

Servant-based Leadership

A Quick Look at the Concept

The Internal Process of Learning

Fear

Phoniness

Skilled

Integrated

People Retain

10% of what they READ

20% of what they HEAR

30% of what they SEE

50% of what they SEE & HEAR

90% of what they DISCUSS & PARTICIPATE IN

What is leadership?

Definition – the skill of influencing people to work enthusiastically toward goals identified as being for the common good.

Two Dictums of Leadership are

1.

2.

Power, Authority and Influencing

Power is the ability to force or coerce someone to do your will, even if they would choose not to, because of your position or might.

Authority is what the organization bestows upon you to conduct business and accomplish the goals of the organization.

Influencing

**Influencing is the ability
to get people to do
what you want them to do
because they want to do it.**

Three Responses

1. Resistance

2. Compliance

3. Commitment

Qualities, Traits and Principles

In your table groups discuss someone in your life, living or dead, who has lead you and for whom you would walk through wall. What qualities, traits, and principles did they exhibit that so influenced you?

Communications and the new Paradigm

If you learn to effectively communicate 80% of your problems will disappear.

The leader of today is someone who identifies the legitimate needs, not wants, of their people and removes all barriers so they might serve the customer better.

Needs and Wants

A **“want”** is simply a wish or desire without any regard for the physical or psychological consequences.

A **“need”** is a legitimate physical or psychological requirement for the well-being of a human being.

Some other Words and Phrases

Balance

To lead you must be willing to follow

Involved and committed from the neck up

Sacrifice

Intentions + Actions + Will

That's all Folks!

What are your questions?

Thanks and Good Leading!