Celebrating What is Right with Servant Leadership

LFI
LEADERSHIP COMPETENCIES
SESSIONS
OCTOBER 16TH, 2014
Five Questions

• How valuable do I plan to make today?
• What value do I plan to bring to this day?
• How participative do I plan to be?
• How much risk am I willing to take?
• How invested am I in the well-being of the group?
Servant Leadership History

Robert Greenleaf

- The Servant as Leader – 1970
- *Servant leadership: A journey into the nature of legitimate power and greatness* – 1977
- *Journey to the East* – 1956
Resources

- The Power of Servant Leadership by Robert K. Greenleaf
- Servant Leadership: A Journey into the Nature of Legitimate Power & Greatness by Robert K. Greenleaf
- Seven Pillars of Servant Leadership by James W. Sipe and Don M. Frick
Servant Leadership: A servant leader is someone who is servant first, who has responsibility to be in the world, and so he contributes to the well-being of people and community. A servant leader looks to the needs of the people and asks himself how he can help them to solve problems and promote personal development. He places his main focus on people, because only content and motivated people are able to reach their targets and to fulfill the set expectations. (Defined through the writings of Robert Greenleaf, 1970.)
Servant Leadership

Turning leadership on its head
Traditionally, leadership meant “I’m on top because I lead you.” Servant leadership flips that on its head; it’s about me serving my employees, not them serving me. It’s about the people who work WITH you not the people who work FOR you, so in that sense, it’s a paradigm shift that means looking at leadership with a different set of lenses and saying “I’m here to make these people lives better – I work for THEM”.

Joan Fletcher, Winning Ways, Inc

October 16, 2014
Servant Leadership Pyramid

- Customers
- Employees
- Supervisors
- Middle Managers
- Vice Presidents
- CEO
Seven Pillars of Servant Leadership

- A Person of Character
- Who Puts People First
- Skilled Communicator
- Compassionate Collaborator
- Has Foresight
- Is a Systems Thinker
- Leads with Moral Authority

Community

Customers

Employees

Servant-Leader

Strategy

Culture
Seven Pillars of Servant Leadership

- **A Person of Character:** High integrity, humility, serves higher purpose
- **Who Puts People First:** Servant’s heart, mentor minded, compassionate
- **Skilled Communicator:** Empathy, invites feedback, communicates well
Seven Pillars of Servant Leadership

• Compassionate Collaborator: Expresses appreciation, builds teams, negotiates conflict

• Has Foresight: Visionary, creative and sound judgment

• Is a Systems Thinker: Adaptable, complex thinker, considers big picture

• Leads with Morale Authority: Principle centered leader
Principles of Servant Leadership

- Larry C. Spears, CEO of Robert K. Greenleaf Center for Servant Leadership
- Extracted ten characteristics central to a Servant Leader
1. **Listening**: The servant leader seeks to identify the will of a group and helps to clarify that will. He or she listens receptively to what is being said and unsaid. Listening also encompasses getting in touch with one’s own inner voice.

2. **Empathy**: The servant leader strives to understand and empathize with others. People need to be accepted and recognized for their special and unique spirits.
Ten Principles of Servant Leadership

3. Healing: Servant Leader recognizes they have an opportunity to make whole those with whom they come in contact.

Ten Principles of Servant Leadership

5. **Persuasion**: “Effective servant leader builds group consensus through gentle but clear persuasion, and does not exert group compliance through the position of power” (Smith)

6. **Conceptualization**: “Conceive solutions to problems that do not currently exist.” (Smith)
Ten Principles of Servant Leadership

7. **Foresight**: “Prescience, or foresight, is a better than average guess about what is going to happen in the future” (Smith)

8. **Stewardship**: “Organizational stewards, or trustees are concerned not only for the individual followers within the group, but also the organization as a whole, and its impact on relationship with all society” (Smith)
Ten Principles of Servant Leadership

9. Growth: Recognizes the tremendous responsibility to do everything in his/her power to nurture the personal and professional growth of the employees/colleagues.

10. Community: Seeks to build a community among those who work within the organization.
Servant Leaders and Companies

- Military – Army etc.
- Nonprofits, universities, foundations
- For profit: Chik-Fil-A, Marriott, Southwest Airlines, AFLAC, REI, Wegman’s, TORO, TD Industries, Men’s Warehouse...
- Leaders: Martin Luther King, Jr, Abraham Lincoln, Mother Teresa, Nelson Mandela
What behavioral style has aspects of Servant Leadership?
How to become a servant leader?

- Scrutinize belief systems and your reasons for wanting to be the leader.
- Belief that the extraordinary is in the people around you...
“Celebrate What’s Right with the World”
Celebrating What’s Right With The World

by Dewitt Jones

Key Concepts:

- Believe It and You will See It
- Recognize Abundance
- Look for Possibilities
- Unleash Your Energy to Fix What’s Wrong
- Ride the Changes
- Take Yourself to Your Edge
- Be Your Best for the World
Table Group Activity

- Five discussion questions
- One question per table
- Share with group what your table discovered
Call to SERVE Others

- **S**ee the future
- **E**ngage and develop others
- **R**einvent Continuously
- **V**alue results and relationships
- **E**mbody values
How does Servant Leadership fit with LFI

Mission: Educate, prepare, inspire and connect leaders to serve and strengthen our community.

Vision: Create "Community Trustees."