



Servant Leadership

Category:
Leadership

Course Prerequisite:
None

Course Length:
4 hours

Materials:
Included (digital only)

Cancellation Policy:
Less than 14 days, 50% non-refundable, less than 7 days 100% non-refundable

Minimum Number of Students:
4

Maximum Number of Students:
15

Delivery:
vILT or cILT
(virtual or classroom)

Pre-work:
None

Far too often people are promoted into leadership positions without the proper training. Just because an employee is a good *'worker'* doesn't mean he or she will automatically be a great *'leader'* of others! Being a leader is an entirely different job with an entirely different set of skills and competencies.

Leaders are also not born proficient; there is a substantial amount of learning and experience that is needed to be successful. The goal of this training is to accelerate the learning curve. This course teaches participants the techniques and methodologies of Servant Leadership, specifically how to serve employees, instead of expecting them to serve you! Immediately after the training, attendees will begin to show up every day and intentionally deliver what employees need and want.

The course covers the four elements of servant leadership. They include flexibility, empathy, stewardship, and listening.

Understanding and delivering these wants and needs will gain respect, credibility, trust, commitment, and support from those being served (the direct reports). When employees have their wants and needs met, they become more willing to support and deliver the work expectations and results at the highest level.

Course Topics:

- Definition of Servant Leadership
- Empathy
- What Do Employees Want?
- Maslow's Hierarchy of Needs
- Servant Leadership
- How People Are Different & What Needs To Change?
- How to Intentionally Deliver What Employees Want and Need
- Active and Reflective Listening