Who should attend?

Individuals in leadership positions who wish to positively impact the people they serve

Instructional techniques:

All training programs are highly interactive and use a variety of instructional tools, including case studies, use of “real-time” workplace challenges, interactive discussions, role playing, writing exercises, team building games and exercises, videos, and question and answer periods.

The Community of Practice approach begins with a cohort of leaders, who after receiving the initial servant leadership introduction presentation, commit themselves to servant leadership behaviors by forming a community of practice, expanding the number of leaders involved and bringing about gradual behavioral change in the organization.

The Lunch and Learn program is the heart of this approach. Members of the community of practice facilitate one-hour presentations on each servant leadership behavior, first to each other and then to the next group of leaders, who learn the same material. This process can then be duplicated for each group of interested leaders.

Since customers’ internal resources are used to facilitate these Lunch and Learns, SLI is available to provide coaching at any time during the delivery of the sessions.
Learning Outcomes

• Understand the definition of servant leadership, the qualities of a servant leader and why it matters.

• Learn the behaviors necessary to practice servant leadership and the outcomes of practicing this type of leadership.

• Gain an understanding of the definition of each behavior and how they are practiced.

• Examine the relationship between personal and organizational values.

• Examine the business rationale for cultural change.

• Learn how to handle challenging situations and difficult conversations using servant leadership behaviors.