

MANAGEMENT



SERVANT-LEADERSHIP APPROACH

Servant Leadership is a practical altruistic philosophy which supports people who choose to serve first, and then lead as a way of expanding service to individuals & institutions. Servant-leaders may or may not hold formal leadership positions. The word 'Servant-leader' was coined by an executive at AT&T named Robert Greenleaf. According to him, the servant-leader is a servant first. He/she is partly different from the person who is a leader first, because of the need to assuage an unusual power drive or to acquire material possessions.



Characteristics of a Servant-Leader:

- **Listening:** Leader has a deep commitment to listening intently to others, getting in touch with one's inner voice and seeking to understand what one's body, mind & spirit are communicating
- **Empathy:** A Servant-leader tries to understand and empathize with others
- **Healing:** Learning to heal is a powerful force of transformation and integration
- **Awareness:** General awareness and specially self-awareness, strengthens the servant leader
- **Persuasion:** A servant-leader relies on persuasion, rather than using one's personal authority

- **Conceptualization:** Servant-leaders seek to nurture their abilities to dream big dreams
- **Foresight:** Ability to understand lessons from the past, the realities of the present, and likely consequences of the decision of the future
- **Commitment and building community:** Deeply committed to the growth of individual and building community among those who are working
- **Benefits:**
Servant-leadership encourages collaboration, trust, foresight, listening, and ethical use of power and empowerment

