

# Incorporating Servant Leadership into Practice

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# Servant Leadership

- “Good leaders must first become good servants” – Robert Greenleaf
- Care taken to ensure that other people’s highest priority needs are being served
- Obligation to help and serve others
- Openness and persuasion always trump control
- Ten Principles of Servant Leadership

# Listening

- A servant leader puts the emphasis upon listening effectively to others
- You need to listen and have a genuine interest in hearing what your employees and your customers/clients/patients want from your institution

# Empathy

- Understand the feelings and perspectives of others
- Ever-changing needs and expectations

# Healing

- Foster the emotional and spiritual health and wholeness of each individual
- Look for opportunities to heal relationships and bring positive resolutions to conflicts
- Find new and creative ways to say “YES”

# Awareness

- A servant leader understands his or her own values and feelings, strengths and weaknesses
- Holistic point of view regarding values and ethics

# Persuasion

- A servant leader influences others through their persuasiveness
- Serve “at the pleasure,” do not “govern over”

# Conceptualization

- A servant leader needs to integrate present realities and future possibilities
- Look beyond the daily responsibilities
- Develop strategies and goals



# Foresight

- A servant leader needs to have a well developed sense of intuition about how the past, present, and future are connected
- Learn from past mistakes
- Foresee outcomes to situations

# Stewardship

- A servant leader holds an organization's resources in trust for the greater good
- Reach beyond the workplace to improve the greater community

# Commitment to the Growth of People

- A servant leader is responsible for serving the need of others
- Encourage participation of their employees and patients
- Acknowledge that everyone has something to contribute

# Building Community

- A servant leader helps create a sense of community among people
- Support a rich network of groups, clubs, programs and traditions

# In Conclusion....

- Employees and patients/clients are looking for more...they are looking for a place to belong
- Time to take a collaborative approach
- Be available, open, empathetic and ready to listen
- We must look for ways to add value to the people and communities in our care

## Further Reading

- For more information regarding servant leadership visit: <https://greenleaf.org/what-is-servant-leadership/>
- Greenleaf, Robert. (2012). *The Servant as Leader*. The Greenleaf Center for Servant Leadership.
- Greenleaf, Robert. (2009). *The Institution as Servant*. Robert K. Greenleaf Center.

# References

- *Ten Principles of Servant Leadership*. Retrieved from <http://www.butler.edu/volunteer/resources/principles-of-servant-leadership/>
- *Leaders who serve*. CCMC Western Division. Retrieved from <http://www.ccmcnet.com/>
- Greenleaf, Robert. (2012). *The Servant as Leader*. The Greenleaf Center for Servant Leadership.
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