

## **Matt Largent**

SVP & Retail Coordinator

City National Bank & Trust Co

Matthew.Largent@CNBOK.com

Host, "The Matt Largent Concert" Podcast

# *Leading High-Performance Teams in Banking: A Servant Leader's Guide*

## **Key points, clarifications, and ideas to implement:**

- **Creating a Clear Vision:** Crafting a shared vision and goals is essential for aligning team efforts towards common objectives. Southwest Airlines exemplifies this approach by involving employees in setting company goals through its "Company of Purpose" initiative.

### **Ideas to Implement:**

- **As a Decision Maker:** Facilitate collaborative vision-setting sessions and ensure alignment with organizational values.
- **Not in a Senior Leadership Role:** Advocate for team involvement in goal-setting processes and actively contribute to crafting a shared vision within your team.
- **Strategic Communication:** Open and effective communication channels foster transparency and trust within teams. Zappos CEO Tony Hsieh's practice of active listening demonstrates the power of listening to customer needs firsthand.

### **Ideas to Implement:**

- **As a Decision Maker:** Foster a culture of transparent communication and actively solicit feedback from team members.
- **Not in a Senior Leadership Role:** Communicate openly with team members and actively listen to their perspectives to foster a culture of trust and collaboration.
- **Empowering and Trusting Your Team:** Delegating responsibilities and fostering trust empowers team members to take ownership of their work. Virgin Group founder Richard Branson's approach of delegating decision-making authority serves as an inspiration.

### **Ideas to Implement:**

- **As a Decision Maker:** Delegate decision-making authority and provide autonomy to team members to foster ownership and accountability.

- **Not in a Senior Leadership Role:** Take initiative within your team by delegating tasks and empowering team members to make decisions within their areas of expertise.
- **Encouraging a Growth Mindset:** Embracing challenges and opportunities for learning fosters a culture of continuous improvement. Netflix's encouragement of employees to take on new challenges exemplifies this approach.

**Ideas to Implement:**

- **As a Decision Maker:** Provide opportunities for skill development and encourage a culture of continuous learning within the organization.
- **Not in a Senior Leadership Role:** Take on new challenges and actively seek opportunities for skill development within your team.
- **Personalized Recognition and Continuous Feedback:** Recognizing individual contributions and providing constructive feedback enhances morale and engagement. Coca-Cola's "Recognition Points" program celebrates employee achievements and fosters a culture of appreciation.

**Ideas to Implement:**

- **As a Decision Maker:** Implement a recognition program and provide regular feedback sessions to recognize individual contributions.
- **Not in a Senior Leadership Role:** Recognize and appreciate the contributions of team members within your sphere of influence and provide constructive feedback to support their growth.
- **Equip for Resilience:** Building resilience and coping mechanisms is essential for navigating challenges effectively. IBM's resilience training workshops provide employees with tools to cope with stress and adapt to change.

**Ideas to Implement:**

- **As a Decision Maker:** Organize resilience training sessions and lead by example by demonstrating resilience and positivity during challenging times.
- **Not in a Senior Leadership Role:** Actively participate in resilience training sessions and support team members in developing coping mechanisms to navigate challenges effectively.
- **Promoting Consistency and Persistence:** Establishing consistency in processes and fostering persistence drives long-term success. Toyota's "Kaizen" philosophy emphasizes continuous improvement and consistency.

### **Ideas to Implement:**

- **As a Decision Maker:** Implement processes to promote consistency and provide support for persistent efforts within the organization.
- **Not in a Senior Leadership Role:** Advocate for consistent processes and foster a culture of persistence within your team by setting clear expectations and providing support.
- **Cultivating Continuous Learning and Development:** Providing opportunities for skill development and growth is essential for fostering a culture of innovation. Google's "20% Time" policy allows employees to pursue projects outside their core responsibilities, fostering creativity and innovation.

### **Ideas to Implement:**

- **As a Decision Maker:** Provide resources and opportunities for skill development and encourage a culture of continuous learning within the organization.
- **Not in a Senior Leadership Role:** Actively seek opportunities for skill development and share knowledge with team members to foster a culture of continuous learning within your team.

### **Leading high-performance teams in the banking industry requires a multifaceted approach...**

Addressing key challenges while fostering a culture of empowerment and innovation. By embracing servant leadership principles and leveraging strategic interventions, leaders can navigate the complexities of the banking landscape and drive success.

As we journey forward, let us remember the power of collaboration and collective effort. Together, we can inspire greatness, foster resilience, and achieve excellence in the banking industry. Let us embrace the dawn of a new era in leadership, where empathy, empowerment, and accountability guide our path to success.

### **Ideas to Implement:**

- **As a Decision Maker:** Lead by example by embodying servant leadership principles and fostering a culture of trust and collaboration within your organization. Implement strategic interventions to address key challenges and empower your team to achieve their full potential.
- **Not in a Senior Leadership Role:** Take initiative within your team to promote a culture of empowerment and innovation. Advocate for strategic interventions and actively contribute to fostering a supportive and inclusive environment. Embrace servant leadership principles in your daily interactions and inspire your team to strive for excellence.