

10 Behaviors of a Servant-Leader

1. Listening

- make a deep commitment to listening intently to others
- identify the will of a group and helps clarify that will
- listen to what is being said (and not said!)
- get in touch with one's own inner voice and seeking to understand what one's body, spirit, and mind are communicating
- engage in regular periods of reflection

2. Empathy

- accept others
- recognize their special and unique spirits
- assume the good intentions of co-workers and does not reject them as people, even while refusing to accept their behavior or performance.

3. Healing

- strive to heal oneself and others
- "help make whole" those with whom you come in contact
- "There is something subtle communicated to one who is being served and led if, implicit in the compact between servant-leader and led, is the understanding that the search for wholeness is something they share."

4. Awareness

- commit to foster awareness
- understand a more integrated, holistic position.
- "Awareness is not a giver of solace—it is just the opposite. It is a disturber and an awakener. Able leaders are usually sharply awake and reasonably disturbed. They are not seekers after solace. They have their own inner serenity."

5. Persuasion

- persuade, rather than using one's positional authority
- seek to convince others, rather than coerce compliance
- build consensus within groups

6. Conceptualization

- nurture your ability to "dream great dreams," which requires discipline and practice.
- seek a delicate balance between conceptual thinking and a day-to-day focused approach

7. Foresight

- understand past lessons, the realities of the present, and the likely consequence of a decision for the future

8. Stewardship

- strive to "hold something in trust for another"
- first and foremost, serve the needs of others

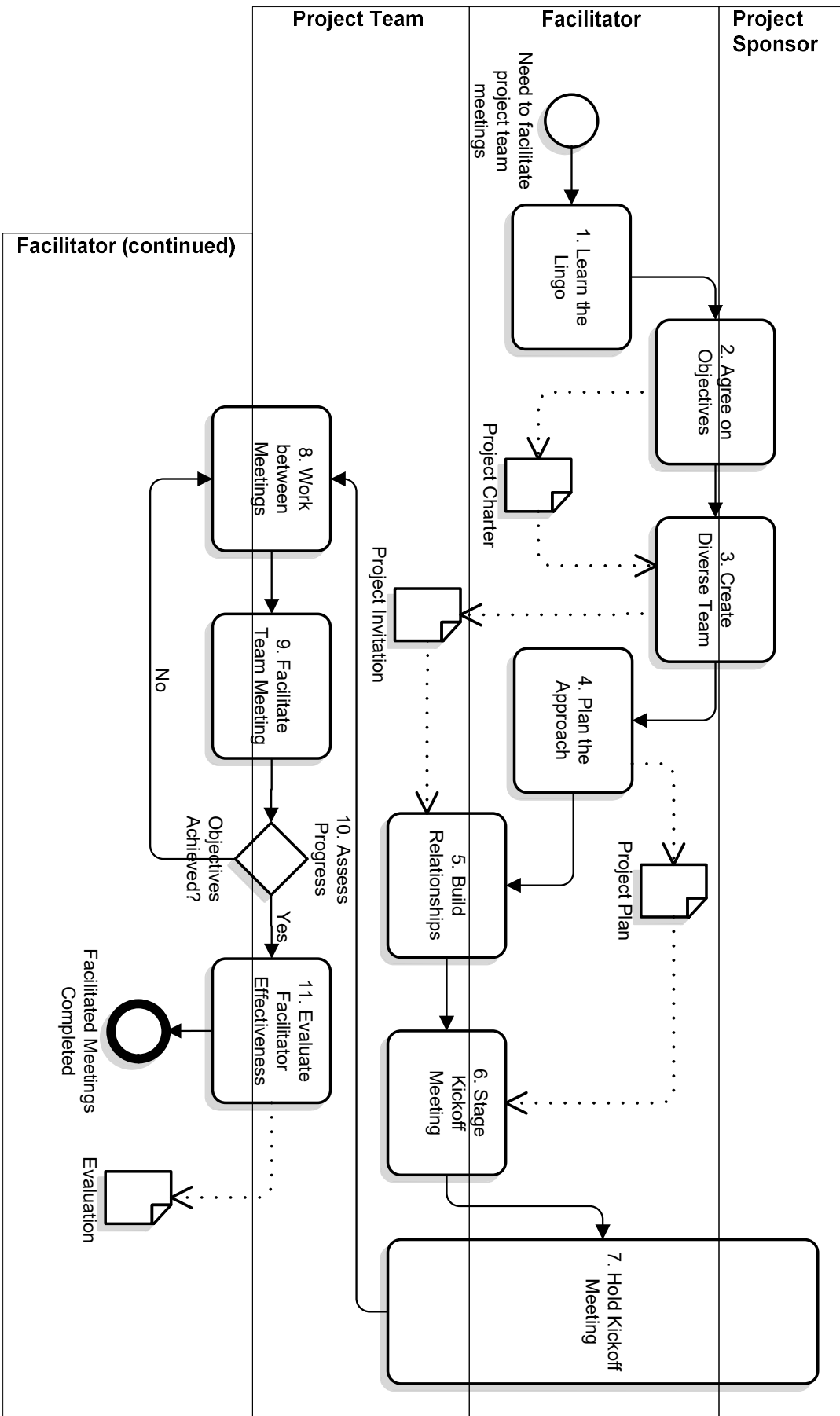
9. Commitment to the growth of people

- believe that people have an intrinsic value beyond their tangible contributions as workers
- commit to the growth of each and every individual
- nurture the personal, professional, and spiritual growth of employees

10. Building community

- seek to identify some means for building community
- "All that is needed to rebuild community as a viable life form for large numbers of people is for enough servant-leaders to show the way, not by mass movements, but by each servant-leader demonstrating his own unlimited liability for a quite specific community-related group."

From "The Understanding and Practice of Servant-Leadership" by Larry Spears <https://go.wisc.edu/nz11pd>



Facilitator (continued)