

Service Excellence Hosts Successful Book Club

Led by members of the Service Excellence Orientation & Training Sub-Committee, Rollins faculty and staff had the unique opportunity this summer to participate in a book club to discuss, respond, react, and apply lessons learned from a current leadership text. Participants covered issues discussed in three different books over the course of six meetings. A total of 45 members of the campus community participated in meetings which fostered dialogue, interaction, professional development and community building around Rollins' four service standards: Responsive, Respectful, Collaborative, Competent.

"We select books that are easy to read and for their relevance to the College's Service Philosophy and Standards," said Assistant Director of Human Resources David Zajchowski, who along with Susan Bach, executive director of the Center for Leadership Development, oversaw the program.

Books that were covered during the first year include *You Don't Need a Title to Be a Leader: How Anyone, Anywhere, Can make a Positive Difference*; *Eat that Frog! 21 Great Ways to Stop Procrastinating and Get More Done in Less Time*; and *Leadership and Self-Deception: Getting Out of the Box*.

Meetings were held in a small, intimate setting as opposed to a training class format to enhance sharing and build community and fellowship. Participants enjoyed the opportunity to dialogue and discuss concepts and ideas in the books and see how it related to their role at the college.

"My hope is that the book club is helps participants increase their knowledge and understanding of the Rollins service standards and philosophy," said Zajchowski.

The second year of the book club is already underway; *Nine Minutes on Monday: The Quick and Easy Way to Go From Manager to Leader* was discussed in August. Later this month, *All In: How the Best Managers Create a Culture of Belief and Drive Big Results* will be covered by the group. Two additional books are set to be discussed by the group in March and the Summer of 2015.