

# Servant Leadership

## About the Model:

- Developed by Robert K. Greenleaf in 1970
- Teaches that the leader is the steward of the resources for the organization
- Concept was originally based on Christian teachings
- Emphasis on collaboration, trust, empathy and an ethical use of leadership power

## Leadership Described:

"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 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."  
-Robert Greenleaf

## What do Servant Leaders do?

- Devote themselves to serving the needs of organization members.
- Focus on meeting the needs of those they lead.
- Develop employees to bring out the best in them.
- Coach others and encourage their self expression.
- Facilitate personal growth in all who work with them.
- Listen and build a sense of community.

## 10 Characteristics of Servant Leaders:

- Listening
- Empathy
- Healing
- Awareness
- Persuasion
- Conceptualization
- Foresight
- Stewardship
- Commitment to the growth of others
- Building community

Sources:

<http://www.leadersdirect.com/servant.html>

[www.greenleaf.org](http://www.greenleaf.org)