

## Servant Leader

**Servant leadership** is both a leadership philosophy and set of leadership practices. The phrase “servant leadership” was coined by Robert K. Greenleaf in "The Servant as Leader", in 1970 essay. In that essay, Greenleaf iterated:

*The servant-leader is servant first... It begins with the natural feeling that one wants to serve, to serve first. Then conscious choice brings one to aspire to lead. That person is sharply different from one who is leader first; perhaps because of the need to assuage an unusual power drive or to acquire material possessions...The leader-first and the servant-first are two extreme types. Between them there are shadings and blends that are part of the infinite variety of human nature.*

*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? And, what is the effect on the least privileged in society? Will they benefit or at least not be further deprived?*

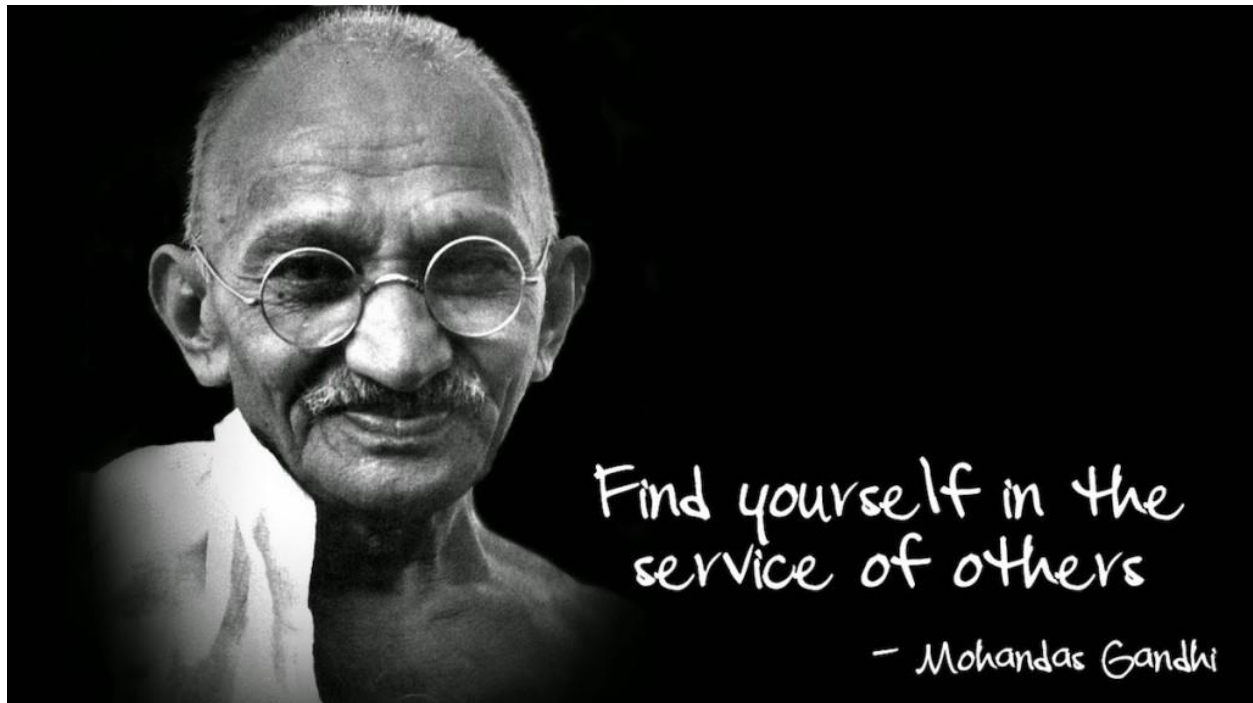
Servant leadership is an ancient philosophy iterated by several Indian and Chinese philosophers and teachers.

In the 4th century BCE India, **Chanakya** wrote in **Arthashastra**:

- The king [leader] shall consider as good, not what pleases himself but what pleases his subjects [followers]
- The king [leader] is a paid servant and enjoys the resources of the state together with the people

**Lao-Tzu**, who lived in China sometime between 570 BCE and 490 BCE:

- The highest type of ruler is one of whose existence the people are barely aware.
- Next comes one whom they love and praise.
- Next comes one whom they fear.
- Next comes one whom they despise and defy.
- When you are lacking in faith, others will be unfaithful to you.
- The Sage is self-effacing and scanty of words.
- When his task is accomplished and things have been completed, All the people say, 'We ourselves have achieved it!'



The ten most important characteristics of servant leaders:

1. Good listener and observer
2. Values diverse opinions
3. Cultivates culture of trust
4. Being empathetic in outlook
5. Have long term view, foresight
6. Commitment to the growth of people
7. Building community
8. Persuasive in nature
9. Followers first, stewardship
10. Self-awareness

Every leadership style has its +ves and -ves. Servant Leadership style has its own

### Positives

- It is a long-term concept to life and work and therefore has the potential to influence the society in a positive way.
- The exemplary treatment of employees leads to an excellent treatment of customers by employees of the company and a high loyalty of the customers.
- There is high employee identification with the enterprise.
- An excellent corporate culture is developed.

- Leaders of a company define themselves by their significance to the people.
- Servant leadership can be used as a principle to improve the return on investment of staff, in all economic sectors. Managers who empower and respect their staff get better performance in return.
- It promotes open communication & group problem solving

### Negatives

- It is seen as a long-term application and therefore needs time for applying.
- Servant leadership assumes low level of control over team.

