



WORKSHEET 5



CHARACTERISTICS OF A SERVANT LEADER



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

Listening: While all leaders must possess superior communication and decision-making skills, the servant leader also must be willing to listen intently to others,

Empathy: A servant leader "assumes the good intentions of co-workers and does not reject them as people, even if [he or she] finds it necessary to refuse to accept their behavior or performance."

Healing: Servant leaders understand part of their leadership responsibility is to "help make whole" employees whose sense of self is precarious or impaired.

Awareness: Awareness is not a giver of solace -- it is just the opposite. It is a disturber and an awakener. Able leaders are usually sharply aware and reasonably disturbed, but are steadied by "their own inner serenity."



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Persuasion: Servant leaders rely on persuasion, not positional authority or coercion, to convince others. This particular element offers one of the clearest distinctions between the traditional authoritarian model and that of servant leadership.

Conceptualization: Seeing a problem from a "conceptualizing perspective" requires an ability to "think beyond day-to-day realities," Servant leaders must balance between thinking big and managing the everyday reality.

Foresight: Foresight is a "largely unexplored area in leadership studies. In servant leaders, the ability to understand the past and see the present clearly to predict how the future will unfold is a key attribute.

Commitment to the growth of people: Believing in the intrinsic value of people, servant leaders feel a responsibility to nurture the growth of employees.

Building community: The shift from local communities to large institutions was the "primary shaper of human lives," diminishing the sense of community people once had. The awareness of this loss propels servant leaders to find ways to build community in their institutions.