



2022 NSCA *NATIONAL* CONFERENCE

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#NSCACon22

› *KNOWLEDGE*
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SERVANT LEADERSHIP:

Impactful Leadership For Successful Trainers, Coaches, & Business Owners

Presented By:

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CONFLICT OF INTEREST STATEMENT:

I have no actual or potential conflict of interest in relation to this presentation.



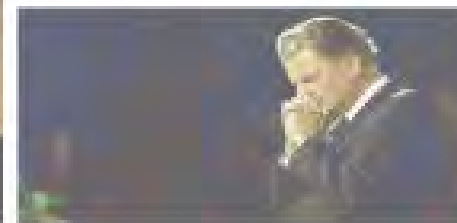
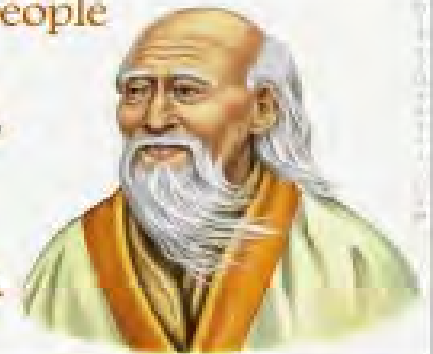
**“Good leaders must first
become good servants.”**
Robert K. Greenleaf

SERVANT LEADERSHIP THEORY



A leader is best when people barely know he exists, when his work is done, his aim fulfilled, they will say: we did it ourselves.

~Lao Tzu





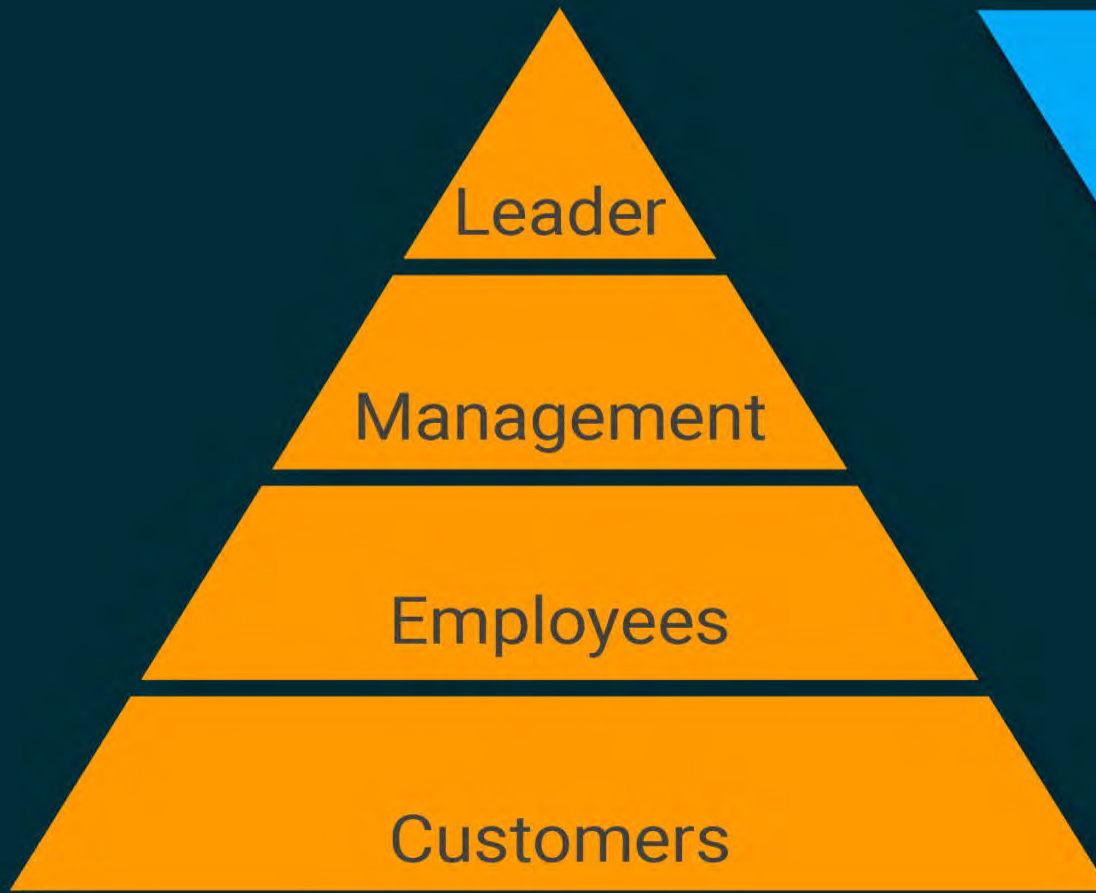
CONS of Servant Leadership

- The leader may have a narrow understanding of “Service”.
- Dependent on the leader’s and team-members morals, no room for EGO.
- Adopting this type of leadership may require difficult cultural change and is time-consuming.
- Staff may have responsibilities that are beyond their capability.
- Few leaders are familiar with this type of leadership.

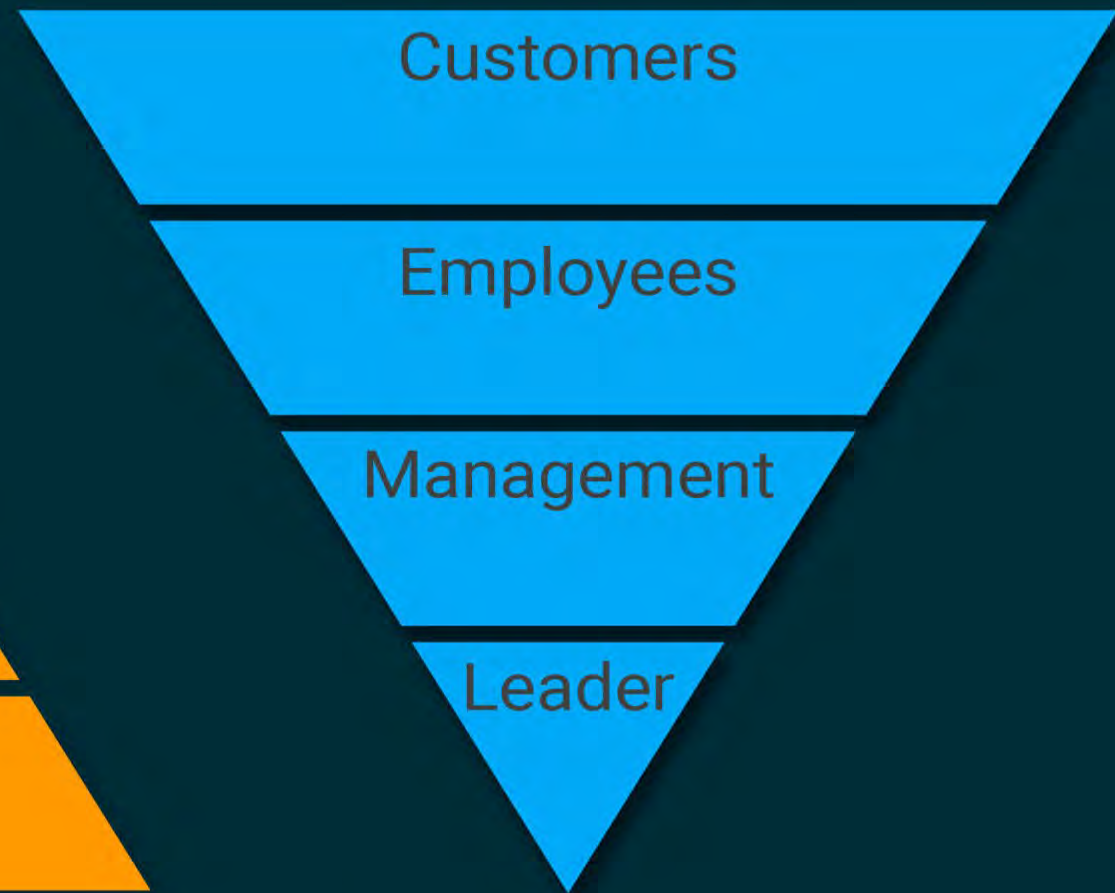


**A SIGN OF A
GOOD LEADER IS
NOT HOW MANY
FOLLOWERS
YOU HAVE
BUT HOW MANY
LEADERS YOU
CREATE**

Mahatma Gandhi



Traditional Leader



Servant Leader

Pros of Servant Leadership

- There is a shared vision and greater trust.
- Individuals advance in a supportive environment.
- Higher morale and lower turnover.
- Higher productivity.
- Better department culture.
- Leaders earn the respect of others.



LISTENING

EMPATHY

HEALING

AWARENESS

PERSUASION

CONCEPT-
ULISATION

FORESIGHT

STEWARDSHIP

COMMITMENT
TO THE
GROWTH OF
PEOPLE

BUILDING
COMMUNITY

10 PRINCIPLES OF SERVANT LEADERSHIP

JONATHANSANDLING.COM

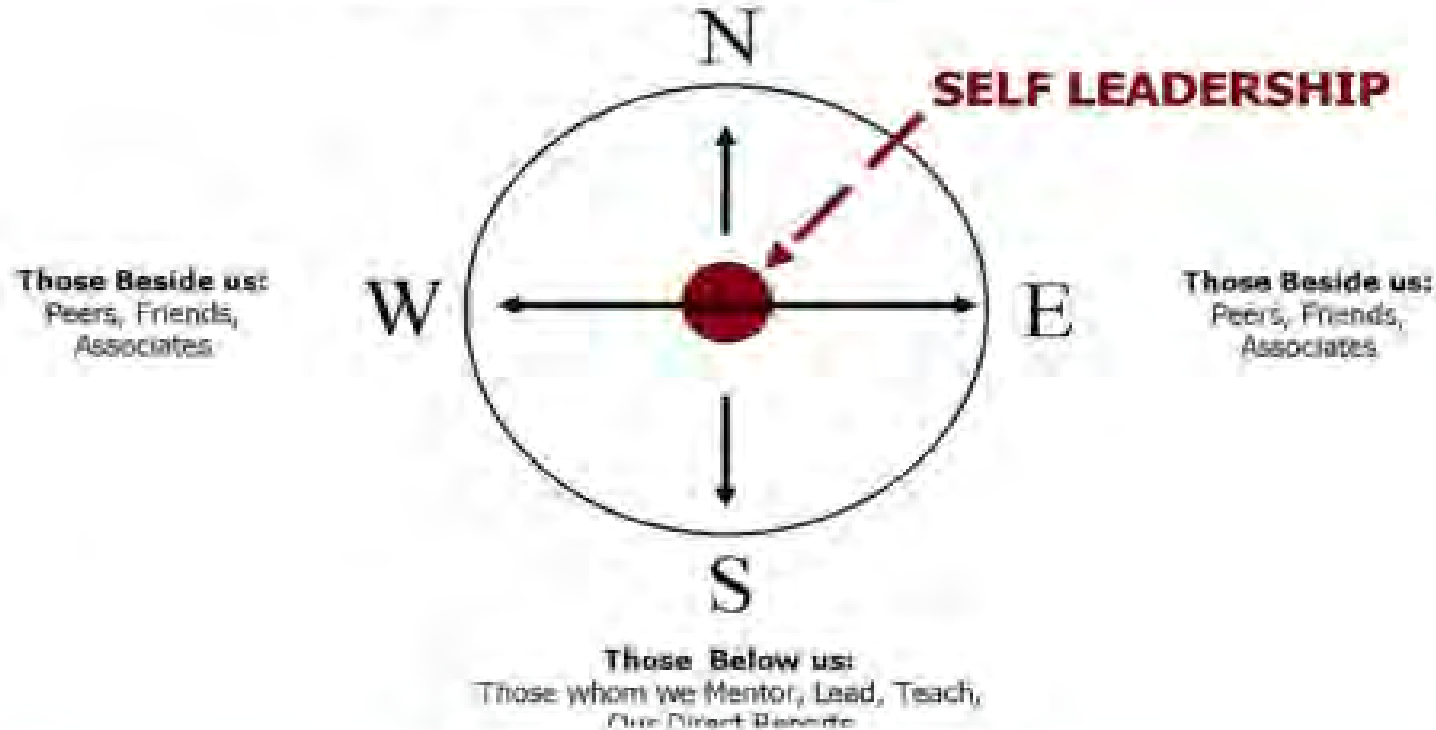
Category 1: Position

Stewardship

Persuasion

The Leadership Compass

Those Above us:
Other Leaders, Mentors, Supervisors, Owners, Customers



Leadership
Compass

Category 2: Permission

Empathy

Listening

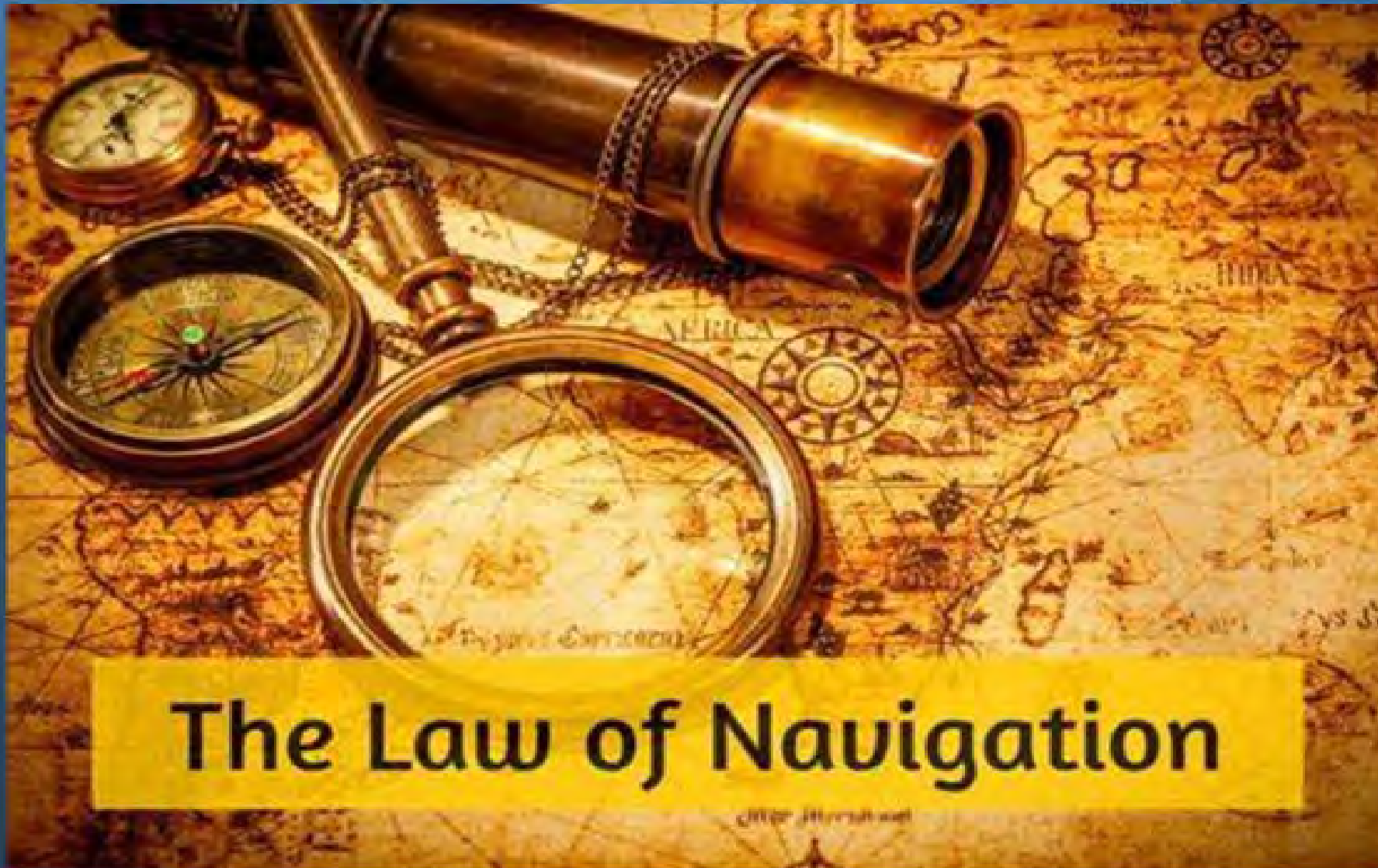
Building Community

Category 3: Production

Foresight

Conceptualization

Healing/Rebounding



The Law of Navigation

Category 4: Reproduction

Awareness

Growth of your
People

Law of the Lid

**Your leadership ability
always determines
your effectiveness and
potential impact on
your fire department.**

**To reach the highest
level of effectiveness,
you must raise your
leadership lid.**



Servant Leadership Principles

5 Levels of Leadership

Category 4

Awareness,
Growth of Your People

LEVEL 4

(PEOPLE DEVELOPMENT)
"REPRODUCTION"

Category 3

Healing/Rebounding,
Conceptualization, Foresight

LEVEL 3

(PRODUCTION LEADERSHIP)
"RESULTS"

Category 2

Empathy, Listening,
Building Community

LEVEL 2

(PERMISSION LEADERSHIP)
"RELATIONSHIP"

Category 1

Stewardship,
Persuasion

LEVEL 1

(POSITIONAL LEADERSHIP)
"Rights"

THE 5 LEVELS OF LEADERSHIP



Maslow's Hierarchy of Needs

5 Levels of Leadership

SELF ACTUALIZATION

Achieving one's full potential

LEVEL 4

(PEOPLE DEVELOPMENT)
"REPRODUCTION"

ESTEEM NEEDS

Prestige and feeling of
accomplishment

LEVEL 3

(PRODUCTION LEADERSHIP)
"RESULTS"

BELONGINGNESS AND LOVE NEEDS

Intimate relationships, friends,
connection with others

LEVEL 2

(PERMISSION LEADERSHIP)
"RELATIONSHIP"

SAFETY NEEDS

Security, safety

LEVEL 1

(POSITIONAL LEADERSHIP)

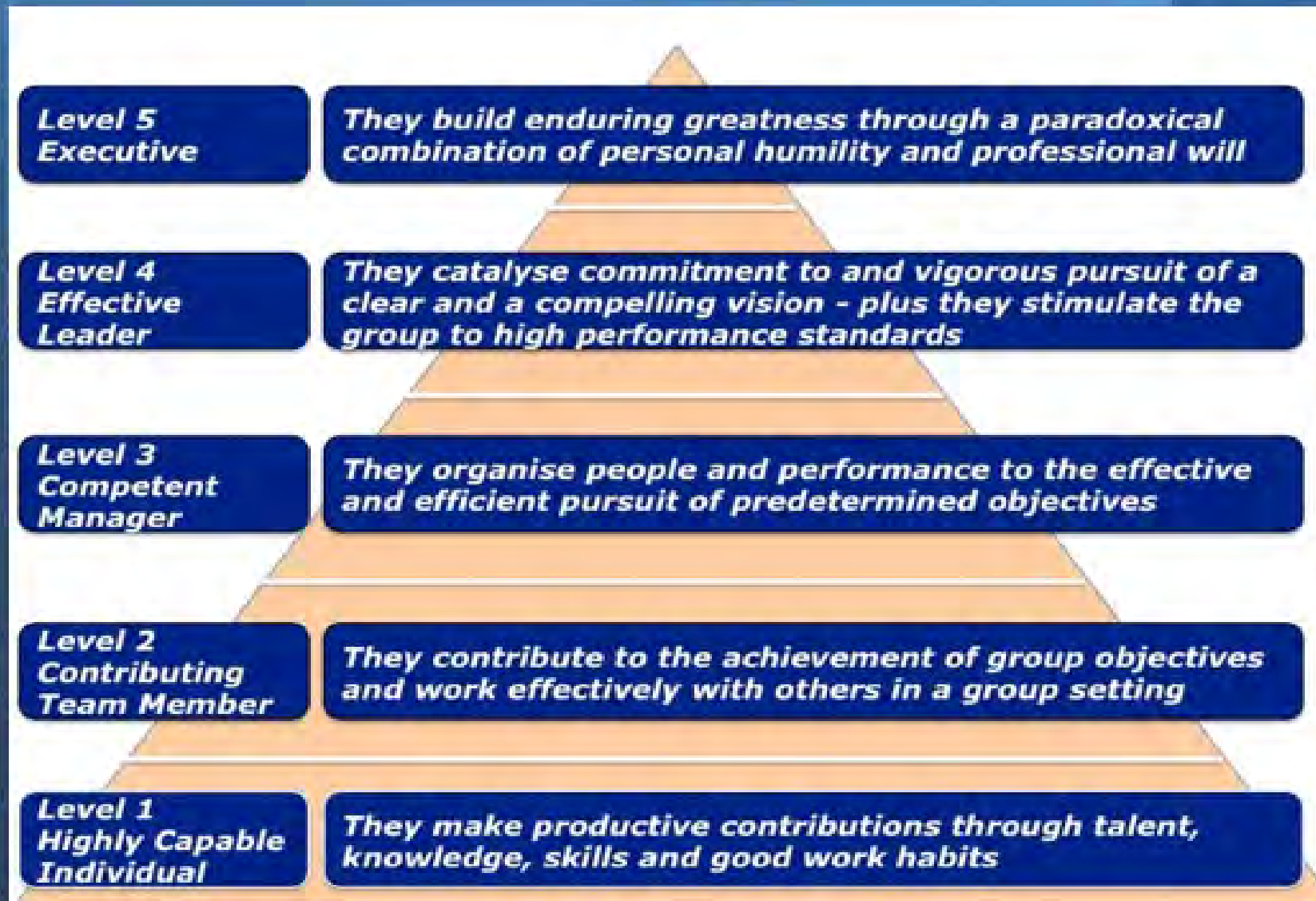
PHYSIOLOGICAL NEEDS

food, water, warmth, rest

"RIGHTS"

Level 5 Leadership





THANK YOU



Dr. Benjamin Wax, Mississippi State University
Servant Leadership

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