

# Servant Leadership

*“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.”* Robert K. Greenleaf

Servant leadership can seem like a contradictory term, but it's gaining respect in many businesses. Servant leadership is a philosophy that involves focusing on others (i.e. your employees), focusing on their success, and in turn building better professional relationships that can benefit both manager and employee. Servant leadership shows that managers can be great leaders while boosting their employee's confidence and furthering their success at the same time.

Through our Servant Leadership workshop, leaders will discover the specifics of how to lead from the back and how this can benefit both leaders and employees! In addition, they will explore the idea of addressing the bottom line first by always taking care of people. Throughout the workshop, participants will learn and practice the most important skills needed to become a servant and a true asset in the organisation!



## Course Objectives and Content

### KEY LEARNING OBJECTIVES

1. Define characteristics of servant leaders and high performing teams.
2. Recognise the barriers of servant leadership.
3. Design a plan to improve underdeveloped servant leadership characteristics.
4. Learn to empower people through training, mentorship and motivation.

### WHO IS THIS FOR?

This course is suited for management teams in any organisation!

### COURSE CONTENT

1. What is Servant Leadership? A desire to serve, knowing to share the power, putting others first, helping employees grow.
2. Leadership practices; democratic leadership style, laissez-faire style, leading by example, Path-Goal theory.
3. Share the power; empathy, delegation, their success is your success, know when to step in.
4. Five characteristics of a servant leader; listening skills, persuasive powers, recognising opportunities, relating to employees.
5. Barriers to servant leadership; excessive criticism, doing everything yourself, sitting on the sidelines, demanding too much.
6. Building a team community; identify the group needs, complement member skills, create group goals, encourage communication.
7. Be a motivator; make it challenging, provide resources, ask for employee input, offer incentives.
8. Be a mentor; establish goals, know when to praise or criticise, create a supportive environment, create an open door policy.
9. Training future leaders; offer guidance and advice, identify their skill sets, methods of feedback, establish long term goals.
10. Self-reflection; keep a journal, identify your strengths and weaknesses, identify your needs, creating your own goals.

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[www.lanterntraining.com](http://www.lanterntraining.com)

[info@lanterntraining.com](mailto:info@lanterntraining.com)

MOBILE: 0702 369224 or 0706 596162