

Servant-Leadership

Servant / Service

Definitions of Servant:

- one who **serves**, or does **services**, voluntarily or on compulsion
- a person in the **service of another**
- a person working **in the service of another**
- a person who is hired to **work for another...**

Definitions of Service:

- An act of **assistance** or **benefit**; a favor
- an act of **helpful** activity; **help**; **aid**.
- work done by one person or group that **benefits another**
- The performance of work or duties **for a superior or as a servant**
- be of service, to be **helpful** or **useful**

Leadership

Definitions of Leader:

- A person that **leads**
- One that **leads** or **guides**.
- One who is **in charge** or **in command** of **others**.
- One who heads a political party or organization.
- One who has **influence** or **power** or **authority**
- a person who **rules** or **guides** or **inspires others**
- a person who is **in front** or **goes first**
- a person who is the **head of, organizes** or is **in charge** (of something)

“Servant as Leader”

- The servant-leader is servant first.
- It begins with the natural feeling that one wants to serve, to serve first.
- Then choice brings one to wish to lead.
- That person is sharply different from one who is leader first.

How to Measure Impact?

- Do those served grow as persons?
- Do they, while being served, become healthier, wiser, freer, more independent, more likely themselves to become servants?
- What is the effect on the least privileged in society?
- Will they benefit or at least not be further deprived?

Origins of Servant-Leadership



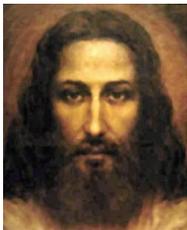
600 B.C. Lao Tzu:

The greatest leader forgets himself and attends to the development of others.



375 B.C. Chanakya:

The [leader] shall consider as good, not what pleases himself but what pleases his subjects.



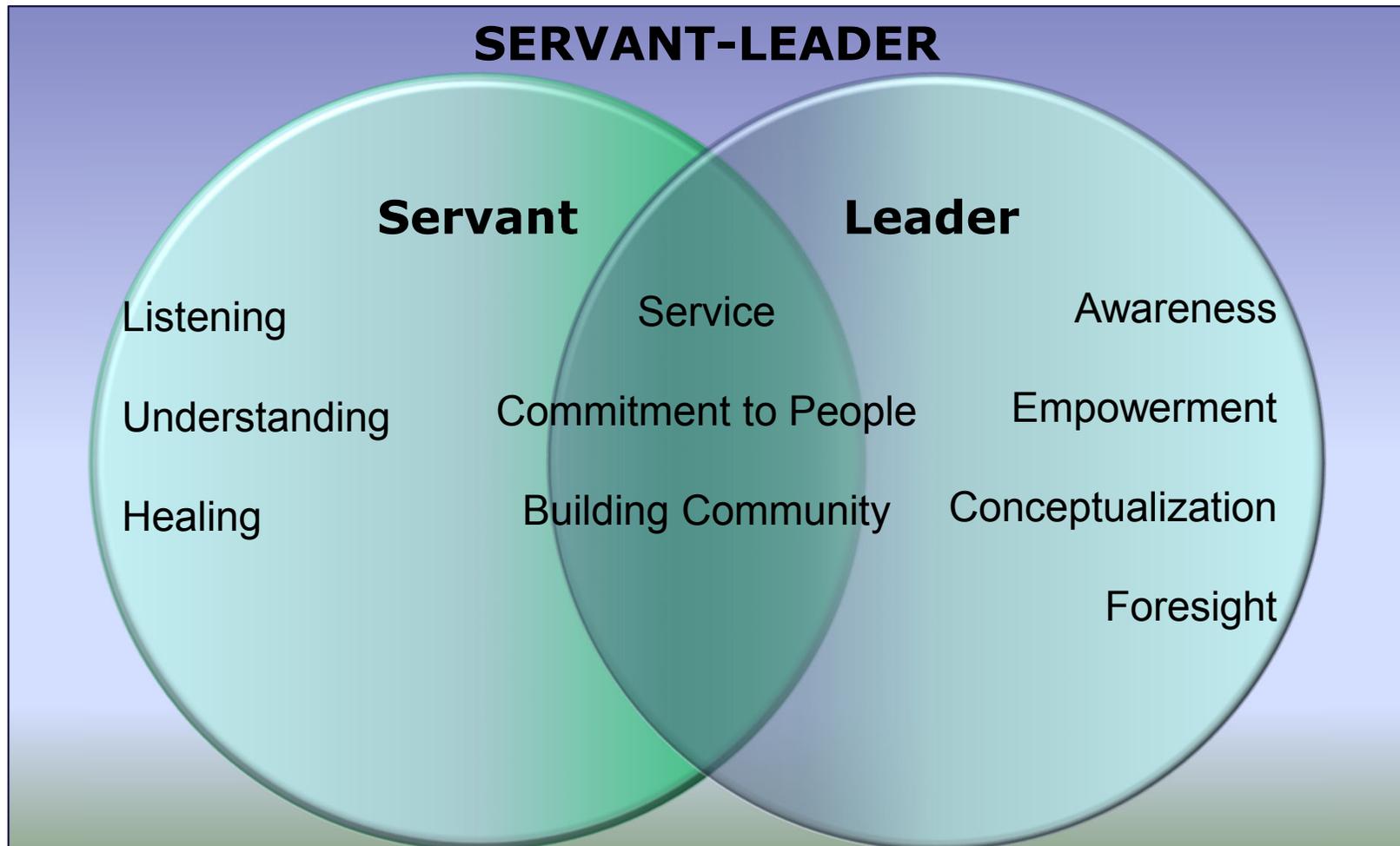
First Century A.D., Jesus :

But the greatest among you shall be your servant (Matthew 23:11); The one who is the greatest among you must become like the youngest, and the leader like the servant. (Luke 22:26)

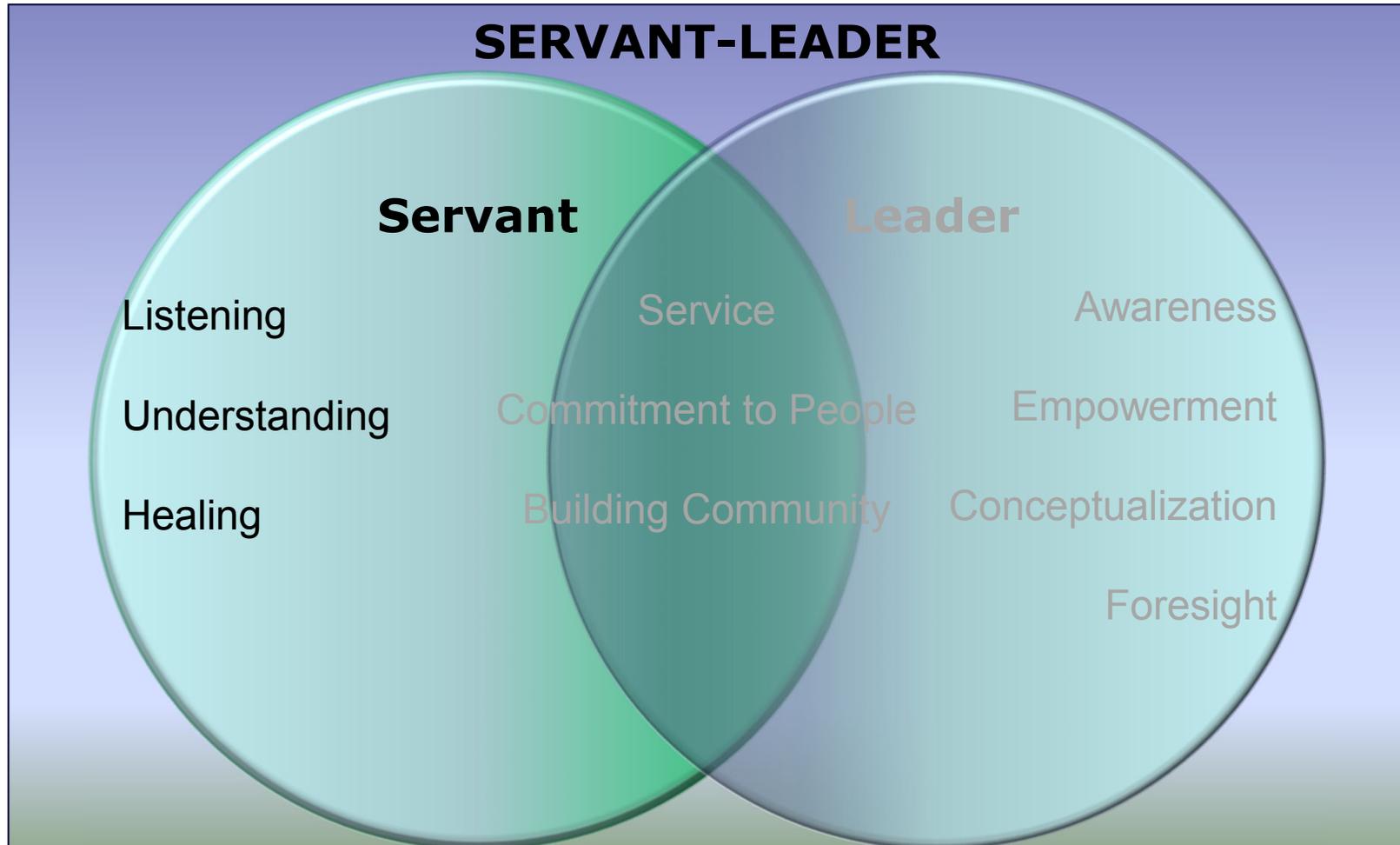
Ten Characteristics

- Listening
- Understanding & Compassion
- Healing
- Awareness
- Empowerment
- Concept or Idea forming (conceptualization)
- Foresight
- Service
- Commitment to the Growth of People
- Building Community

Servant-Leader Characteristics



Servant Characteristics



Servant Characteristics

Listening

- Active, not just passive
- 360°, top to bottom
- Listen completely before deciding

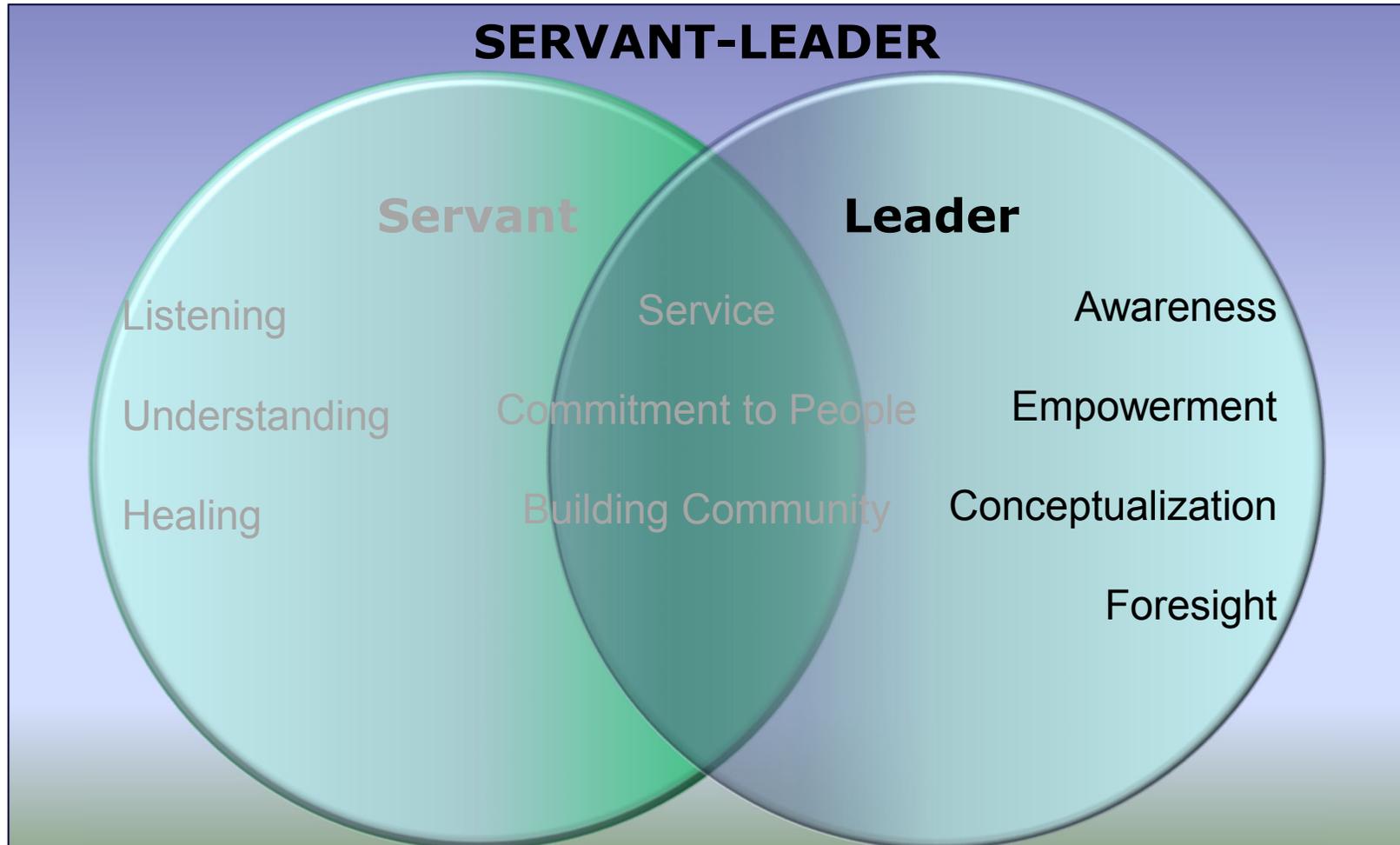
Understanding

- Separate person from their work
- Walk a mile in their shoes
- Personable with appropriate individuals

Healing

- Help your staff become whole
- Consider their history
- Build a future together

Leader Characteristics



Leader Characteristics

Awareness

- Confront your weakness and be constantly aware of it

Empowerment

- Use power to empower others
- Convince others and establish decisions

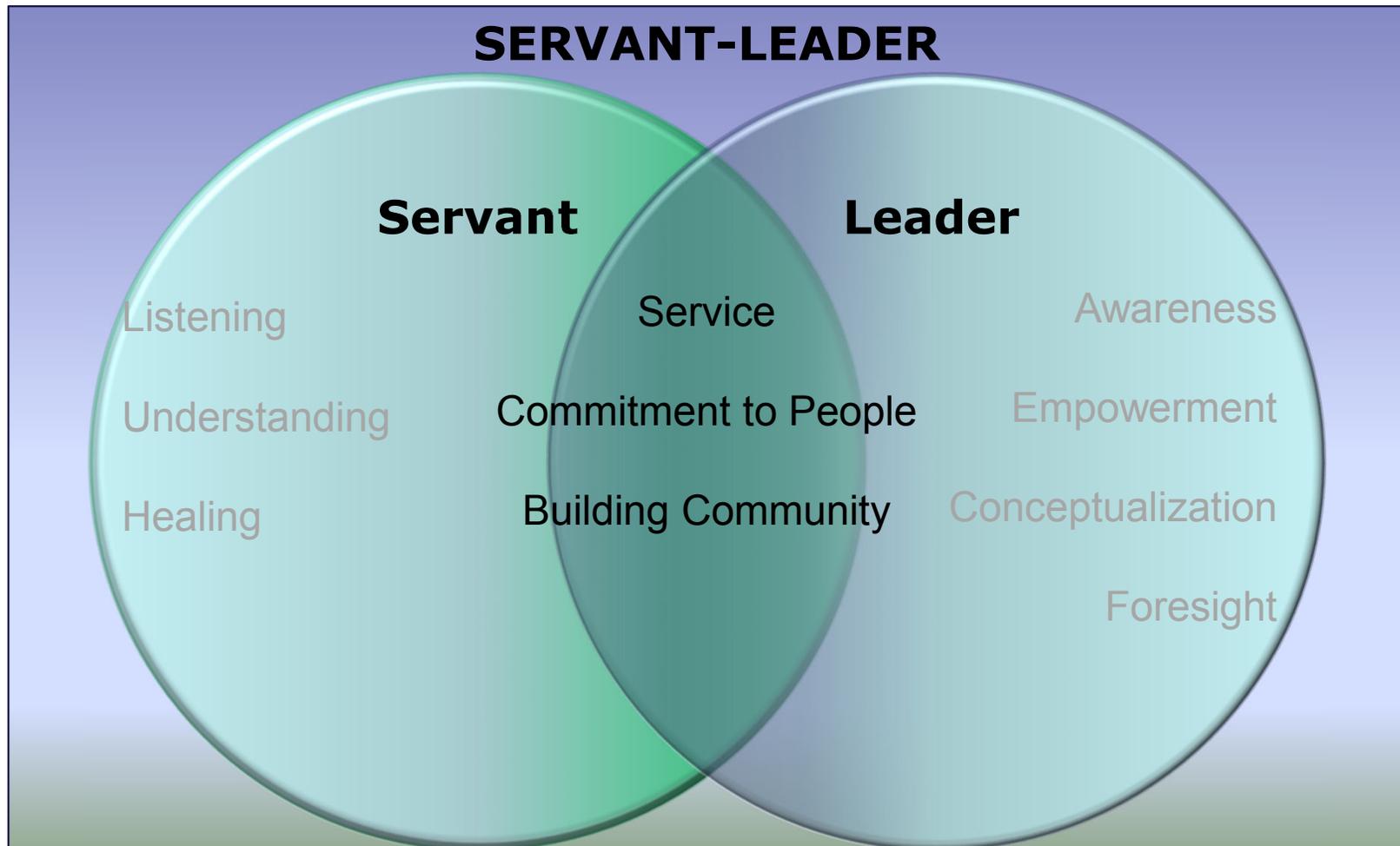
Conceptualization

- S.M.A.R.T. (Specific, Measureable, Achievable, Realistic, and Time-defined) Goals
- Focus on long term strategy

Foresight

- Consequences of present decisions on future outcomes

Shared Characteristics



Shared Characteristics

Service

- Entrusted with resources of others
- Return on investments

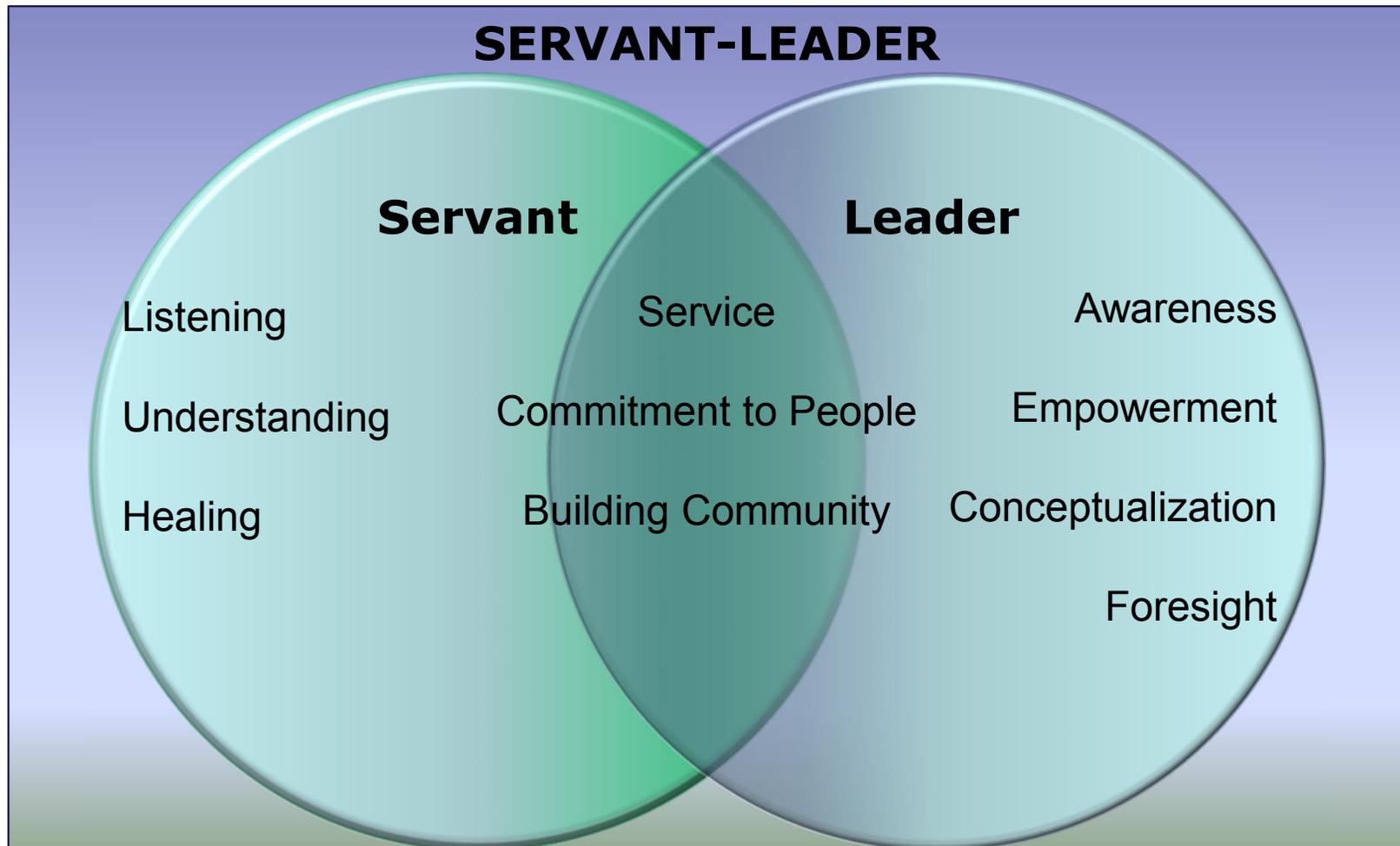
Commitment to the Growth of People

- Not just your favorites

Building Community

- Effectiveness
- Friendship

Combined Characteristic



Examples of Balance

Great Enough to be Without Pride

- Team gets the credit, you get the blame

Compassionate Enough to Discipline

- Set expectations and follow through

Right Enough to Say, “I’m Wrong”

- Leaders make mistakes too, admit you are human

Wise Enough to Admit You Don’t Know

- Find out quickly, but do not mislead

Busy Enough to Listen

- Beware the busy manager – they do not lead

Leading Enough to Serve

Focus on the Organization

Humble, no ego or pride

Emphasize the role of others in success

Accept responsibility in failures

Constantly seek opportunities for improvement

Roll up your sleeves

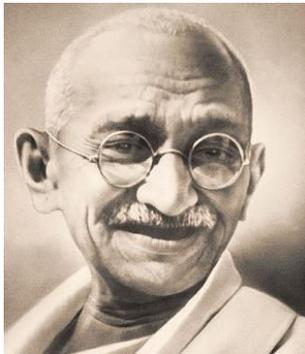
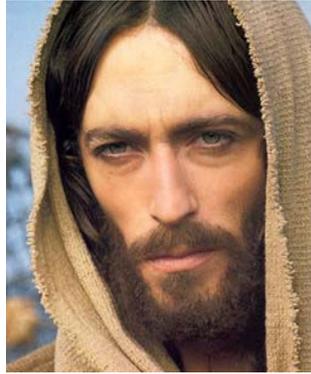
Stress what is best for organization, not the few

360° Support

No job too big, no job too small

Participate, listen and lead, not manage

Examples



Thank you!

