

SERVANT LEADERSHIP



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TRAINING CENTER



Introduction

Servant Leadership Training Course prepares leaders to put the growth and wellbeing of their people first, and to achieve results through that commitment. Participants examine the principles of servant leadership, learn how to shift from control to support, and practise the habits that build trust and capability. The program combines leadership theory with practical work on listening, coaching, and empowerment. As a result, learners gain a leadership approach that raises engagement and performance together. Furthermore, the course strengthens empathy, delegation, and ethical judgement in daily leadership decisions.

Servant Leadership Course Objectives

- Apply Robert Greenleaf's servant leadership principles and the ten characteristics of the servant leader.
- Apply the Spears model of servant leadership characteristics: listening, empathy, healing, awareness, persuasion, conceptualization, foresight, stewardship, commitment to growth, and building community.
- Use Level 5 Leadership (Jim Collins) concepts to combine humility with resolve.
- Shift leadership style from control to support using situational leadership (Hersey-Blanchard).
- Practise deep listening and empathetic communication in one-to-one settings.
- Coach team members using the GROW model and powerful questioning.
- Delegate with clear outcomes, authority, and developmental intent.
- Give developmental feedback with the SBI (Situation-Behaviour-Impact) model.
- Build psychological safety and inclusive team environments.
- Model ethical stewardship and long-term responsibility for people and resources.



Course Methodology

- Interactive sessions built on real servant leadership examples.
- Reflective exercises on personal leadership motives and habits.
- Paired coaching practice using the GROW model and active listening.
- Group work on delegation, empowerment, and team development plans.
- Simulation of one-to-one conversations and team support scenarios.
- Facilitator coaching and peer feedback on personal leadership practice.

Who Should Take This Course

- Team leaders, supervisors, and first-line managers.
- Middle and senior managers developing people-centred practice.
- HR and organizational development professionals.
- Coaches, mentors, and internal facilitators.
- Public sector and NGO leaders with service mandates.
- Professionals preparing for people leadership responsibility.

Servant Leadership Course Outlines

Day 1: Foundations of Servant Leadership

- Robert Greenleaf's servant leadership concept and origins.
- The ten characteristics of the servant leader (Spears model).
- Servant leadership versus traditional and transactional leadership.
- Dispelling myths: service is not weakness or indecision.
- Level 5 Leadership (Jim Collins): humility plus professional will.

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- Personal leadership motives and intention setting.
- Case study: a leader who served the team to results.

Day 2: Listening, Empathy, and Awareness

- Levels of listening and the discipline of deep listening.
- Empathetic communication and reading unspoken signals.
- Emotional intelligence and self-awareness in leadership.
- The Johari Window for self-understanding and feedback.
- Awareness of bias, assumptions, and personal triggers.
- Building trust through consistency and integrity.
- Exercise: a structured listening and empathy practice.

Day 3: Coaching, Growth, and Empowerment

- The GROW model for coaching conversations.
- Powerful questioning and reflective listening techniques.
- Identifying development needs and growth opportunities.
- Delegation with clear outcomes, authority, and support.
- Stretch assignments and capability building.
- The SBI (Situation-Behaviour-Impact) feedback model.
- Workshop: coaching a team member toward growth.

Day 4: Team Culture, Safety, and Community

- Psychological safety and its effect on performance.
- Inclusive team practices and belonging.
- Building community and shared purpose in teams.



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- Situational leadership (Hersey-Blanchard) and adapting support.
- Managing conflict with a service and fairness mindset.
- Recognition, appreciation, and intrinsic motivation.
- Simulation: supporting a struggling team member.

Day 5: Stewardship, Ethics, and Sustainable Leadership

- Stewardship: responsibility for people, resources, and results.
- Ethical decision-making and moral courage in leadership.
- Foresight and long-term thinking in people decisions.
- Balancing service with accountability and performance.
- Preventing burnout in yourself and your team.
- Building a personal servant leadership development plan.
- Capstone: presenting a servant leadership action plan.

Conclusion

By successfully completing Servant Leadership, participants will gain a practical understanding of how to lead by serving the growth of their people while still delivering results. They will acquire skills in deep listening, empathetic communication, coaching, delegation, and ethical stewardship that build lasting trust. Gentex Training Center designs the program to help leaders create teams that feel supported, capable, and committed.

FAQs





Q1 What is the "Servant Leadership" course about?

It explores a leadership approach that puts people's growth first and reaches results through that commitment. The course covers Greenleaf's principles, listening and empathy, coaching and empowerment, psychological safety, and ethical stewardship in everyday leadership practice.

Q2 What are the key benefits of the "Servant Leadership" course?

You gain a leadership style that raises engagement and performance together. The course improves trust and retention, strengthens coaching and delegation skills, reduces unnecessary control and burnout, and helps you build teams that take ownership rather than wait for instruction.

Q3 What skills will I gain from the "Servant Leadership" course?

You will develop four core skills: deep listening and empathetic communication, coaching and people development, delegation and empowerment, and ethical stewardship with team culture building.

Q4 What tools, methods, or standards are covered in the "Servant Leadership" course?

The course covers Robert Greenleaf's servant leadership principles, the Spears ten characteristics model, Level 5 Leadership, situational leadership (Hersey-Blanchard), emotional intelligence concepts, the Johari Window, the GROW coaching model, the SBI feedback model, and psychological safety practices.



Q5 How is the "Servant Leadership" course applied in real-world practice?

Participants apply it to real situations such as supporting a struggling team member, delegating a stretch project, running a development conversation, and rebuilding trust after a difficult period. The same practices support team development plans, engagement improvement, and retention efforts.