

Servant Leadership

Are You a “10”?

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December 1, 2011

Tech Prep Regional Conference

Who is a Leader?

- Mother/Father
- Sister/Brother
- Boss/Follower
- Friend/Family
- Teacher/Student
- Doctor/Patient

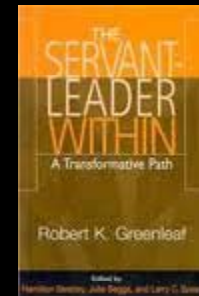
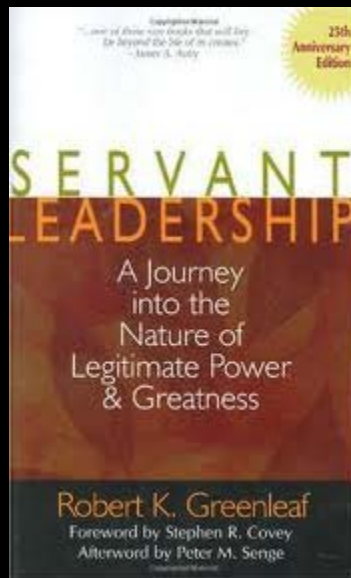
Need for Better Leadership

- Hospitals
- Businesses
- Schools
- Government
- Churches





Robert K. Greenleaf



Ten Characteristics of a Servant Leader

1. Listening
2. Empathy
3. Healing
4. Awareness
5. Persuasion
6. Conceptualization
7. Foresight
8. Stewardship
9. Growth of People
10. Community

1. Listening

Listening...begins with
attention and the search for
understanding.

Lesson #1

Pay Attention!

Listen **more than**
you speak





Stay focused
on what the
other
person is saying

Look at the
speaker directly



Lesson #2

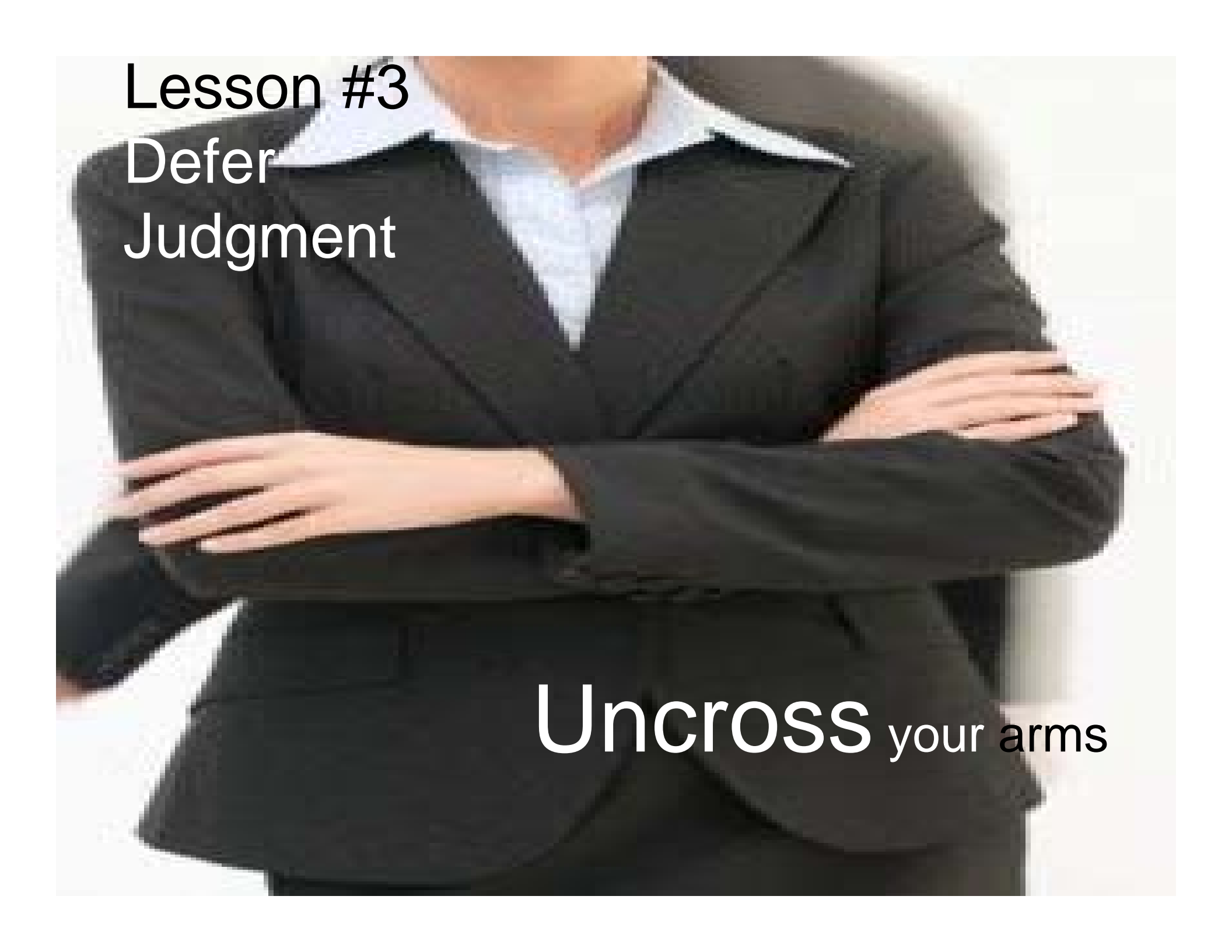
Provide Feedback

Focus on using body language





Make **eye** contact

A person wearing a dark suit jacket over a light-colored collared shirt. Their arms are crossed over their chest. The background is a plain, light color.

Lesson #3

Defer

Judgment

Uncross your arms

Now

Be open minded

OPEN

Allow the **speaker** to finish



Don't interrupt!



Lesson
#4

Respond
Appropriately

Resist the urge to **dominate** the
conversation





Ask **questions** to
clarify certain points

Be candid, open, and honest in your responses

Honesty

Lesson #5 - Exercise Your Mind

Realize that listening is **hard** work



A hand holding a red eraser is positioned over a chalkboard. The chalkboard has the words "Intro to Logic" written in white chalk. The hand is on the left side of the frame, and the eraser is held in a way that suggests it is about to be used to erase the text.

Intro to
Logic

Recognize your own biases



Develop an appetite for hearing a
variety of presentations

2. Empathy

Empathy ...walk in others'
shoes.

- Reflect on Your Own Feelings
- Imagine the Perspective of Another
- Bounce Back from Negative Emotions
 - Establish Rapport with Others
 - Reflect



3. Healing

Healing...help make whole.

- 
- Self-Awareness
 - Cultivate Compassion
 - Keep Your Emotions Under Control
 - Random Acts of Kindness
 - Emotional Intelligence

4. Awareness

Awareness...is a
disturber and an awakener.

- 
- A silhouette of a person standing on a dark foreground, looking out over a landscape of mountains under a bright, golden sunset sky. The sun is low on the horizon, creating a strong glow and casting long shadows. The person's silhouette is dark against the bright light of the sun.
- Champion Others
 - Model the Behavior You Want to See
 - Help People Achieve Goals
 - Follow Thru
 - Use Communication Tools

5. Persuasion

Persuasion...seeks to
convince others.

- 
- Create Transparency
 - Practice Fairness
 - Develop Consistency
 - Build Consensus
 - Establish Relationships

6. Conceptualization

Conceptualization...

nurture abilities to dream great dreams.

- Set Goals
- Get Organized
- Analyze the Situation
- Monitor Progress
- Planning and Evaluation

7. Foresight

Foresight...understand
lessons from the past.

- Focus on the Issue
- Scan Your Environment
- Set the Vision
- Develop the Plan
- Put the Plan into Action

8. Stewardship

Stewardship...holding
something in trust for another.



- Work Smart
- Explore Nontraditional Funding
- Exploit Technology
- Save, Save, Save
- Give, Give, Give

9. Growth of People

Growth...nurture the personal,
professional, and spiritual



Motivate Your Staff
Create Opportunities to Learn
Set Goals
Find the Silver Lining
Reflection

10. Building Community

Community...serve
and be served.

- Communicate the Vision
- Establish Commitment
- Establish Trust
- Include Others
- Reflect – Are you a 10?

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Workbook

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ISBN:978-0-557-80080-3

