

NOAC 2024

CU Boulder



# Servant Leadership

The Heart of Leadership

Rebecca J. Woodard • [emailreba@gmail.com](mailto:emailreba@gmail.com)

# Meet Your Trainer

- Rebecca J. Woodard
- Bailey, CO – originally from NJ
- I love the mountains and the beach



# Learning Objectives

1. Define servant leadership
2. Identify and discover skills of servant leadership
3. Uncover YOUR servant leadership behaviors
4. Recognize some challenges of servant leadership
5. Inspire others and role model servant leadership





# 1. Servant Leadership

What is it?



# Am I here to serve, or to be served? Ken Blanchard





# Servant Leadership

Servant leadership as a philosophy where the primary goal of the leader is to **serve others, prioritizing their growth, well-being, and development**. A servant-leader **listens actively, empathizes, and leads by example, fostering a supportive and empowering environment**. The true measure of servant leadership is whether **those served grow as individuals and become more autonomous and capable of serving others**.



# How does it work?

... to **serve others, prioritizing their growth, well-being, and development.** Servant-leader **listens actively, empathizes, and leads by example, fostering a supportive and empowering environment.** The **truth** of servant leadership is whether **those served grow as individuals and become more autonomous and capable of serving others.**





## 2. Servant Leadership

What are the Skills?





# Three Main Skills

# TRUST

1

## Build Trust

Understand how to build trust and why it's important when Leading with Heart

2

## Listen to Learn

Know how to be present and focused when listening to learn

3

## Give/Receive Feedback

Understand a critical skill for developing yourself and others through specific, timely, open, and honest feedback



# Elements of Trust



## Competence

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Expertise  
Results  
Effectiveness



## Honest

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Integrity  
Values  
Fairness



## Connected

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Care  
Communication  
Harmony



## Follow Through

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Reliability  
Accountability  
Responsiveness



# DWYSYWD

## Do What You Say You Will Do!



# Self-Leadership

- Self-Awareness
  - Who am I?
- Awareness of your **values**
- Awareness of your **skills**
- Awareness of your **behaviors**
- Awareness of your **impact** to **yourself** and **others**





**Effective servant  
leadership starts in the  
heart of a leader.**







# 3. Servant Leadership

What are the **Behaviors** and your **Values**?



# The Heart of a Servant Leader – Self Survey



**The Heart of a Servant Leader – Self Survey**

**Instructions:** Read the statements carefully. Ask yourself what others may say about you. Then, give yourself an honest number using the scale below. You must rate all the statements to obtain an accurate score.

	1	2	3	4	5	6
	Almost Never	Infrequently	Occasionally	Sometimes	Almost Always	Always
1. I follow through on promises and commitments I make.						
2. I am fully attentive and hold curiosity during interactions, minimizing distractions, making eye contact, and truly listening with others.						
3. I foster an environment that embraces, celebrates, and respects individuals' authenticity and perspectives.						
4. I actively and intentionally listen to diverse points of view before expressing my own.						
5. I am dedicated to nurturing and truly want others to grow and develop.						
6. I treat others with dignity and respect.						
7. I actively seek the opinions of others and frequently ask for others input and feedback so I can continually learn and grow.						
8. I enjoy recognizing, acknowledging, and offering praise to others.						
9. I offer honest, kind, sincere, truthful, and specific feedback to others.						
10. I am mindful of how my thoughts and actions affect others.						
11. I am truthful.						
12. I act with people's best interests and well-being at heart.						
Calculate the total selected numbers in each column (add them up):	+	+	+	+	+	+
Tally the column totals to calculate the GRAND TOTAL (add the tally numbers across)						
GRAND TOTAL:						
GRAND TOTAL DIVIDED BY 12:						
<ul style="list-style-type: none"><li>Below 3.5 = You tend more toward ego-driven leadership.</li><li>Above 3.5 = You tend more toward servant leadership.</li></ul>						

## Activity

**Handout:** The Heart of a Servant Leader Self-Survey

**Length of Activity:** 6 minutes

**Activity Description:** The purpose of this exercise is to help you understand what a servant leader behaviors you demonstrate.



# Survey Results -

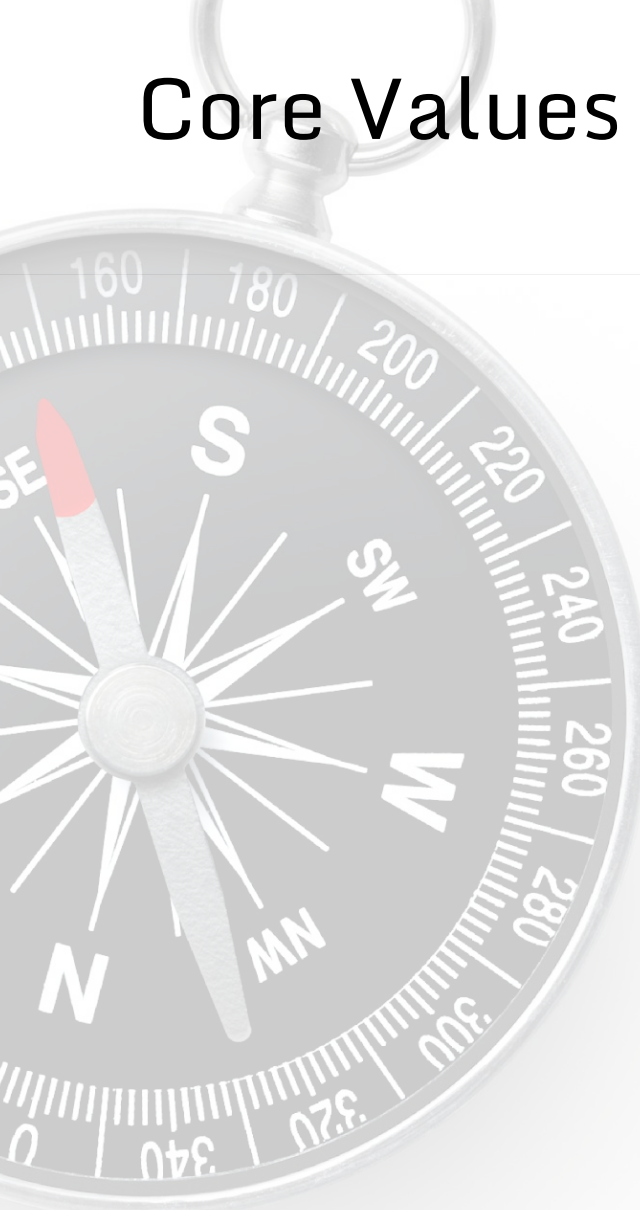
**IMPORTANT:** There is NO GOOD OR BAD! We are all capable of demonstrating these behaviors. This is based on frequency!

It is about Self-Awareness!

- Below 3.5 = You tend more toward ego-driven leadership.
  - **Self-serving:** I help people to gain attention & recognition.
- Above 3.5 = You tend more toward servant leadership.
  - **Servant leader:** I help people to grow so they can help others.



# Core Values – Your Navigation System!



<ul style="list-style-type: none"><li>• Accountability</li><li>• Achievement</li><li>• Adventure</li><li>• Ambition</li><li>• Assertiveness</li><li>• Attractiveness</li><li>• Awareness</li><li>• Beauty</li><li>• Being the Best</li><li>• Belonging</li><li>• Caring</li><li>• Charity</li><li>• Chastity</li><li>• Cheerfulness</li><li>• Citizenship</li><li>• Commitment</li><li>• Communication</li><li>• Community</li><li>• Compassion</li><li>• Competitiveness</li><li>• Contribution</li><li>• Control</li><li>• Cooperation</li><li>• Courage</li><li>• Courtesy</li><li>• Creativity</li><li>• Curiosity</li><li>• Decisiveness</li><li>• Dependability</li><li>• Determination</li></ul>	<ul style="list-style-type: none"><li>• Discipline</li><li>• Diversity</li><li>• Education</li><li>• Empathy</li><li>• Enthusiasm</li><li>• Entrepreneurialism</li><li>• Excellence</li><li>• Fairness</li><li>• Faith</li><li>• Family</li><li>• Fitness</li><li>• Forgiveness</li><li>• Friendship</li><li>• Fun</li><li>• Generosity</li><li>• Hard Work</li><li>• Health</li><li>• Helpfulness</li><li>• Honesty</li><li>• Honor</li><li>• Humility</li><li>• Humor</li><li>• Independence</li><li>• Integrity</li><li>• Intelligence</li><li>• Intimacy</li><li>• Justice</li><li>• Kindness</li><li>• Leadership</li><li>• Love</li></ul>	<ul style="list-style-type: none"><li>• Loyalty</li><li>• Making a difference</li><li>• Open-mindedness</li><li>• Optimism</li><li>• Order/Organization</li><li>• Passion</li><li>• Patriotism</li><li>• Perseverance</li><li>• Popularity</li><li>• Self-control</li><li>• Self-reliance</li><li>• Service</li><li>• Simplicity</li><li>• Spirituality</li><li>• Spontaneity</li><li>• Success</li><li>• Teamwork</li><li>• Thoughtfulness</li><li>• Thrift</li><li>• Trust</li><li>• Truth</li><li>• Recognition</li><li>• Reliability</li><li>• Resilience</li><li>• Resourcefulness</li><li>• Respect</li><li>• Risk-taking</li><li>• Wealth</li><li>• Winning</li><li>• Wisdom</li></ul> <p>• Your Choice – Pick a word that feel right for you!</p>
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## Activity

**Handout:** Find Your Core Values

**Length of Activity:** 6 minutes

**Activity Description:** The purpose of this exercise is to help you understand who you are and what is most important to you.





# Values & Behaviors

The background of the slide features a photograph of three geese in flight. They are flying from the bottom left towards the top right, in a loose V-formation. The geese have grey-brown bodies and white wings. The sky is a clear, light blue.

- Alignment & Authenticity
- Guidance & Consistency
- Inspiring & Motivating Others
- Role Model to Others







# 4. Servant Leadership

What are some challenges?



# Challenges we face...

- Balancing Service and Self-Advocacy
- Overcoming Internal Resistance
- Maintaining Personal Boundaries
- Knowing Your Personal Impact

## Demonstrate Core Values & Behaviors...





# 5. Servant Leadership

How to inspire others?





# Inspire others

- Model Integrity & Authenticity
- Demonstrate Empathy & Actively Listen
- Help others Grow & Learn
- Lead with Humility & Service
- AND...ALWAYS...

# DWYSYWD



# Takeaway Challenge

1. What is **1 or 2 Servant Leader behaviors** you will demonstrate more often?  
Find someone to hold you accountable.
2. What is **1 Core Value** you will focus on more?  
Find someone to hold you accountable.
3. **DWYSYWD – ALWAYS!**





**Thank You!**  
**Lead from Your Heart!**  
**I believe in** 

Questions?  
Rebecca Woodard  
303.358.3521  
emailreba@gmail.com

