

The Unique Power of Servant Leadership

POWER
I N T H E
SPIRIT



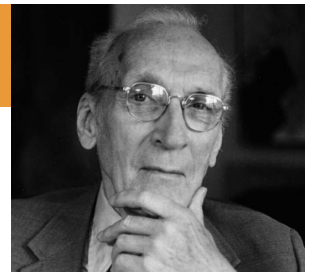
Facilitator: Bob Kolodinsky, PhD

Muhlenberg Lutheran Church, Member since 2004
Head Coach – KOLO Leadership Solutions
Executive MBA Instructor – James Madison University
Bob@KoloLeadership.com



What is Servant Leadership?

- A "philosophy and set of practices that **enriches** the lives of individuals, **builds better organizations** and ultimately creates a **more just and caring world** ... The organization exists for the person as much as the person exists for the organization." *Robert Greenleaf*
- ChatGPT (on Feb 1): "Servant leadership is a leadership philosophy and style that emphasizes the leader's primary role as **a servant to others**. Instead of the traditional top-down approach where the leader is seen as the person in authority, servant leadership flips the paradigm, placing **the leader in a position of service to their team or followers**."



The
Servant
as Leader

By Robert K. Greenleaf



Attributes, Behaviors, & Emphases

- Trustworthy / integrity / authentic
- Humble & willing to be vulnerable
- Grateful & appreciative
- Empathetic & unconditional positive regard
- Compassion (toward self and others)
- Patient with good listening skills
- Healing
- Awareness & curiosity
- Collaboration mindset
- Inclusive

- Psychologically safe environment
- Fairness
- Clear vision & foresight
- Non-manipulative persuasion
- Stewardship of resources
- Empowering / Committed to growth of others
- Fosters 'positive emotional vibes'
- Community strengthening
- Builds in 'time margin' for the unexpected
- **Valuing people AND getting work done**

What's a growth area for you?

<https://www.greenleaf.org/what-is-servant-leadership/> / <https://chat.openai.com/c/d7faea88-3d94-4b2e-b9b6-47beb6ed0d38>

How would a Servant-Leader handle ...

An Overwhelming Workload?

What best practices help YOU to serve others well?

What are your Achilles' heels?



How well do you ...

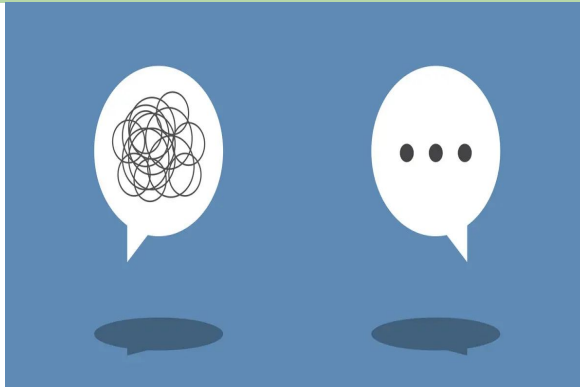
- **utilize** your committed **stakeholders?** (and not burden the same valuable few?)
- **delegate** important tasks?
- focus mostly on **what's truly important?** (and less on what's merely urgent?)
- **dialogue** about workload & priorities?
- **block out distractions?**
- **honor scheduled blocks** of undistracted time? (and gently ask others to do so!)
- know where & when you do **your best work?**
- **courageously let others know** when you need to not be interrupted?

How would a Servant-Leader handle ...

Giving & Receiving Feedback?

What best practices help YOU to serve others well?

What are your Achilles' heels?

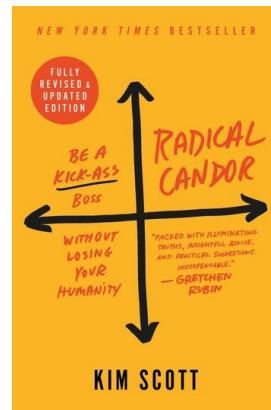
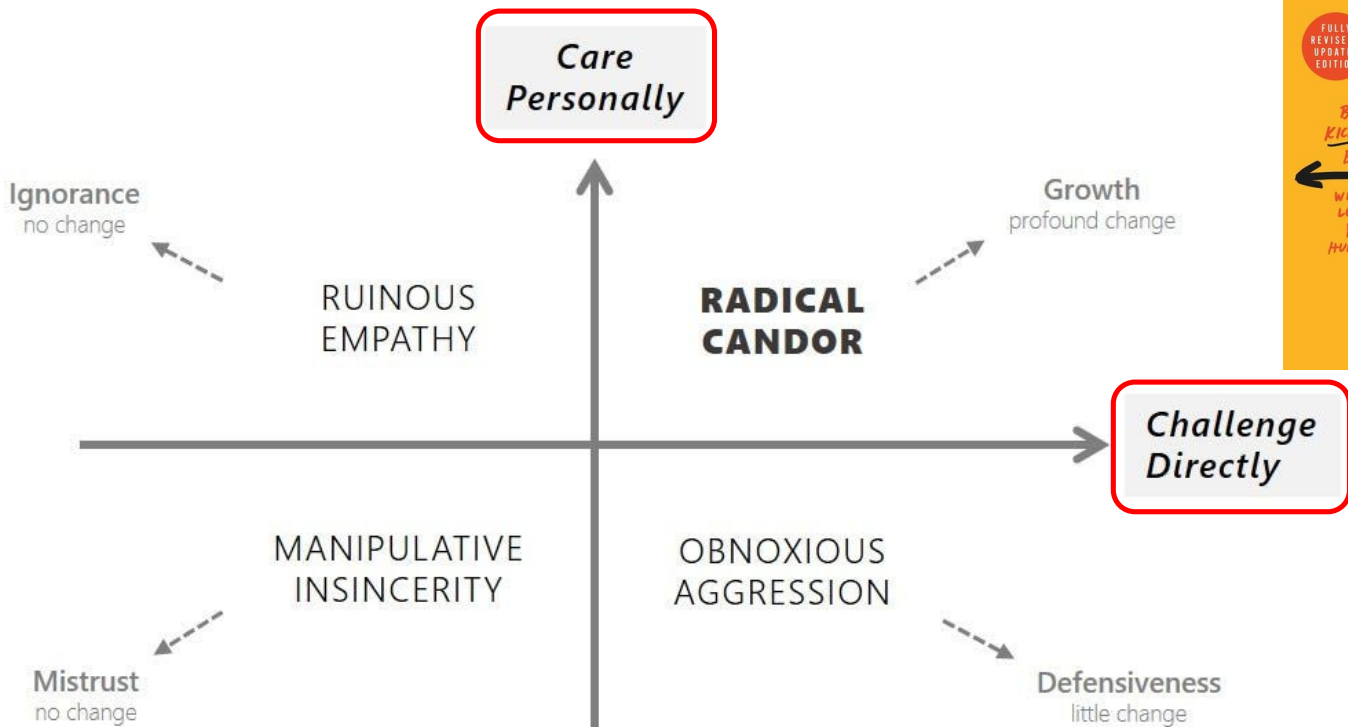


When **GIVING** Feedback:

- What **emotions** are you touching?
- Is the **hierarchy** reinforced (unwittingly)?
- Are you **constructive** or ...?
- Are you applying '**radical candor**'?

When **RECEIVING** Feedback:

- Do you **welcome** it?
- Do you **encourage** it?
- Are you able to **filter** it?
- Are you able to **emotionally detach**?

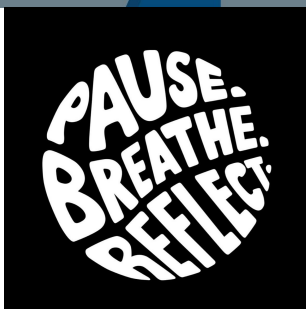


How would a Servant-Leader handle ...

Conflict?

What best practices help you manage conflict well?

What are your Achilles' heels?



How well do you ...

- Discern the **sources** of each conflict?
- Understand and **manage negative emotions** (theirs AND yours)
- Apply a **curiosity** (or 'learning') **mindset** – not an "I'm right" one
- Refrain from going into '**conflict debt**'?
- Encourage **healthy debate**?
- **Pause, Breathe, & Reflect** when triggered?

How would a Servant-Leader handle ...

Strengthening Relationships?

What best practices help you manage conflict well?

What are your Achilles' heels?



Some Best Practices:

- Vulnerability
- More dialogue
 - Work-related
 - Nonwork dialogue too!
- Good coaching techniques
 - Holistic listening
 - Ask open-ended questions / be curious
 - Authentically care
 - Support them in goal accomplishment
- More nonwork time with them
- Model the behaviors you want to see
- Honor commitments / promises
- Care deeply about the whole person

How would a Servant-Leader handle ...

Self-Care?

What self-care practices help to serve others well?

What are your Achilles' heels?

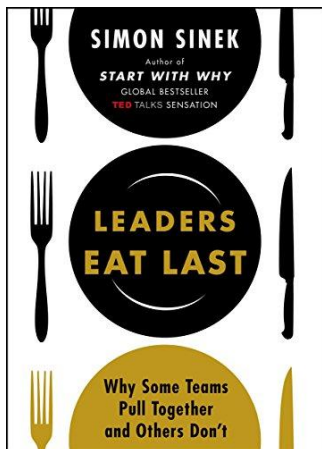


What happens when...

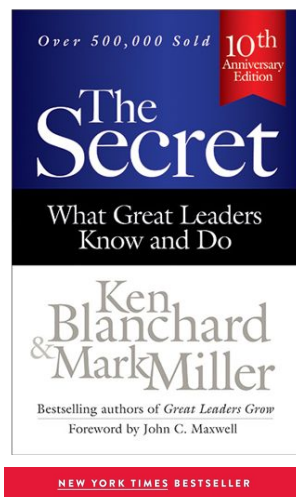
- under pressure
- overwhelmed
- the unexpected interrupts your plans
- illness strikes

How well do you attend to ...

- Contemplative practices
- Sleep
- Exercise
- Nutrition
- Time in nature
- Personal finances
- Uncluttered home, office
- Time with family
- Time with friends
- What else???



“Sitting down, He called the twelve and *said to them, “If anyone wants to be first, he shall be last of all and servant of all.” Mark 9:35



THE INTERNATIONAL BESTSELLER

Expanded second edition of
the book that is changing lives
and transforming organizations

