

# Step Up to Servant Leadership

## Overview

Servant Leadership is a philosophy and set of practices that enriches the lives of individuals, builds better organizations and ultimately creates a more just and caring world. A Servant Leader is an individual that inspires, motivates, and leads by serving the needs of others in pursuit of a greater cause.



### Servant Leader Characteristics

- 1 Listen to Understand
- 2 Trustworthy
- 3 Humble
- 4 Self-Aware
- 5 Appreciative
- 6 Empathetic
- 7 Committed to Others Success
- 8 Community Builder

### What You Can Do

- 1 Welcome Diverse Opinions
- 2 Build a Culture of Trust
- 3 Develop Self-Awareness
- 4 Encourage and Develop Others
- 5 Focus on the "Why"
- 6 Team Mission, Vision, & Values
- 7 Celebrate Successes of Others
- 8 Share Power

## **Recommendations mentioned in chat during workshop on how to demonstrate Servant Leadership:**

- Conduct “stay interviews” to determine what current employees like and value about the organization
  - Learn about what is keeping people
- Have a “learners” or “mentees” mindset
- Prepare team members for leaving the nest
- Keep others accountable with mindful conversation
- Be specific when showing appreciation
  - “I appreciate you for”/“I appreciate your support with”
- Be willing to do the things you ask your team to do
- Place your team members success above your own
- Speak on the strengths of your team members when speaking with others outside of the team
- Allow team members to try new things and make mistakes
- Allow team members to work on big creative projects and not just “tactical” tasks
- Encourage team members and build their resilience
- Go with a team members ideas and take a chance on it even if it wasn’t your first choice or you do not agree with it
- Celebrate others successes
- Hold yourself accountable to the same extent you hold others accountable
- When trust has been broken - Keep the focus on the other person. Put yourself in their shoes and address the issues how you would want treated
- Share things you have learned with others
- Pass on what others have done to support you throughout your career
- Take notes on each of my team members and what is important to them. Be sure to treat them as a person and not just an employee. Have a non-work related conversation with each of them every week.
- Remember and be inspired that people in our teams are more knowledgeable than we are
- Ensure that your teams have the information, resources and tools they need to be successful
- Take time to get to know my team members personally. Personally delivering flowers on their birthday :)
- Be concerned about what your audience needs vs how well you think YOU are doing
- Allow team members to make decisions. Help them feel they are part of the bigger picture.

- Seek ways from individual contributors to invite and support corporate management to pivot to Servant Leadership
- Recognize my team members in front of other leaders & Execs in the organization
- Supporting the professional development and growth of your team members; understanding that your team's results are as well a reflection of your leadership
- Create a safe and constructive space for team members to give feedback on you (as long as it's constructive)
- Recognize and admit your mistakes
- Be ready to change and adapt to be able to give/provide what your team members need
- Admit when you don't know something and apologize when you make a mistake
- Have an "I am here to get you there" mentality
- Don't forget – we are all HUMANS
- Invite team members to meetings with leadership to demonstrate employees skills and recommend process improvements and employee needs
- Seek to understand rather than be understood
- Create a safe space for all
- Develop a rewarding environment (acknowledgement or physical - monetary, awards, etc)
- Asking for people's aspiration without the performance review process. Showing them path of showcasing themselves
- Remember: F.A.I.L. - First Attempt In Learning
  - If failures are considered failures people won't be willing to try again, but if they are treated as a learning opportunity people have a different reaction
- Listen and be there for team members
- Encourage your team to learn and dare to make mistakes and protect them
- Help to change team members perspectives around failing
  - They are learning opportunities
  - Team members making mistakes is only an indicator they aren't able to do something "yet"
- Have a "good enough" rather than perfect approach to prevent burnout