

Servant Leadership

Jesus as our Model

Jesus is our best example of a servant leader! He perfectly submitted to the Father, taught and served the disciples, and embodied God's holiness, authority, and love. Servant leadership is not a title or position; rather, it is an attitude and set of values lived out by a person as they influence others. Several times in the Gospels, Jesus spoke of a different kind of leadership, usually ending with this poignant summary: "...if anyone wants to be first, he must be the very last and the servant of all" (Mark 9:34).

Servant Leadership Defined

#1 Listening

Servant leaders listen effectively and understand the perspectives of the team.

- Listen to understand
- Use active listening skills

#2 Empathy

Servant leaders understand situations from other people's perspectives and accept and recognize others for their unique contributions.

- Humility to see things from another perspective
- Concern for the well-being of another

3 Peacemaker

Servant leaders work towards healing and reconciliation in all relationships, especially when conflict is present. They also support individual healing (in themselves and others) when a person is struggling.

- Acknowledge and address personal wounds
- Be a peacemaker in all relationships

4 Awareness

Servant leaders exhibit a high level of self and other awareness, which guides decision-making. They do not operate solely based on emotions or personal biases.

- Strong emotional intelligence
- Able to maintain perspective, even when emotional

#5 Humility

Servant leaders are able to acknowledge weaknesses and mistakes. They submit to God in all they do, are confident in their gifting, and recognize they also have blind spots.

- Open to feedback
- Willing to acknowledge areas of weakness



"Instead, whoever wants to become great among you must be your servant."
Matthew 20:26

#6 Persuasion

Servant leaders use persuasion, rather than authority or coercion, when making decisions with groups of people. The servant leader is effective at building consensus within a group.

- Inspires excitement
- Builds consensus between people around mission

7 Vision

Servant leaders are able to conceptualize a problem from a broader and systemic perspective and offer strategic solutions. This involves thinking beyond day-to-day operations and casting vision for the future.

- Strong analytical thinking
- Able to consider short-, medium-, and long-term goals

8 Foresight

Servant leaders possess the ability to foresee the likely outcome of situations. Foresight is a characteristic that enables the servant leader to understand the lessons from the past, the realities of the present, and the likely consequences of a decision for the future.

- Able to anticipate likely outcomes
- Learns from past experiences and applies to future situations

#9 Stewardship

Servant leaders are committed to serving the needs of others through programming and stewarding resources (e.g., time, facilities, funds) well.

- Wise use of resources
- Generous heart that desires to help others

10 Commitment to the growth of people

Servant leaders recognize the tremendous responsibility to do everything in his or her power to nurture the personal and professional growth of other staff and volunteers through coaching and mentoring.

- Cares deeply for other people
- Hopes for growth and healing of staff, volunteers, and people served

11 Building community:

Servant leaders work hard to build a sense of community among staff and volunteers who work together.

- Creates a culture where all feel a strong sense of belonging
- Works to build bridges between people who are different

11 Continuous Development

Servant leaders are committed to continuous personal growth and learning. They are open to feedback and new ideas and willing to grow and adapt programming.

- Open to new ideas
- Willing to try new things

“Jesus knew that the Father had put all things under his power, and that he had come from God and was returning to God... he poured water into a basin and began to wash his disciples’ feet, drying them with the towel that was wrapped around him.”

John 13:3-5

Citation: Larry C. Spears, former president of the Robert K. Greenleaf Center for Servant Leadership and Servant Leadership Road Map by Cara Bramlett

Emotional Intelligence

What is Emotional Intelligence?

Emotional intelligence (EQ) is your ability to recognize your emotions as well as the emotions of those around you, and your ability to use those emotions to develop your behavior and relationships. Unlike traits such as IQ or personality, you can develop EQ through practice and persistence. People with a high EQ demonstrate the following characteristics. EQ involves:

- **Self-awareness**
- **Social-awareness**
- **Self-management**
- **Social-management**

Why is EQ important?

Reason #1: You learn to understand and process emotions

EQ helps you process your emotions. Your brain is designed to prioritize emotions. Therefore, before you can have a rational thought, you must process your feelings.

Reason #2: You are less emotionally reactive

EQ helps you manage triggers. Triggers are events that produce a significant emotional response. Triggers can cloud your judgment and prevent your rational brain from informing your decisions. High EQ allows you to recognize your triggers and avoid or effectively handle them.

Reason #3: You develop healthy patterns of thinking and feeling

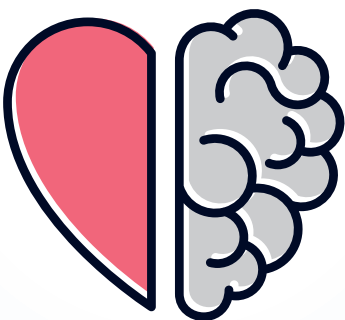
EQ helps you control your thoughts and develop healthy habits. You don't have direct control over your emotions, especially when something triggers them. However, you do have control over your thoughts. You can calm yourself down and handle your emotions by thinking about perspective, timing, and other EQ skills.

Reason #4: You develop skills linked to success

EQ helps you succeed. People with high EQ develop skills that directly correlate to success, such as navigating complex situations and keeping calm under pressure.

Reason #4: You enjoy healthier relationships

EQ helps you learn skills that will help you develop healthier relationships, manage conflict, and understand other people's needs and perspectives.



"A soft answer turns away
wrath, but a harsh word stirs
up anger."
Proverbs 15:1

The Grid: A Closer Look at EQ

	Self	Social
Awareness	<p>Self-Awareness:</p> <p>The ability to identify emotions as they occur and recognize tendencies during different scenarios</p> <ul style="list-style-type: none">• Recognize the people or situations that upset them• Awareness of their own patterns related to thinking, feeling, and acting• Embrace strong emotions as learning opportunities• Take time to decipher the reasons behind their emotional responses• Know what they do well, and what they don't• Understand the things that motivate them	<p>Social-Awareness:</p> <p>The ability to accurately identify others' emotions and perspective</p> <ul style="list-style-type: none">• Give others the opportunity to speak• Actively listen• They stop what they're doing and turn their full attention to the other person• Pick up on cues that reveal emotion• Take in important information without bias• Adapt to the emotional climate• Develop empathy for the people around them
Management	<p>Self-Management:</p> <p>The ability to adjust and direct thoughts and actions</p> <ul style="list-style-type: none">• Control reactive behavior• Do not allow their emotions to dictate their decisions• Find peace with uncertainty• Navigate complex situations patiently• See projects through to the end regardless of frustration• Focus on long-term development	<p>Social-Management:</p> <p>The ability to effectively manage interactions and relationships</p> <ul style="list-style-type: none">• Have relationships with a multitude of people• Interact with people frequently• Find the benefits in every relationship• Create an environment that promotes discussion and connection• Handle conflict and stressful situations well• Develop a strong rapport with others —even with people they do not inherently agree with

Citation: Bradberry, T., & Greaves, J. (2009). *Emotional Intelligence 2.0*. TalentSmart.