



## Servant leadership in a sentence

“Servant leaders don’t think less of themselves, they just think of themselves less”

Source: Blanchard



# Servant leadership: two fundamentals

“Slaves do what others want...  
...while servants give what others need”

Source: Blanchard

# Four ways too many leaders contrast with 'servants'

Harmfully over focus on short term issues

Glory in status, fuelling egos with vast salaries that separate and alienate them from those they lead

Know little of, and therefore fail to appreciate the work and contributions of seriously less well paid colleagues

Lack core values, leading to scandal, wrong doing and severe damage to the organisation and those they lead

Source: Neuschel

# Five parts to the HEART model for servant leaders

H unger for wisdom

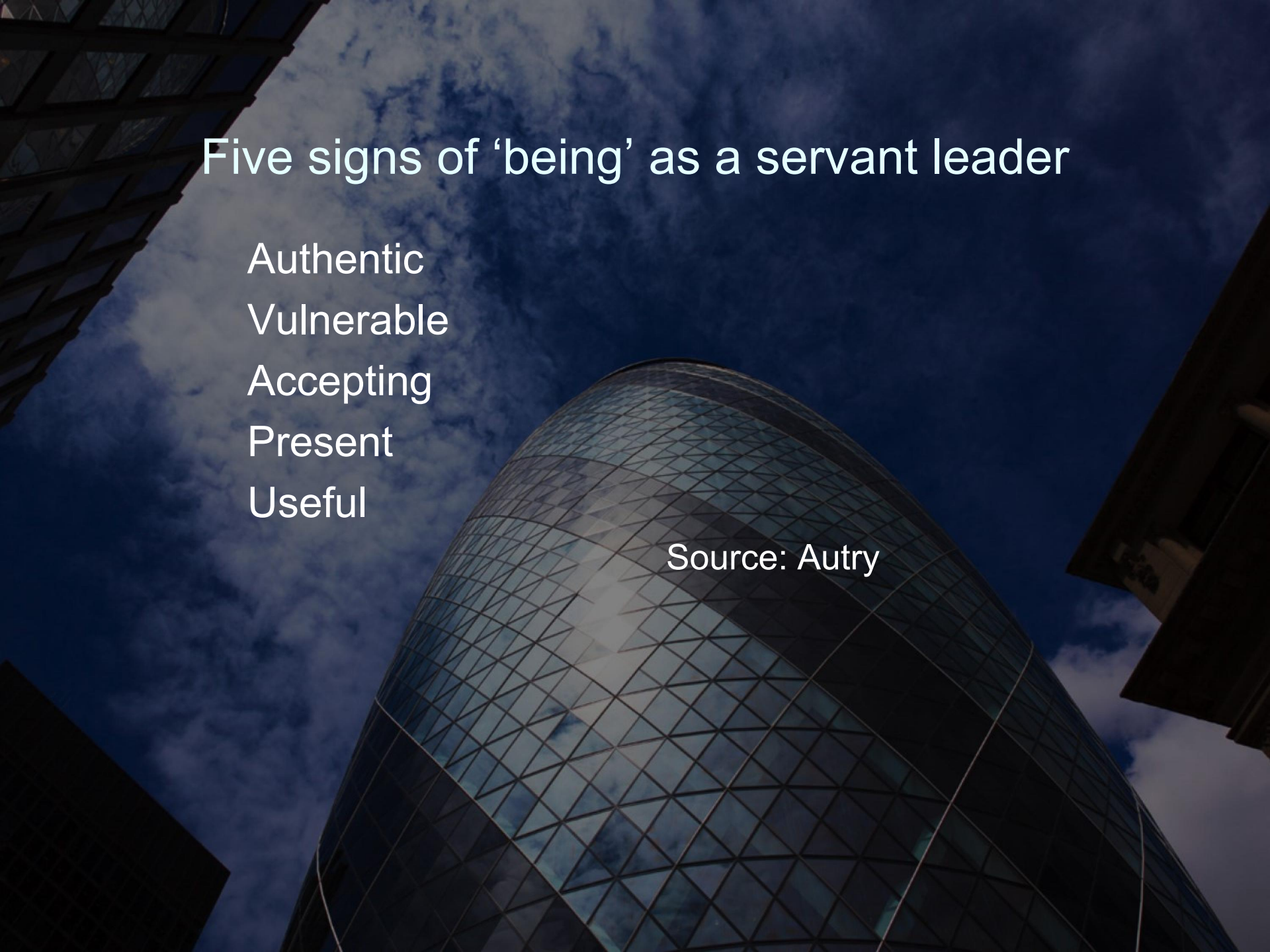
E xpect the best

A ccept responsibility

R espond with courage

T hink others first

Source: Mark Miller



# Five signs of 'being' as a servant leader

Authentic

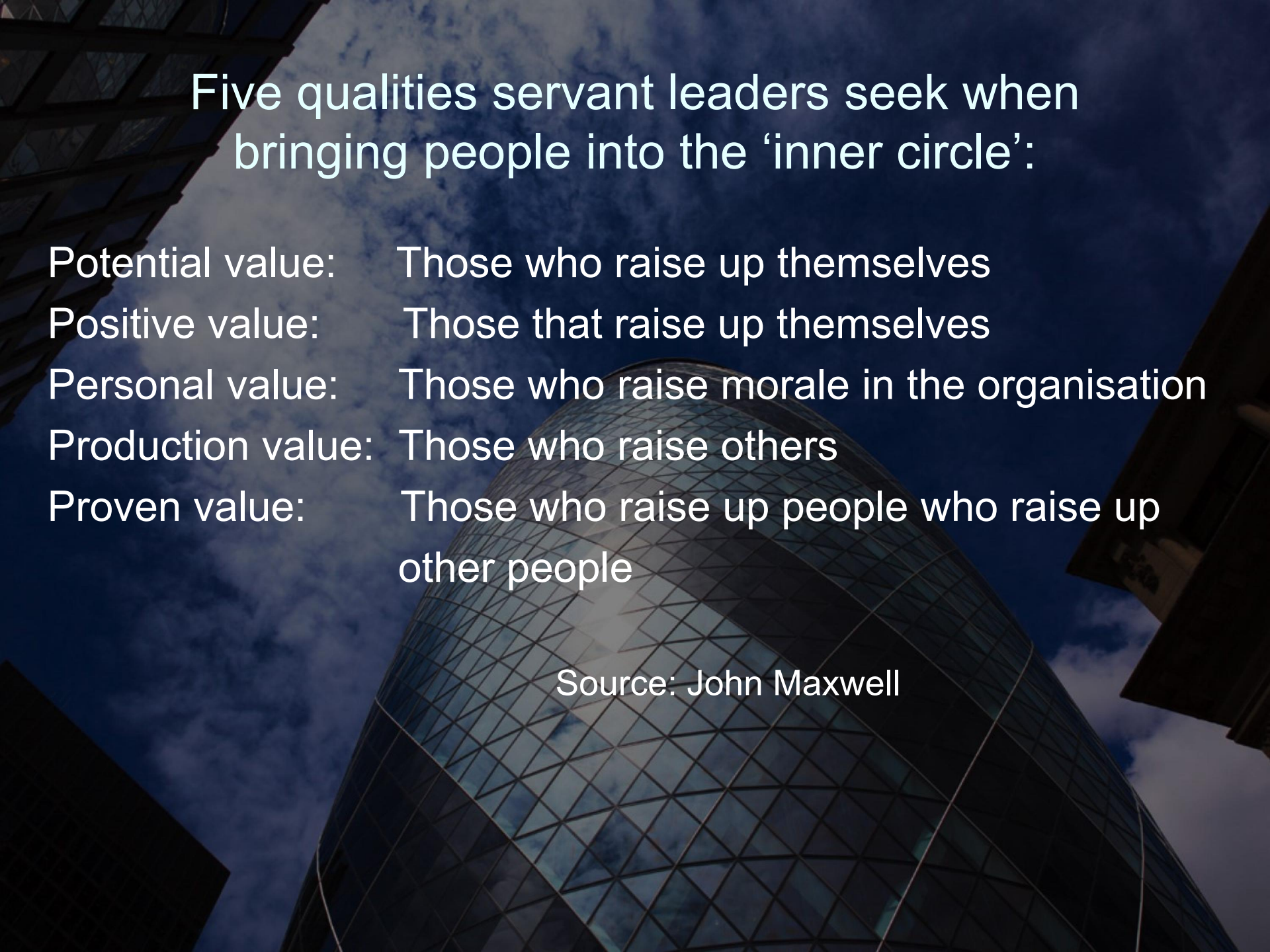
Vulnerable

Accepting

Present

Useful

Source: Autry



## Five qualities servant leaders seek when bringing people into the 'inner circle':

Potential value: Those who raise up themselves

Positive value: Those that raise up themselves

Personal value: Those who raise morale in the organisation

Production value: Those who raise others

Proven value: Those who raise up people who raise up other people

Source: John Maxwell

## Five necessary attitudes of a servant leader

Believing that visioning isn't everything, but is the beginning of everything

Listening is hard work requiring a major investment of personal time and effort – and is worth every ounce of energy expended

My job involves being a talent scout, and committing to my people's success.

It is good to give away my power

I am a community builder

Source: Boone and Makhani

## Six signs of servant leadership

Put others' needs ahead of their own

Resolve conflict through mutual understanding not confrontation

Respect colleagues, demonstrate honesty and seek consensus whenever possible

Don't misuse their power to intimidate or create fear

Requires commitment to a specific mindset

Show empathy and seek compromise

Source: Schroeder et al



# Six ways those led by servant leaders benefit

Grow as a person

Become healthier

Wiser

Freer

More autonomous

More likely themselves to become effective servant leaders

Source: Greenleaf

# Seven signs of exemplary followers

Focus on goals

Take initiative

Be who they are

Show commitment

Have a sense of direction, drive and intensity

Review progress and monitor skills to achieve goals

Are innovative and motivated true life long learners

Source: Banatu-Gomez

# Ten signs of a real servant leader

Listen

Have empathy

Help people heal

Know the value of learning

Possess foresight

Are persuasive and flexible

Lead with a vision

Work hard to gain trust

Are passionate about helping their people progress and reach their potential

Work hard to build a community within their organisation

Source: Burrell and Grizzell



# Ten indications of real servant leadership

Listening

Empathy

Healing

Awareness

Persuasion

Conceptualisation

Foresight

Stewardship

Commitment to the growth of people

Building community

Source: Greenleaf