



## SERVANT LEADERSHIP

DEL GILBERT  
ACCELERATING EXCELLENCE

Traditional Leadership	Servant Leadership
The team serves the leader.	The leader serves the team.
Motivated by personal desire to achieve.	Motivated by the desire to serve others.
Believes power comes from position.	Believes influence comes from behavior.
Delivers solutions to the team.	Facilitates brainstorming with the team.
Speaks first.	Listens first.
Commands and controls.	Inspires and equips.
Controls information.	Openly shares information.
End result: Short term compliance. 	End result: Long term commitment. 

### 10 CHARACTERISTICS OF A SERVANT LEADER - PROFESSIONAL WILL / PERSONAL HUMILITY

#### 1. SERVANT LEADERS ARE HUMBLE

- They don't think less of themselves; they think of themselves less.
- They look at themselves as a work in progress, not the finished product.
- They take the blame and give credit.

*"Being powerful is like being a lady, if you have to tell people you are, you aren't."*

-Margaret Thatcher

#### 2. SERVANT LEADERS HAVE INTEGRITY

- Self-leadership before leading others. Solid on the inside first.
- Fosters trust through admitting shortcomings, apologizing, keep confidences.
- Follows up and follows through. Keep commitments, meets deadlines, gets back to others.

*"Your position gives you authority; your behavior earns you respect."*

-Irwin Federman

#### 3. SERVANT LEADERS ARE CARING

- Others-oriented.
- Focused attention.
- Remembers and uses names.

*"Some people walk in a room and say, 'Here I am' others say, 'There you are.'"*

-Pauline Phillips

#### 4. SERVANT LEADERS ARE GREAT COMMUNICATORS

- Vision – they provide a sense of meaning.
- Simplifiers – Clear, compelling and concise.
- They are great teachers.

*"Without a vision, the people perish."*

-Proverbs 29:18

## 5. SERVANT LEADERS SEE GREATNESS IN OTHERS

- Provides positive feedback.
- Puts the right people in the right seats.
- Gives others the gift of confidence.

*"Try and bring out what God put in people, not try and stuff in what God left out."*

-Marcus Buckingham

## 6. SERVANT LEADERS CHALLENGE OTHERS TO GREATNESS

- Pushes others out of their comfort zone.
- Sets high expectations.
- Provides corrective feedback.

*"The greatest good you can do for another is not just to share your riches but to reveal to him his own."*

-Benjamin Disraeli

## 7. SERVANT LEADERS EMPOWER OTHERS

- Keeps team members well informed.
- Asks others for input. *"What do you think?"*
- Delegates responsibility and authority.

*"Great leaders get every brain in the game."*

-Jack Welch

## 8. SERVANT LEADERS PROMOTE HARMONY

- Build teams with complementary styles.
- Steps into conflict and builds bridges.
- Promotes collaboration.

*"If you want to go fast, go alone. If you want to go far, go together."*

-David Gergen

## 9. SERVANT LEADERS ARE CONFIDENT

- Steady and consistent.
- Always respectful, never intimidated.
- Willing to make tough decisions.

*"It's hard to lead a cavalry charge if you think you look funny on a horse."*

-Adlai Stevenson

## 10. SERVANT LEADERS ARE OPTIMISTIC

- Thrive, not survive.
- Define reality and give hope.
- Energize others.

*"You can't be great and negative at the same time."*

-Dan Rockwell

Del's bi-weekly podcast, *Accelerating Excellence with Del Gilbert*, can be heard on iTunes, Google Play, Spotify, Stitcher or at [delgilbert.com](http://delgilbert.com)

