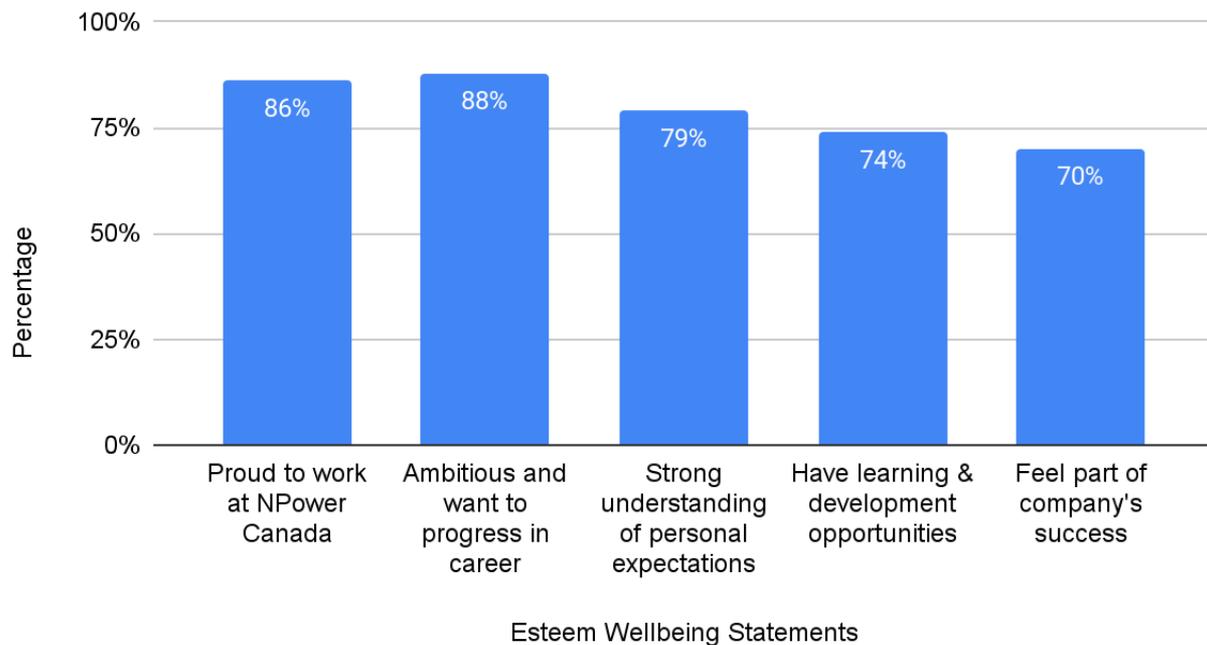


Wellbeing Project™

by Humanity x Sidekick

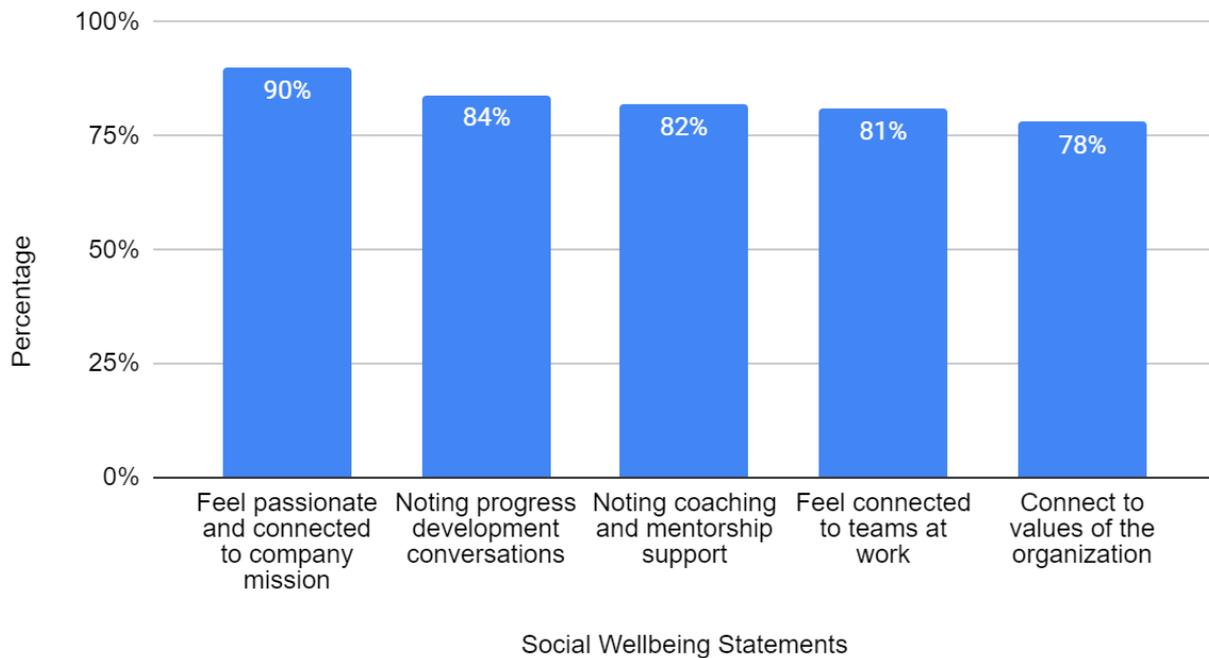
Esteem wellbeing

Esteem Wellbeing at NPower Canada



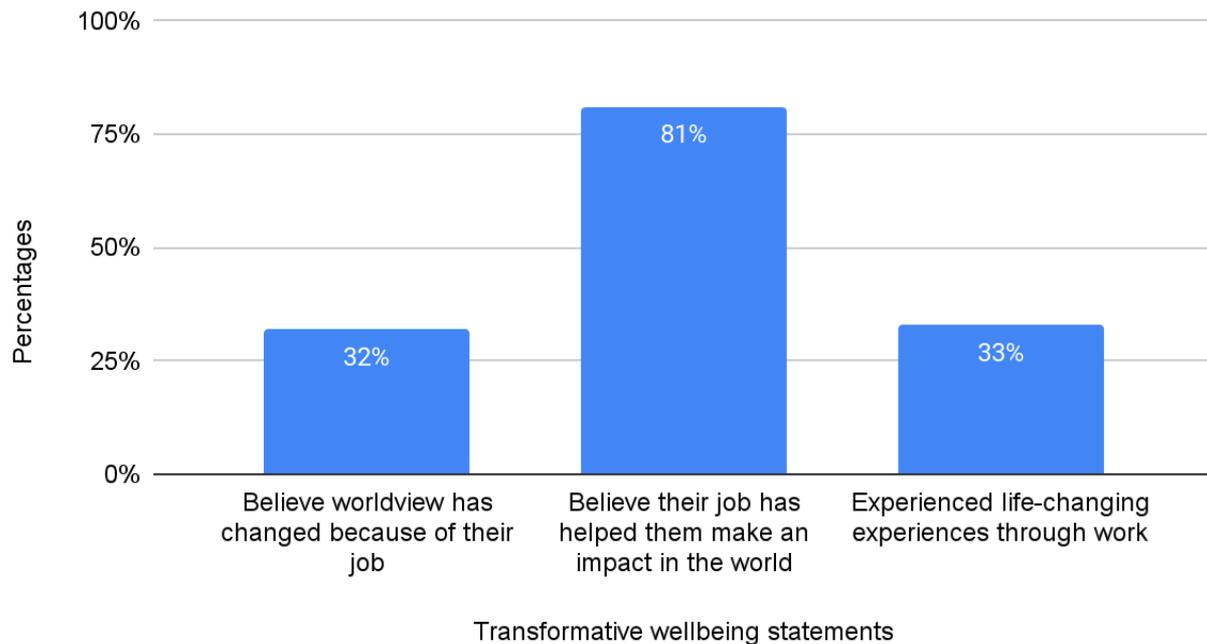
Social wellbeing

Social Wellbeing at NPower Canada



Transformative wellbeing

Transformative Wellbeing at NPower Canada

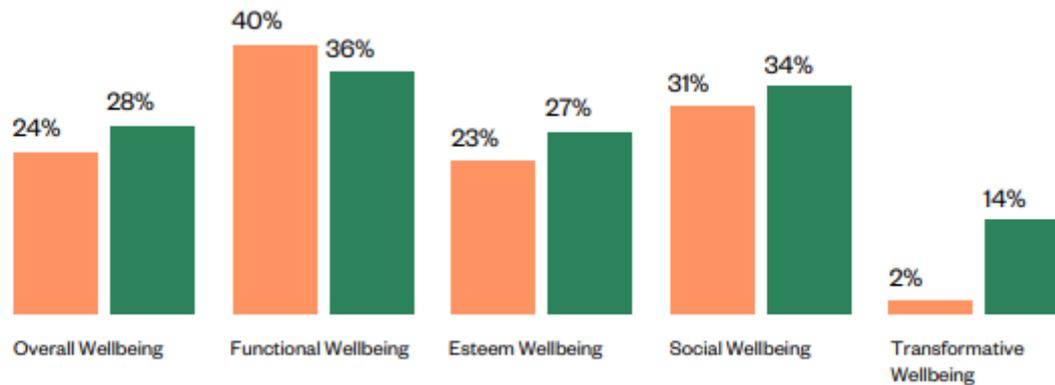


Diversity & wellbeing

Figure 3.3.2

The Four Dimensions of Wellbeing at Work for Diverse Canadians

Non-Diverse
Diverse



Wellbeing Project™

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Servant leadership & Strategic foresight

“Strategic foresight is a structured and systematic way of using ideas about the future to anticipate and better prepare for change. It is about exploring different plausible futures that could arise, and the opportunities and challenges they could present. We then use those ideas to make better decisions and act now.”

oecd.org/strategic-foresight

Overview of today's workshop

- Canadians' relationship to work has changed
- Servant leadership is employed through four key tenets: service to others, promoting a sense of community, holistic approach to work, and the sharing of power in decision making
- Servant leadership can be leveraged to increase employee wellbeing
- Servant leadership lends itself to strategic foresight, important in times of economic uncertainty



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Thank you!

Presenter information

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Mentimeter: Q&A Session