#### LITERACY TX CONFERENCE 2017 San Marcos, TX

#### **LEADERSHIP SELF ASSESSMENT** YOUR ROLE AS A SERVANT LEADER AS AN ADVOCATE FOR LITERACY

VICKI CLARK BUILDING THE CAPACITY OF ORGANIZATIONS MEMPHIS, TN

# LET'S BE CLEAR

Leadership is not about titles, positions or flowcharts. It is about one life influencing another.

- John C. Maxwell



# LITERACY IS A COMPLEX & PRESSING ISSUE

# LEADERS

IN THE NONPROFIT SECTOR TACKLE THE MOST **COMPLEX PRESSING** 

#### LITERACY NEEDS *LEADERS*



# The Nonprofit Advantage



Healthcare

4.53

International

organizations

4.62

News media

3.94

Religious

organizations

3.57

3.83



Education

4.70

**Business** 

4.72

(Complete

10.00

confidence)

Non-profit & charitable organizations 5.53

### **Peter Drucker's "5" for Leaders**

- 1. What is the mission?
- 2. Who is the customer?
- 3. What does the customer value?
- 4. What are our outcomes?
- 5. What is the plan?



"It begins with the natural feeling that one wants to serve first. This conscious choice brings one to aspire to lead."

— Robert K. Greenleaf

### CREATE A JUST & CARING WORLD Servant Leadership



Servant Leadership is a philosophy and set of practices that enriches the lives of individuals, builds better organizations and ultimately creates a more just and caring world.

"Leaders must create an environment that embraces change not as a threat but as an opportunity."

-- Warren Bennis

## SUIT UP TEAM MEMBERS GET IN THE GAME

The world is changing and I'm on the

transition team.

#### SERVANT LEADERSHIP TRANSFORMS PEOPLE IN ALL 3 SECTORS



## SERVANT LEADERS CHANGE THE CULTURE IN ORGANIZATIONS



#### IT'S ALL ABOUT PEOPLE

Organizations change when people in them change.

#### 5 GENERATIONS OF LITERACY LEADERS All Ages & Stages

#### BIRTH YEAR

1922-1945 Traditionalists, Veterans

1946-1964 Baby Boomers

1965-1976 Gen X

1977-1995 Millennial's, Gen Y,

1995- Generation Z



#### WE'RE ALL IN THIS TOGETHER



peaceproject.com

#### The Participative Leader Dr. Suzanne Willis Zoglio

"As leaders shift their focus to customers and quality, they realize that the old authoritarian leadership style does not work anymore. To achieve quality, service, and rapid response, leaders must engage all available talent."

#### SERVANT LEADERS HAVE A DIFFERENT POINT OF VIEW



## "TRUE" Leadership

"True leadership must be for the benefit of the followers, not to enrich the leader." -John C. Maxwell



"I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel."

- Maya Angelou

www.servantleadershipnow.org

#### SERVANT LEADERS "FLIP" THE SWITCH

# 





www.leadertreks.org

## **Servant-Leaders LIFT Others UP**

The servant-leader serves others, rather than others serving the leader. Serving others thus comes by helping them to achieve and improve.



### Servant First vs. Leader First

"The leader-first and the servant-first are two extreme types."

"The difference manifests itself in the care taken by the servant-first to make sure that other people's highest priority needs are being served.

The best test, and difficult to administer, is: Do those served grow as persons?

Do they, while being served, become healthier, wiser, freer, more autonomous, more likely themselves to become servants?"

— Robert K. Greenleaf

#### Servant Leaders vs Autocratic Self-Serving Leaders

- ✓ Different motives
- ✓ Different preferences
- ✓ Different outcomes
- ✓ Different orientation
- ✓ Different levels of skills
- Different attitudes toward vulnerability
- Different attitudes toward humility

## No Bosses: Only Leaders !

#### The Differences Between a **BOSS** and a Leader

\*Drives others \*Inspires fear \*Blames others \*Says "I" \*Knows how it's done \*Depends on authority \*Uses people \*Takes credit \*Commands \*Says, "Go!"

\*Coaches others \*Inspires enthusiasm \*Helps to fix it \*Says "We" \*Shows how it's done \*Depends on goodwill \*Develops people \*Gives credit \*Asks \*Says, "Let's go!"

### Servant Leaders...

- Devote themselves to serving the needs of others
- Focus on meeting the needs of those they lead
- Develop others to bring out their best

- Coaches others and encourages selfexpression
- Facilitate personal growth in all who are involved in the organization
- Listen and build a sense of community within the organization

## The Servant Leader

- The servant leader serves others rather than others serving the leader. Serving others thus comes by helping them to achieve and improve.
- The servant leader serves others by empowering them to use their talents to accomplish the organization's goals while they are meeting their needs and growing as unique human beings.
- Servant leadership is characterized by a belief that leadership development is an ongoing, life-long learning process.

# 12 Principles of Servant-Leadership

Servant-leaders commit to continual development by following 12 characteristics of servant-leadership

- **1**. Listening
- 2. Empathy
- Healing
- Awareness
- 5. Persuasion

- 7. Foresight
- 8. Stewardship
- Growth 9.
- 10. Building Community
  - 11. Calling
- Conceptualization 12. Nurturing the Spirit-JOY!

## Dispel the Myths

- 1. Servant-leadership is a weak form of leadership.
- 2. Only "powerful" people can be servantleaders.
- 3. Servant-leadership is not the same as <u>service</u> leadership which is based in <u>service</u> rather than <u>serving</u>.
- 4. Servant-leadership sounds good in theory, but it's not practical.

#### GREAT LEADERS ARE SERVANT LEADERS

## **GREAT LEADERS**

find ways to connect with their people and help them fulfill their potential."

- STEVEN J. STOWELL



## **BUILD RELATIONSHIPS...**

# listen mirror identifyrespect relate explain

#### SERVANT LEADERS BUILD TRUST



# **Stay Focused on People**

#### SERVANT LEADERSHIP

#### SERVANTHOOD

Servanthood is the **attitude that places the needs of others above us**. Leaders with the servanthood attitude will be asking themselves one question, "What is one thing I can do to make the people around me successful?" Stewardship is the **managing** of the resources given to the leaders and maximising the potential of these resources. This allows leaders to create a situation whereby 1 + 1 > 2.

STEWARDSHIP

## POWER IS NOT A DIRTY WORD



#### Power in Organizations and Communities

- 1. Reward Power
- 2. Coercive Power
- 3. Legitimate Power
- 4. Referent Power
- 5. Expert Power

 6. Information Power
7. Connection Power
8. Political Power
9. Inspirational Power
10. Transformational Power

#### Servant Leaders Focus: Inspirational/Transformational Powers

Experienced and effective servant-leaders make use of all the above powers; however, they would do well to focus on the development of INSPIRATIONAL and TRANSFORMATIONAL **powers.**
### **Continuous Development:** Everybody Wins - Everybody Grows



"If your actions inspire others to dream more, learn more, do more and become more, you are a leader."

**John Quincy Adams** 

# It's Your Choice!

#### **Servant-Leaders**

Servant-leaders use their power to **develop others**; they build organizations through developing the full potential of others.

#### **Autocratic Leaders**

Autocratic self-seeking leaders use their power to **control others.** 

### **Different Preferences**

#### Servant-Leaders

Servant-leaders prefer inspirational and transformational power, because they seek to **influence** and transform themselves and others.

#### **Autocratic Leaders**

Autocratic self-seeking leaders prefer positional, political, and coercive powers, because to rule with unquestioned authority, they need to **control** others.

## **Different Orientation**

#### **Servant-Leaders**

Servant-leaders are sensitive to individual and situational needs because they exist to serve others; therefore, they are relation-oriented and situational.

#### **Autocratic Leaders**

Autocratic self-seeking leaders are only concerned about their own authority and power, and they demand blind obedience from everyone regardless of members' and situational needs; therefore, they are taskoriented and directional.

## **Different Levels of Skill**

#### **Servant-Leaders**

Servant-leadership requires a higher level of leadership skills and abilities because it takes a lot of (a) interpersonal skills, and (b) positive inner qualities to inspire and influence others.

#### **Autocratic Leaders**

Autocratic self-seeking leaders only need two sets of primitive skills to succeed: (a) demonstrate unquestionable loyalty and obedience to their friends/personal cadre of supporters, and (2) use coercive power to enforce obedience and conformity from others.

### Different Attitudes Toward Vulnerability

#### **Servant-Leaders**

**Autocratic Leaders** 

Servant-leaders are willing to risk making themselves vulnerable by trusting and empowering others.

Autocratic self-seeking leaders, on the other hand, are afraid of vulnerability; that's why they will do anything to hold on to power and keep others under control.

### Different Attitudes Toward Vulnerability

#### **Servant-Leaders**

Servant-leaders view themselves as servants and stewards; therefore, they voluntarily humble themselves in order to serve others. **Autocratic Leaders** 

Autocratic self-seeking leaders are only interested in feeding their own ego; therefore, they always blame others for failure and claim credit for success.

# TO LEAD IS TO "<u>SERVE</u>"

# SEE THE FUTURE.

## ENGAGE AND DEVELOP OTHERS.

## REINVENT CONTINUOUSLY.

# VALUE RESULTS AND RELATIONSHIPS.

### EMBODY THE VALUES.

# "A life is not important except in the impact it has on other lives. - Jackie Robinson

www.gieenleaf.org

#### YOUR SERVANT LEADERSHIP JOURNEY



joyreactor.com



### **BECOME A SERVANT LEADER**

### "If you change yourself, you have Already Started to Change the World"

www.facebook.com/GAwakening

# If serving is below you, leadership is beyond you.

Embrace Your Flaws

Make the Most out of Every Situation

Practice Kindness & Patience

Overlook Imperfection

Wear a Smile Everyday

Exude Confidence

Rush to lift others up

### LITERACY ADVOCATES! EMPOWERED TO LEAD



### NO OTHERS NEED APPLY



### STAY IN TOUCH

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