



SERVANT LEADERSHIP

WHAT KIND OF LEADER DO YOU WANT TO BECOME??

Define characteristics of a strong leader.

Think about the worst leader you have ever had. What characteristic did the have?

STRONG QUALITIES

- Compassionate
- Kind
- Honest
- Focused
- Empowering
- Trusting
- Confident
- Empathetic
- Accountable
- People – developer
- Innovative
- Delegator
- Ethical
- Committed

NOT SO STRONG QUALITIES

- Vague Communicator
- I focused
- Controlling (Micro-manager)
- Poor listener
- Manipulative
- Dishonest
- Gossiper
- Ego-tistical

SERVANT LEADERSHIP?

- “Leadership is not about being in charge. Leadership is about taking care of those in your charge.” – Simon Sinek
- Servant Leadership = Weak?? No way
- Servant Leaders = DEVELOPERS

MODULE 1 - LISTENING



Simon Sinek ✓
@simonsinek



Any worthwhile conversation starts
with listening.

7:40 AM · 1/22/21 · [Sprout Social](#)

1,528 Retweets **87** Quote Tweets **5,904** Likes



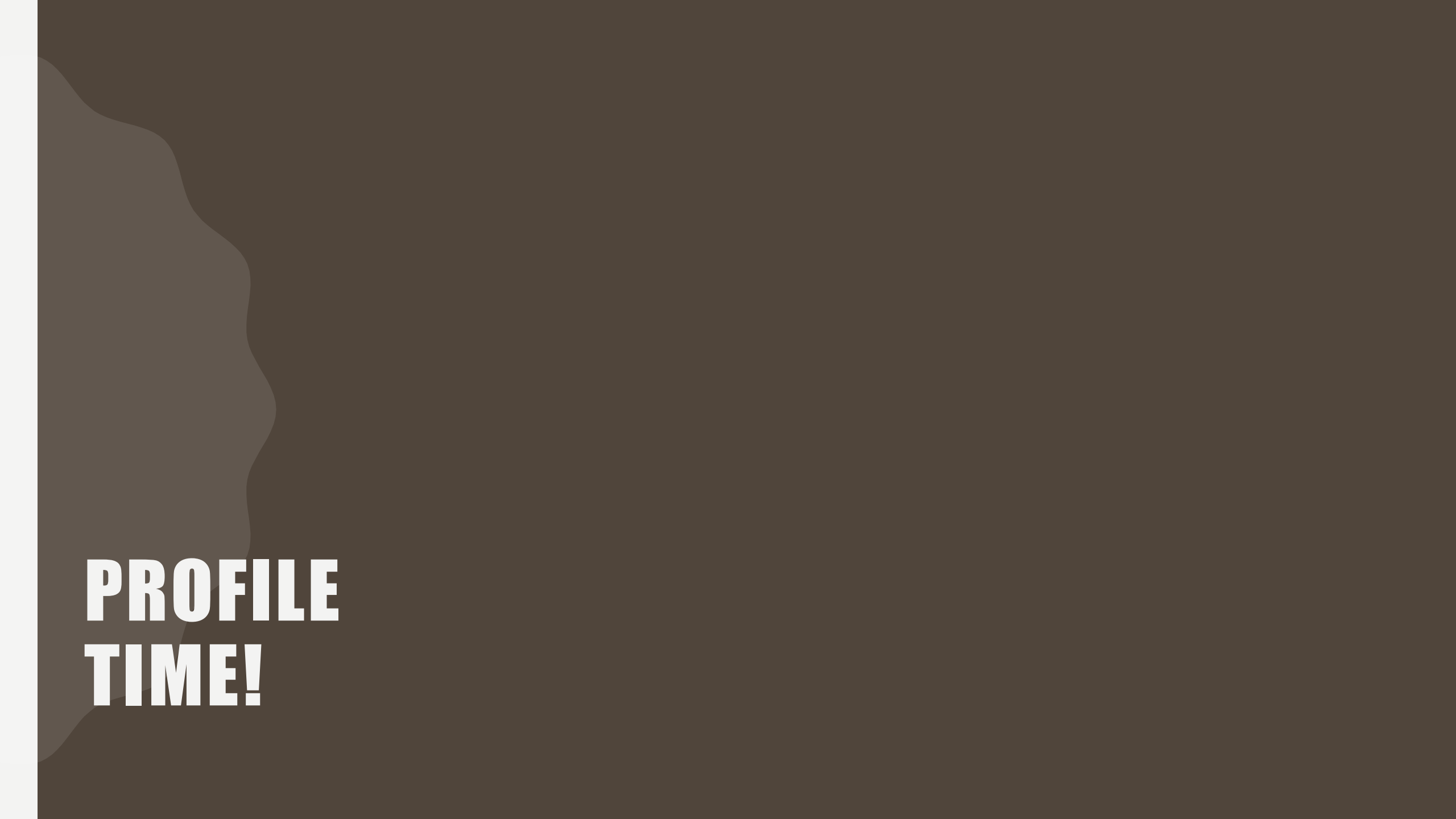
WHY LISTENING?

- Listening is the one of the most important qualities a leader can have.
- Foundation of trust.
- 91% of employees identified “communication issues” in their place of work
- 52% of people *not having time to meet with employees*



LISTENING ACTIVITY

- **L**eave the distractions
- **I** am here for you. Make sure your body language is open.
- **S**ilence. Let them talk, do not interrupt.
- **T**ell me more. Say this when you feel like the other person has more to say.
- **E**mpathy. Acknowledge the other persons emotions.
- **N**onverbal cues, such as nodding your head and maintaining eye contact.



**PROFILE
TIME!**

The *Personal Listening Profile* identifies five approaches to listening. These approaches are important because they reflect the focus of our listening. These approaches are:

APPROACH	FOCUS
Appreciative	to relax and enjoy the listening experience
Empathic	to support and understand the emotions of the speaker
Discerning	to gather complete and accurate information
Comprehensive	to organize information and understand the meaning of the message
Evaluative	to critique information and make a decision

