



# SERVANT LEADERSHIP

Think about leadership as stewardship rather than ownership.

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## THIS SESSION IS ELIGIBLE FOR 1 CONTACT HOUR

For these hours to appear on your certificate, you must:

- Have your badge scanned at the door
- Attend 90% of this presentation
- Fill out the online evaluation for this session





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## KICK OFF EXERCISE

We are far more alike & connected than we are different & separate.

*It is not our differences that divide us. It is our inability to recognize, accept and celebrate those differences.*

- Audre Lorde






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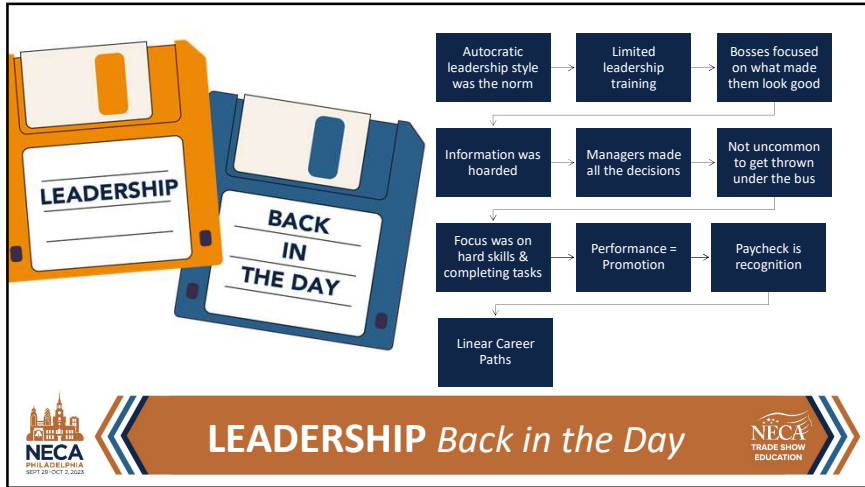
- Went into supervisor role at the age of 21
- Hard nose, numbers driven, high intense, pressure filled environment
- Get results at all costs
- Command and control
- No circumventing the hierarchy
- No space to fail
- Had distorted view of what success looked like

## MY LEADERSHIP JOURNEY

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**THE SERVANT AS LEADER**

Robert K. Greenleaf – Author

- Published essay in 1970
- “Servant Leadership” was first coined
- Robert K Greenleaf Center for Servant Leadership

**“The servant-leader is servant first...** It begins with the natural feeling that one wants to serve, to serve first. Then conscious choice brings one to aspire to lead. That person is sharply different from one who is leader first, perhaps because of the need to assuage (satisfy) an unusual power drive or to acquire material possessions...The leader-first and the servant-first are two extreme types. Between them there are shadings and blends that are part of the infinite variety of human nature.”

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**THE 21 IRREFUTABLE LAWS OF LEADERSHIP**  
-The Law of Addition

The law of addition focuses on advancing others, not ourselves. Leadership is an act of service to others and the true leader focuses on creating value for others. The best place to serve is where we can add the most value to others. Leaders add value to others by valuing others and relating to what others value. True leaders ask, “How can I serve?” Because they are focused on service, it’s not so much about “What’s in it for me.”

**JOHN MAXWELL**

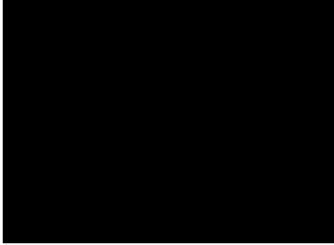
“You’ve got to love your people more than your position.” That’s what servanthood is all about—putting the needs of your people before your own aspirations.

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**Bob Chapman**, plans to change the world. Chapman is Chairman and CEO of Barry-Wehmiller, a \$3.3B global capital equipment and engineering consulting firm with more than 12,000 team members. Chapman's experiences and the transformation he championed were the inspiration behind his 2015 WSJ bestseller *Everybody Matters: The Extraordinary Power of Caring for Your People Like Family*. After seeing the positive impact of Barry-Wehmiller's people-centric culture on the lives of his employees, Chapman felt compelled to raise awareness about business enterprise's opportunity to become the most powerful positive influence on our society.

In 2016, Harvard Business School released a case study featuring Barry-Wehmiller's unique approach to business, which is now taught at 70+ business schools around the world.



**BOB CHAPMAN**  
Everybody Matters



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## BUSINESS CAN BE THE MOST POWERFUL FORCE FOR GOOD IN SOCIETY.

“We have people in our care for 40 hours a week. That means, as leaders, we have the opportunity to be 40 times more powerful than an inspiring sermon to give people lives of meaning and purpose. We're teaching business leaders that their primary responsibility is the men and women in their care, and it's making a profound impact on people's lives.”

“When I look at the people that I have the privilege of leading, not as functions for my success, but as somebody's precious child who's been placed in my care and treat them like a son or daughter, that's transformative. Caring for people and giving them meaning, purpose and fulfillment through their work is not in disharmony with creating value.”

*"It's better that we should all suffer a little, than any of us should have to suffer a lot."*  
**BOB CHAPMAN**



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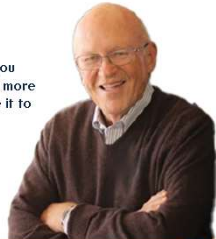
## SERVANT LEADERS | Ken Blanchard

Servant leaders are constantly trying to find out what their people need to be successful. They want to make a difference in the lives of their people and, in the process, benefit the organization. When team members believe their leader has their best interests at heart, performance improves by leaps and bounds.

"Too many leaders act as if the sheep (their people) are there for the benefit of the shepherd, not that the shepherd has responsibility for the sheep."

The truth is, getting ahead and putting others first go hand in hand. Contrary to what you might have been taught, the two concepts are not mutually exclusive. You can achieve more and lead a successful organization while putting others first. In fact, if you want to make it to the top and stay there, servanthood is the key.

Would the people you lead say that about your leadership?



**KEN BLANCHARD**

I'll leave you with these challenging words from Lao Tzu, "A leader is best when people barely know he exists, when his work is done, his aim fulfilled, they will say: we did it ourselves."



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The art of leadership requires us to think about leadership in terms of relationships. Understand that what we believe precedes policy and practice. When you focus on both personal and corporate values, your management style emerges as a result of what you believe in and of what is in your heart.



Agree on the rights of work. Each person in a company, no matter his rank in the hierarchy, has the same rights: to be needed, to be involved, to be accountable, and to make a commitment. Once you agree on these rights, you can lead others to become the best version of themselves.

## LEADERSHIP IS AN ART | Max DePree



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“ LEADERS EAT LAST ”



SIMON SINEK

“The great leaders are not the strongest, they are the ones who are honest about their weaknesses.”




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## PRINCIPLES of Servant Leadership

- Listening
- Empathy
- Healing
- Self-awareness
- Persuasion
- Conceptualization
- Foresight
- Stewardship
- Commitment to the growth of people
- Building Community




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Who do you think were voted the

# GREATEST

SERVANT LEADERS

of all time?





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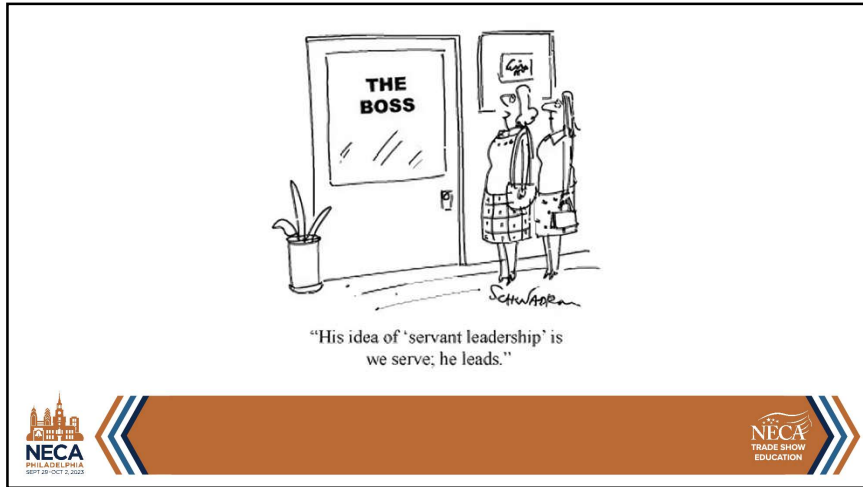
## SERVANT LEADERSHIP

How does it look in action?



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### 2023 Leadership Competencies (HOW) by Career Band

Leadership Competency	Individual Contributor	Manager	Director/Site Leader	Senior Leader (Company VP)	Executive Leader (CVP, SVP)
Results	- Action Oriented - Plans and Aligns	- Drives Results	- Drives Results	- Drives Results	- Drives Results
Strategy	- Customer Focus - Balances Stakeholders	- Financial Acumen - Decision Quality	- Business Insight - Manages Complexity	- Business Insight - Strategic Mindset	- Strategic Mindset
Building Organizational Capability	- Collaborates	- Attracts Top Talent - Communicates Effectively	- Values Differences - Communicates Effectively	- Develops Talent - Drives Engagement	- Manages Conflict - Builds Effective Teams - Drives Vision and Purpose
Leadership	- Nimble Learning	- Courage	- Manages Ambiguity	- Self-Development	- Instills Trust

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Build strong communication skills



Improve your listening skills



Develop empathy



Work on your self-awareness



Learn to use your influence for good



Start putting others first



Keep the organization's goals in mind



Learn how to develop others holistically

HOW

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## SELF-AWARENESS EXERCISE

The ability to see yourself clearly and objectively through reflection and introspection.

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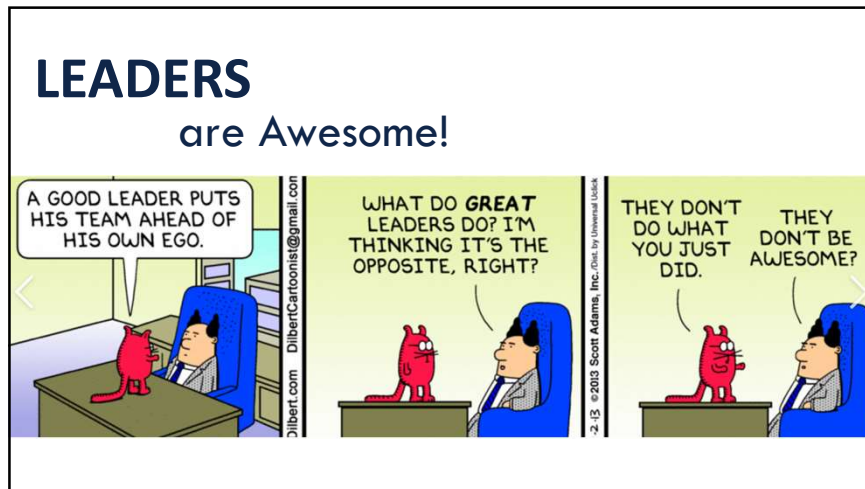
## ACCOUNTABILITY & the Servant Leader

- Asks to be coached and given honest feedback as well as offering the same to those served. Making it safe for team mates to be honest and being accountable to change, grow, communicate, and resolve differences in a spirit of mutual respect is the foundation of this new paradigm.
- Helps others BE accountable

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## GUIDELINES TO BECOME A BETTER SERVANT LEADER

- Don't rely on my position or title
- Choose to believe in people and their potential
- Try to see things from the perspective of others
- Work to create an environment of encouragement
- Measure my success by how much value I add to others

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**We thrive** when we need to find solutions to improve the lives of those in our care. Like a parent, being a leader is a commitment to the wellbeing of our people and to make sacrifices for their best interests. It's hoping that after we are gone, we leave behind people that will take our mission as theirs and do it better than us.

The mission, if we should choose to accept it:

“ **LET US ALL BE THE LEADERS WE WISH WE HAD.** ”

**EUGENE HABECKER'S**  
The Other Side of Leadership

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**THANK YOU  
FOR YOUR TIME**

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**Complete the Online Evaluation**




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