

**ELC**

Employment Law Centre of WA (Inc)

Working for WA Workers

# **Servant Leadership**

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Sara Kane

# Lao Tzu – 5<sup>th</sup> century BC



“The best leaders are those the people hardly know exist.

The next best is a leader who is loved and praised.

Next comes the one who is feared.

The worst one is the leader that is despised.

If you don't trust the people, they will become untrustworthy.

The best leaders value their words, and use them sparingly.

When she has accomplished her task, the people say, "Amazing: we did it, all by ourselves!"

# Robert K Greenleaf - 1970



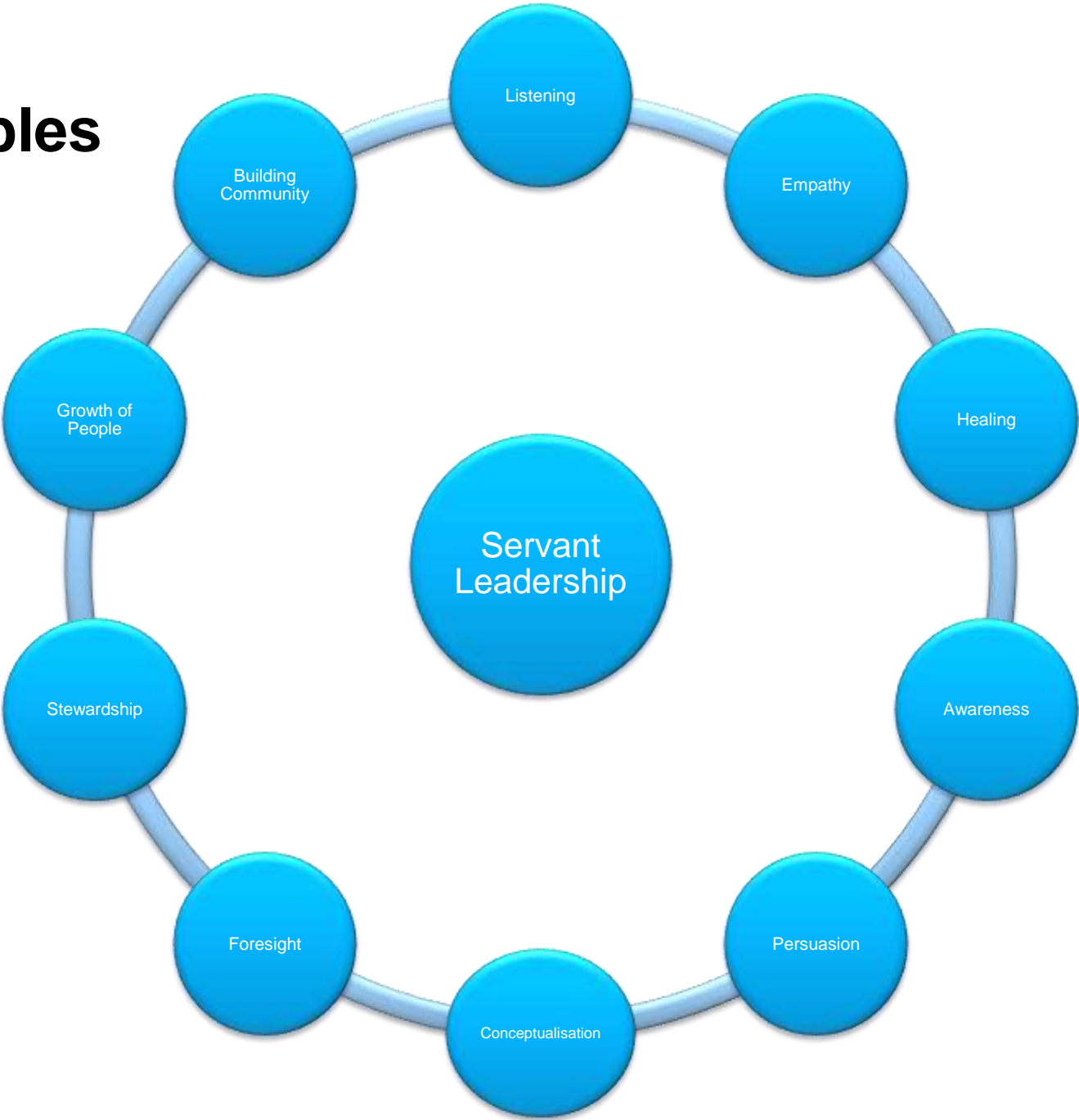
“The servant-leader serves *first*.

Then conscious choice brings one to aspire to lead.

A servant-leader focuses primarily on the growth and well-being of people and the communities to which they belong.

The servant-leader shares power, puts the needs of others first and helps people perform as highly as possible.”

# 10 Principles



# Ken Blanchard



Author of “The One Minute Manager”

“I truly believe that Servant Leadership has never been more applicable to the world of leadership than it is today. Not only are people looking for a deeper purpose and meaning when they must meet the challenges of today’s changing world; they are also looking for principles and philosophies that actually work. Servant leadership works. Servant leadership is about getting people to a higher level by leading people at a higher level.”

# Stephen Covey

Author of “7 Habits of Highly Effective People”



“One of these fundamental, timeless principles is the idea of servant leadership, and I am convinced that it will continue to dramatically increase in its relevance....You’ve got to produce more for less, and with greater speed than you’ve ever done before. The only way you can do that in a sustained way is through the empowerment of people. And the only way you get empowerment is through high-trust cultures and through the empowerment philosophy that turns bosses into servants and coaches...”

“Leaders are learning that this kind of empowerment, which is what servant leadership represents, is one of the key principles that, based on practice, not talk, will be the deciding point between an organization’s enduring success or its eventual extinction.”

# Application @ ELC

- regular staff meetings
- water cooler conversations
- ‘yes’ & ‘what do you need?’
- individual and team training & development plans
- input into each other’s work
- staff involved in short and long term service planning
- annual staff appraisals
- staff involved in all significant organisational decisions
- staff directed social events

# Strengths

- all round development of employees
- empowerment
- inspires & generates creativity
- teamwork & relationship building
- ownership of work & organisation
- better outcomes for clients
- value & worth
- professional & personal development
- commitment & loyalty



# Weakness

- soft approach & not useful in competitive environment
- accountability & responsibility dilution
- lack of employee discipline
- conflict between confidentiality vs openness
- restricts response to crisis
- doesn't respond to market pressures
- aligning individual goals with organisational goals
- employees want/need to keep personal life separate from work life

***Facilitate what is necessary  
for staff and volunteers to  
enjoy meaningful, effective  
and sustainable work***