This is our primary path of entry into your journey with servant leadership. These sessions can be done on consecutive days or at paced intervals; we recommend no longer than one month apart.

**The First Session** consists of an introduction to servant leadership, defining what it is and is not. You will compare and contrast the power model of leadership with servant leadership and look at the business case for servant leadership. You will also begin the exploration of nine specific servant leadership behaviors that when practiced will bring about organizational change. An assessment of servant leadership behaviors in your organization is
The Second Session will continue with an in-depth study of servant leader behaviors, incorporating study of key areas such as determining values and navigating difficult conversations. Any further work necessary as a result of the assessment done in session one will be addressed as well.

The Third Session will continue the study of servant leader behaviors, starting from where session two ended. You will focus on the team building skills necessary for the successful integration of servant leadership attitudes and behaviors within the organization to increase positive business results and enhance employee engagement.

**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 values and organizational values.
- Examine the business rationale for cultural change.
• Discover how to handle challenging situations and difficult conversations using servant leadership behaviors.

• Learn about best practice tools that can be employed to enhance team effectiveness and drive positive business results through:
  ○ GRP (Goals, Roles, Process)
  ○ Team Requirements
  ○ 7 Elements of Effective Teams
  ○ Ground Rules
  ○ Decision Strategies