



Changed Mind, Changed Heart

Merium Leverett

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A 2014 study by Bain & Company found that of 362 companies, 80 percent of management teams felt they delivered a better customer experience than rivals, but only 8 percent of customers agreed. Is your organization among those experiencing a decrease in customer service? In *Changed Mind, Changed Heart: A Servant-Leadership Coaching Model*, Dr. Merium R. Leverett provides a model of servant-leadership coaching that works to change the culture of the organization from one of organization-focused to customer-focused. We live in a world of hustle and bustle, everyone trying to get to one place or another and always in a hurry. In the process, we tend to push people through, coming across as only concerned about our needs. *Changed Mind, Changed Heart: A Servant-Leadership Coaching Model* offers a solution of how to put people first once again, through a three-stage modal of servant-leadership coaching that focuses on change. The three stages are: change mind-set, develop leadership, and change culture. When we put the term service back into servant-leadership, we focus more on leadership that serves the needs of the people and thereby become better servant leaders.

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