



# How Bright is YOUR Halo?

A LOOK AT SERVANT LEADERSHIP

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“The best way to find  
yourself is to lose yourself  
in the service of others.”

— Mahatma Gandhi





# Objectives

- Learn what servant leadership is all about
- Define the characteristics of a Servant Leader
- Qualities/values that a servant leader possess
- Challenges and Strengths



**What is Servant Leadership?**



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“The servant-leader is servant first. It begins with a natural feeling that one wants to serve ... as opposed to wanting power, influence, fame or wealth.”

– Robert K. Greenleaf


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"His idea of 'servant leadership' is:  
we serve; he leads."

"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.



"The difference manifests itself in the care taken by the servant-first to make sure that other people's highest priority needs are being served. The best test, and difficult to administer, is: Do those served grow as persons? Do they, *while being served*, become healthier, wiser, freer, more autonomous, more likely themselves to become servants?


- Robert Greenleaf



The servant-leader is servant first.

The "servant's heart," is a fundamental characteristic of a servant-leader. It is not about being servile, it is about wanting to help others. It is about identifying and meeting the needs of colleagues, customers, and communities.





A leader must have a servant's heart.  
And if he has a servant's heart, he will  
act like a servant and react like a servant  
when he is treated like a servant.

# Greenleaf's Philosophy

1. The moral component, not only in terms of the personal morality and integrity of the servant-leader, but also in terms of the way in which a servant-leader encourages enhanced moral reasoning among his or her followers, who can therefore test the moral basis of the servant-leader's visions and organizational goals;



# Greenleaf's Philosophy

2. the focus on serving followers for their own good, not just the good of the organization, and forming long-term relationships with followers, encouraging their growth and development so that over time they may reach their fullest potential;

# Greenleaf's Philosophy

3. concern with the success of all stakeholders, broadly defined—employees, customers, business partners, communities, and society as a whole—including those who are the least privileged; and



# Greenleaf's Philosophy

## 4. SELF REFLECTION





# Man in the Mirror

I'm starting with the man in the mirror

I'm asking him to change his ways

And no message could have been any clearer

If you want to make the world a better place

Take a look at yourself, and then make a change

- Michael Jackson


I FEEL GOOD ABOUT  
MYSELF TODAY!  
FULL OF CONFIDENCE!



LET'S CRUSH THAT  
BY COMPARING  
MYSELF TO OTHERS  
ON INSTAGRAM!



MARLOE'S  
DE VRIES



# **Characteristics of a Servant Leader**



"The team hopes you choose to display more traits of a good servant leader."

"What do you mean? I am a great servant leader. Matter of fact, I am MORE than just a servant leader ..."



"I am SELF-servant leader."

"I should have seen that coming ..."



# 1) Listening

Acknowledging the viewpoint of followers and validating these perspectives.

## 2) Empathy

“Standing in the shoes of others” attempting to see the world from that person’s point of view.

*I've learned...*  
that two people  
can look at the exact  
same thing and see  
something totally  
different.

SECTEDIARY.ME



### 3) Healing

In helping followers become whole, servant leaders are themselves healed

## 4) Awareness



Understanding oneself  
and the impact that one  
has on another.

## 5) Persuasion

Creates change through gentle, nonjudgmental argument.



## 6) Conceptualization

The VISIONARY for the organization!



## 7) Foresight

The ability to predict what is coming based on what is occurring in the present and what has happened in the past.

## 8) Stewardship

Carefully managing the people and the organization one has been given to lead.



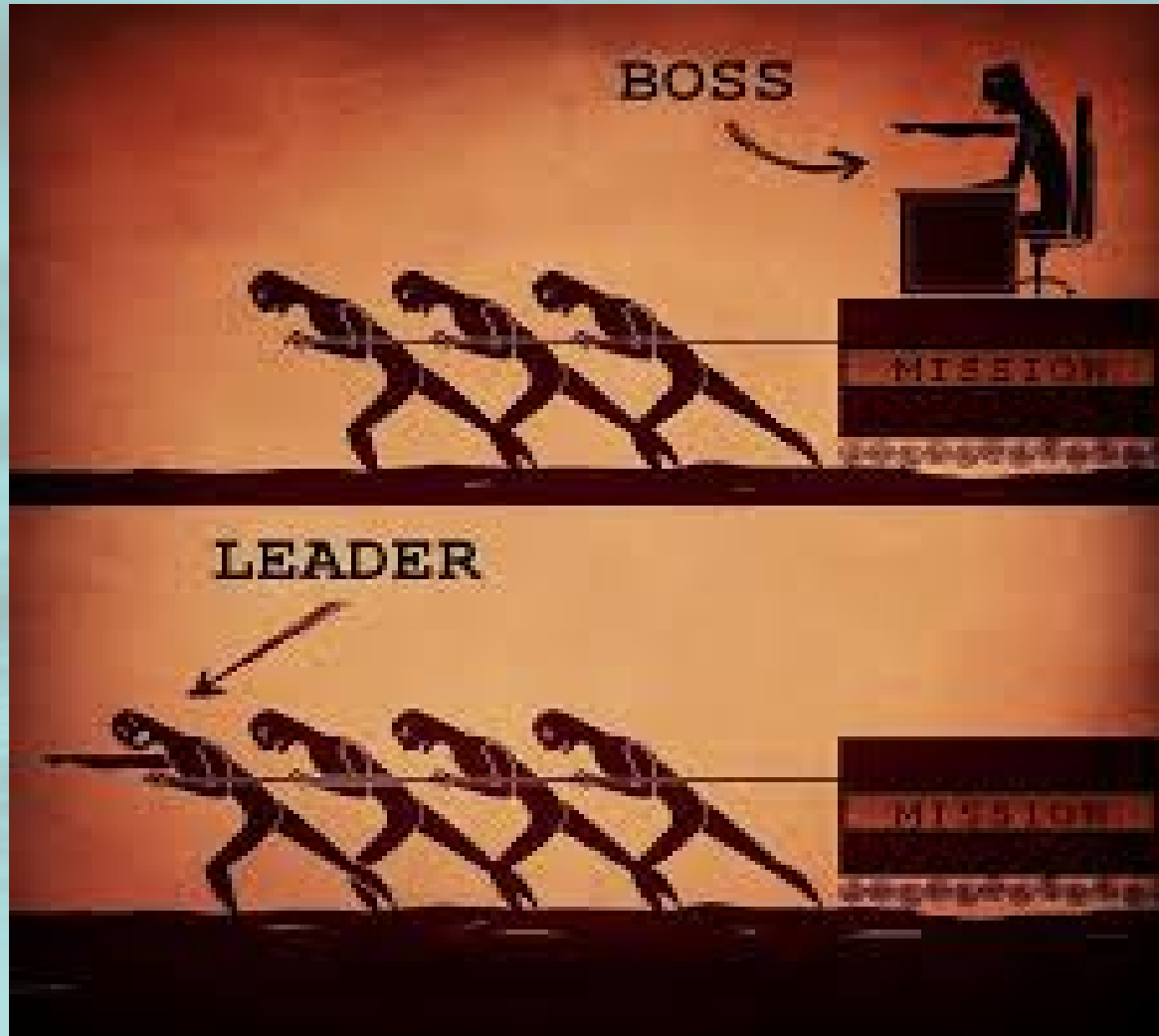
## 9) Commitment to the Growth of People

Treating each follower as a “unique” person with intrinsic value beyond what he or she contributes to the organization.



# 10) Building Community

Allowing followers to identify with something greater than themselves that they value.

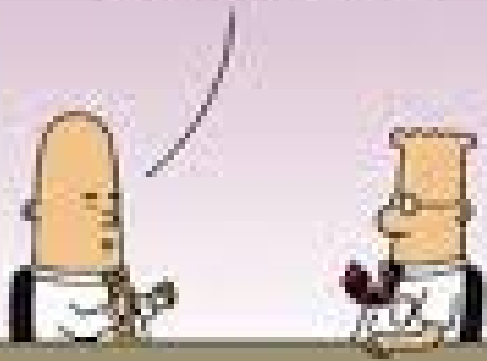






# **Qualities and Values of a Servant Leader**

A GOOD LEADER HAS  
TO BE WILLING TO  
BE DISLIKED.



Dilbert.com DilbertCartoonist@gmail.com

YOU MUST BE  
A GREAT LEADER.



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WHAT  
DO YOU  
MEAN BY  
THAT?



SORRY.  
I DIDN'T  
EXPECT  
YOU TO BE  
LISTENING  
TO ME.



# 1) Values Diverse Opinions

Values everyone's contributions and regularly seeks out opinions.



## 2) Cultivates a Culture of Trust

People don't meet at the water cooler to gossip.



### 3) Develops other Leaders

Teaching others to lead, providing opportunities for growth and demonstrating by example. That means the leader is not always leading, but instead giving up power and deputizing others to lead.



## 4) Helps People with Life Issues (not just work issues)

It's important to offer opportunities for personal development beyond the job.





## 5) Encourages

The hallmark of a servant leader is encouragement. A true servant leader says,

*“Let’s go do it,” not, “You go do it.”*

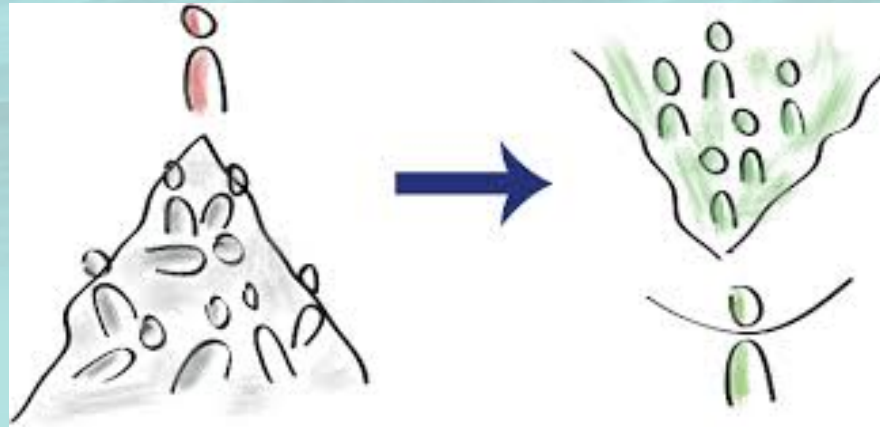
## 6) Sells instead of tells

A servant leader is the opposite of a dictator. It's a style all about persuading, not commanding.



## 7) Thinks “you,” not “me.”

There’s a selfless quality about a servant leader. Someone who is thinking only, “How does this benefit me?” is disqualified.





## 8) Thinks long-term

A servant leader is thinking about the next generation, the next leader, the next opportunity. That means a tradeoff between what's important today versus tomorrow, and making choices to benefit the future.

## 9) Acts with HUMILITY

The leader doesn't wear a title as a way to show who's in charge, doesn't think he's better than everyone else, and acts in a way to care for others. She may, in fact, pick up the trash or clean up a table. Setting an example of service, the servant leader understands that it is not about the leader, but about others.

# Servant Leadership Journey

- Foresight
- Conceptualization
- Building Community
- Listening
- Empathy
- Humility
- Trust
- Awareness
- Developing Others
- Stewardship
- Persuasion





# Challenges and Strengths

# Challenges



- 1) Fatigue: extreme use of empathy. Putting others needs before your own.
- 2) Undermined authority: when a servant leader needs to more authoritative, may not be taken seriously.
- 3) Decreased motivation: when leadership lends a helping hand worker may be tempted to not work so hard.
- 4) Organization becomes less of a priority: when focusing on the needs of associates, the strategic vision/mission of organization may take a back seat
- 5) Doesn't fit every situation: no leadership model works in every situation.



# Con's

- It takes longer to make decisions in the organization
- Leaders must do whatever the staff asks of them
- It takes too long to teach and retrain leaders to think like a servant leader
- The leader can be perceived as weak
- Leaders don't have any formal authority to get things done



# Strengths




- 1) Love: doing the right thing at the right time for the right reason. Speak the truth because they desire the highest good for everyone involved.
- 2) Empowerment: committed to personal and professional growth of everyone under their leadership. Don't hold onto their own power, but share it willingly with others.
- 3) Humility: comfortable in their own skin, understand their own strengths and weakness and readily admitting to their mistakes.
- 4) Trust: ability to influence and foster a sense of community gains confidence of others. Willingly extends responsibility to those who have demonstrated themselves capable of responsibility.
- 5) Vision: ability to dream BIG while balancing the day-to-day. Enlist others to share in their dream by communicating the dream and creating a shared vision.

# Pro's

- Decisions are made in the best interest of the organization, not just one or two people
- Managers and leaders look at requests from staff through the lens of what is best for the business and can say no when it is not
- When we are best serving our organization and the people who work in it we are actually best serving the customer
- It helps our staff grow and succeed and helps staff grow as a leader
- It sets the tone for the organization





“Don’t tell people how to do things, tell them what to do and let them surprise you with their results.”

- George S. Patton

The role of a **GREAT LEADER** is not to give greatness to human beings, but to help them extract the greatness they already have inside them.

- J. Buchan

Your gifts are not about  
Leadership is not about **YOU**  
Your purpose is not about

A life of significance is about **SERVING** those who need your gifts, your leadership, your purpose.

Kevin Hall, author "Aspire"




*"The first responsibility of a leader is to define reality.*

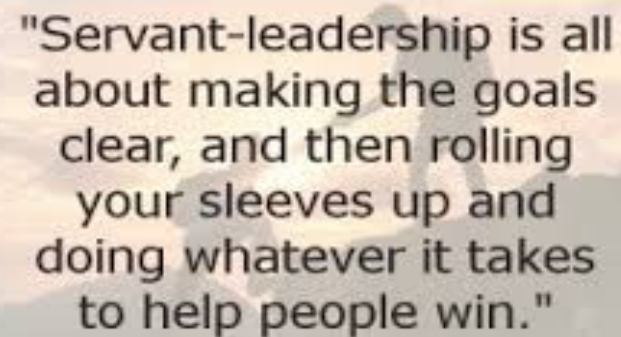
*The last is to say thank you.*

*In between, the leader is a servant."*

-Max DePree



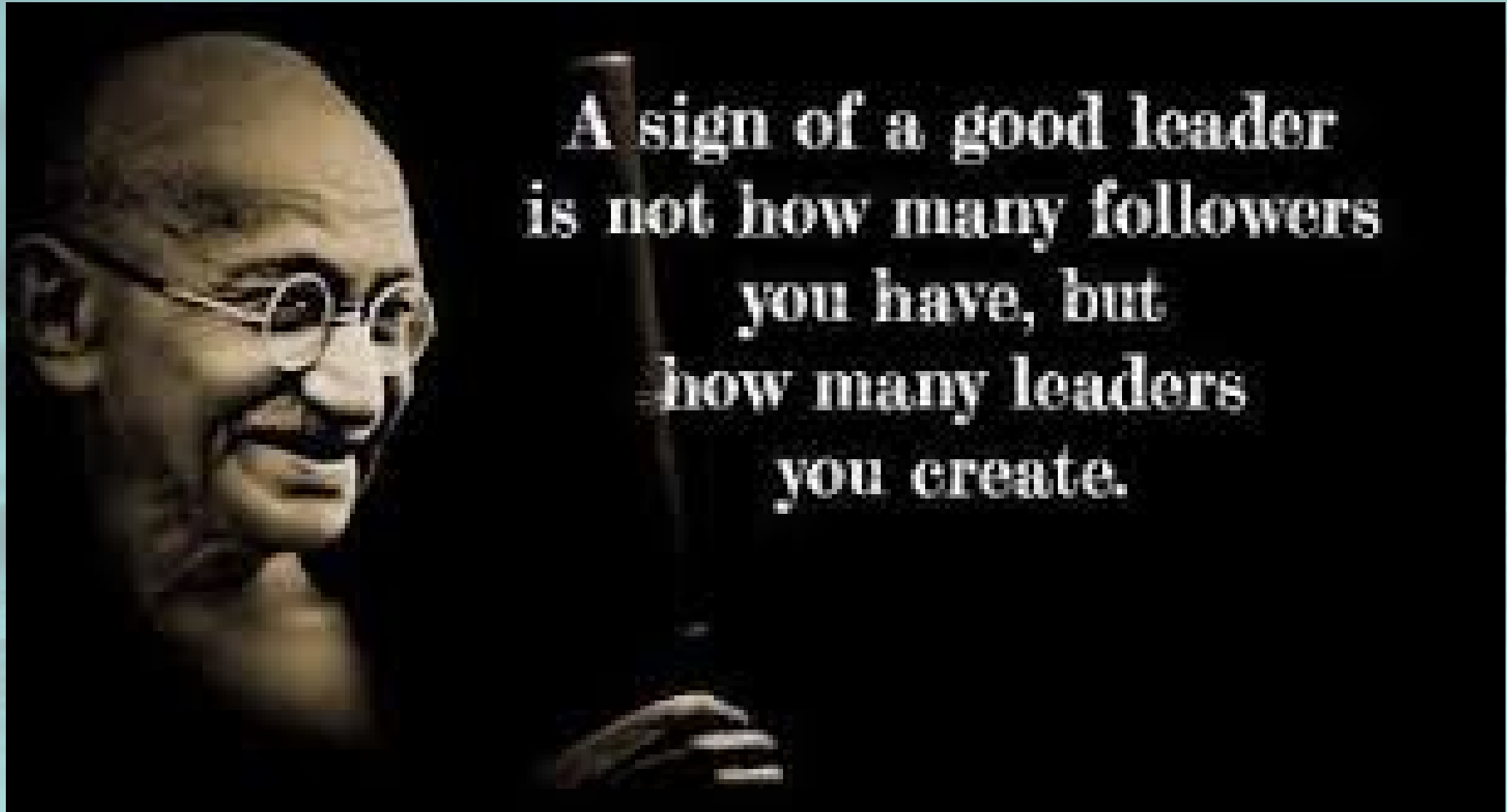
"Weak leaders expect service; strong leaders give it."



"Servant-leadership is all about making the goals clear, and then rolling your sleeves up and doing whatever it takes to help people win."

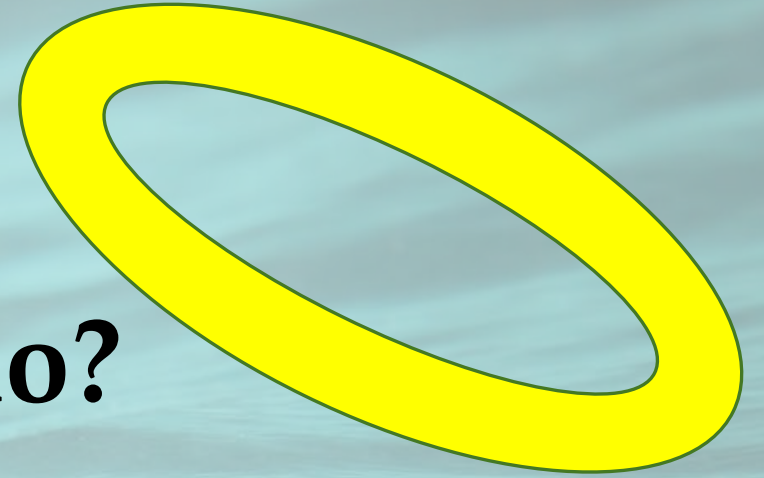
Ken Blanchard





A sign of a good leader  
is not how many followers  
you have, but  
how many leaders  
you create.

**How Bright is YOUR Halo?**





**Questions?**