

# Training to be a Servant Leader

Pi Beta Phi

is

**Friends and Leaders for Life**

Our model for leadership is based on  
the principles of . . .

Servant Leadership



# Pi Beta Phi Leadership Model

*Grow the organization*

*Lead the Team*

*Model the way*

Our model has 2 components:

- Leadership **Competencies**
- Leadership **Behaviors**

# What Will We Learn Today?

- What is the “Servant Leader” philosophy?
- Why does Pi Phi prefer this philosophy over others?
- What are some characteristics of Servant Leadership?
- What are the competencies and behaviors of this model?
- How do we apply it to our clubs?
- How do we practice Servant Leadership?
- What are the benefits of Servant Leadership?

# Cultural Change in philosophy of what good leadership **is** and **does**

In 1970, Robert Greenleaf began to talk about the advantages of this model of leadership called  
Servant Leader.

# Yesterday's Leadership Model

*Autocratic and hierarchical*

- Leaders kept control at the top
- Leaders made all decisions
- Leaders believed they had an inherit right to do this

# The New Model for Servant Leadership

- Stresses teamwork and community
- Involves others in decision making
- Based on ethical and caring behavior
- Enhances growth of all members
- Improves the caring and quality of the organization

Beneficial for business and organizations

## **Why is the business community so interested in this model?**

- Recent allegations of misconduct
- Looking for ways to build trust again
- Builds the organization at all levels
- Brings accountability to top management

# Who Uses Servant Leadership in the Workplace?

- An ever-increasing number of companies are adopting the servant leadership approach as part of their corporate philosophy or as a basis for their mission statements.
- Companies that utilize servant leadership include Southwest Airlines (TX), The Toro Co. (MN) and The Men's Wearhouse (Houston).
- Southwest Airlines and The Men's Wearhouse, and have appeared on Fortune's list of The 100 Best Companies to Work for in America. Southwest Airlines has been named #1 at least once.

# Colleges & Universities Promote Servant Leadership

- Recent years have seen significant growth in the program development and academic research focused on servant leadership.
- Below is a partial list of colleges & universities incorporating servant leadership in their curricular or student activity programs

Indiana State University

Iowa State University

Mississippi State University

Pepperdine University

Texas A & M University

The Ohio State University

University of Illinois

# Why Servant Leadership for Pi Phi?

Servant leadership attempts to do two things:

1. Enhance the personal growth of individual members
2. Improve the quality, caring and success of the organization as a whole

*This would meet our expectations to grow the organization, lead the team and model the way.*

## How does it work?

- Serving the needs of the group before one leads
- Working toward the greater good of the group.
- Understanding that the growth of members and development of leaders must come before one's own need for power and prestige.
- Encouraging a group approach as we strengthen Pi Beta Phi and improve our communities.

# Servant Leadership aligns with our core values

1. It applies to everyone, not just officers.
2. It is grounded in years of research with all types of organizations.
3. Most importantly, it is well aligned to Pi Phi core values:

**integrity**

**honor and respect**

**lifelong commitment**

**personal and intellectual growth**

**philanthropic service to others**

**sincere friendship**

*Servant Leadership is the philosophy best suited to Pi Beta Phi. In fact, it is a cornerstone of our new collegiate programming.*



## Is it a paradox – servant and leader?

Leaders understand importance of serving others

Good leaders serve to meet needs of group

Good leaders grow more leaders

# What are the Components of Servant Leadership?

- Tasks
- Relationships

The key to leadership is accomplishing the tasks at hand, while building relationships.

# The Ladder of Leadership

1. Will or desire is at the base
2. Service and sacrifice is built on unselfishness and concern for others
3. Influence happens as a result of service
4. Authority is built on influence, service and sacrifice
5. Leadership is built on authority will

***Leadership is the ultimate goal,  
and it is attained through service.***

## What are the Ten Characteristics of Servant Leadership?

By Robert Greenleaf, author of *The Power of Servant Leadership*

- Listening (and reflecting)
- Empathy — recognizing and accepting people for who they are
- Healing — ourselves and our relationships with others
- Awareness — self-awareness results in understanding issues
- Persuasion — relies on convincing, rather than coercion
- Conceptualization — being able to think beyond the everyday realities
- Foresight — allows us to understand the lessons of the past, recognize the realities of the present, and visualize the likely consequences of decisions we make for the future
- Stewardship — holding something in trust for others
- Commitment to Growth of People — nurture the growth of others
- Building Community — value people while building relationships

# Payoffs of Servant Leadership for Clubs

1. Provides a vision and mission for the organization
2. Improves club morale because people “buy in” to objectives of club
3. Leader sees support for ideas rather than having to do it herself
4. Serves the best interests of the club, not an individual
5. Gives the organization the opportunity to build influence and create a legacy in the community
6. Builds a strong base of leadership for the future of the club

# Payoffs of Servant Leadership for Individuals

1. Learn valuable skills of persuasion and teamwork to use in your professional career
2. Builds influence and authority
3. Gives one's life a mission
4. Builds character and provides vision
5. Stimulates personal growth
6. Allows us to combine our values and actions
7. Gives the opportunity to experience commitment and satisfaction in whatever you do

# Influence, Power and Authority

- Personal influence allows us to build AUTHORITY which enables us to get others to do what is necessary
- Leaders INFLUENCE people to meet the goals of the organization
- POWER induces people to do our will because of our position or might ... *using power is not necessary if we build authority through influence*

# Ground Your Leadership in Strong, Positive Personal Relationships ... Avoid Pitfalls

## POSITIVES

- Integrity
  - trustworthiness
  - honesty
  - true to your word
- Honor and Respect
  - appreciate others
  - recognize others
  - be a good listener
- Service to others
  - offer support
- Sincere Friendship
  - put needs of others
  - equal to your own

## NEGATIVES

- Unkindness
- Being Discourteous
- Breaking promises
- Breaking commitments
- Backstabbing
- Poor listening,
- Cutting off speakers
- Arrogance
- “Me” above “others”
- Public humiliation of others

Relationships take time ...  
they develop in their own time,  
at their own speed.

*Good relationships lead to a  
high level of cooperation.*

# Leadership Summary

- **Leadership** begins with the **will**.
- By willing ourselves to practice being **unselfish**, we can meet the needs of others through **service and sacrifice**.
- By practicing **service and sacrifice**, we build **influence and authority**.
- And ultimately by building authority, we become leaders

We are working to integrate  
Servant Leadership concepts  
throughout Pi Phi and will  
continue to build on this  
Framework — it is the model we  
believe best exemplifies what  
Pi Phi leadership is all about.

# Are you a Servant Leader?

- What are your strengths?
- What negative behaviors do you need to watch?

# Participate in an Exercise Using ...

Leadership Development Resources

(Alumnae Club Leadership Manual)

provided by Pi Beta Phi