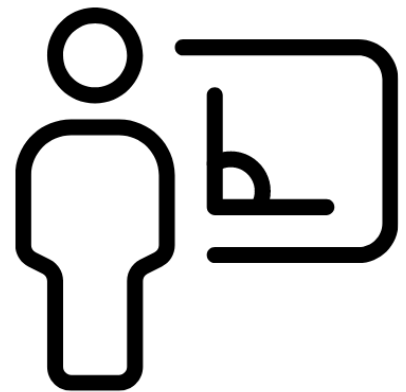


# Instructors Guide



On the following pages is a sample module from our Instructor Guide. It provides the instructor with a copy of the material and a Lesson Plans box.

The key benefit for the trainer is the Lesson Plan box. It provides a standardized set of tools to assist the instructor for each lesson. The Lesson Plan box gives an estimated time to complete the lesson, any materials that are needed for the lesson, recommended activities, and additional points to assist in delivering the lessons such as Stories to Share and Delivery Tips.



*When you become a leader, success is all about growing others.*

**Jack Welch**

## Module Two: What is Servant Leadership?



Servant leadership is a business philosophy that emphasizes that a leader, be it a manager or supervisor, focuses on the growth and development of their employees and promotes employee success. By doing so, the leader succeeds when their employees do. In a business team, servant leadership can not only help employees achieve and grow, but it can also benefit their leaders and the company as a whole.

### A Desire to Serve



It is a leader's responsibility to guide their followers. To become a better leader, it's not enough just to take the wheel and steer – you must also be willing to serve your followers and assist them on their own journey. A servant leader should have a desire to serve their employees, which means getting to know them on a personal level, and supporting them through challenging times. Take the time to assist in their growth and help them work toward achieving their goals. Don't be afraid to give of yourself in the processes and become part of their evolution.

<b>Estimated Time</b>	<b>8 minutes</b>
<b>Topic Objective</b>	Review the meaning of a desire to serve.
<b>Topic Summary</b>	<b>A Desire to Serve</b> Discuss the meaning of serving others.
<b>Materials Required</b>	<b>Flipboard/Dry erase board, markers</b>

<b>Planning Checklist</b>	None
<b>Recommended Activity</b>	Discuss what it means to have a desire to serve. Offer terms and definitions for anyone unfamiliar. Ask the group to give their opinions about what servant leadership means. Write some of their answers on the board.
<b>Stories to Share</b>	Share any personal, relevant stories.
<b>Delivery Tips</b>	Encourage everyone to participate.
<b>Review Questions</b>	Why should a servant leader want to serve their employees?

## Share the Power



A leader often has a sense of power and superiority. A servant leader does not reserve this power for themselves; they learn to share it with their team. Employees under a servant leader share that sense of empowerment, and are secure in their place on the team, and in their own abilities. Sharing the power allows employees to feel that their contributions matter and their input is valued.

Share the power by:

- Delegating
- Asking employee opinions
- Working together on challenges or projects
- Taking a census, when possible

<b>Estimated Time</b>	<b>7 minutes</b>
<b>Topic Objective</b>	Review the meaning of sharing the power.
<b>Topic Summary</b>	<b>Knowing to Share the Power</b> Discuss what it means to share the power with your employees.
<b>Materials Required</b>	<b>Flipboard/Dry erase board, markers</b>
<b>Planning Checklist</b>	None
<b>Recommended Activity</b>	Discuss what it means to share the power. Ask the group if they think sharing the power is more or less like a leader. Why or why not? Write

	some of their answers on the board.
<b>Stories to Share</b>	Share any personal, relevant stories.
<b>Delivery Tips</b>	Encourage everyone to participate.
<b>Review Questions</b>	Why is it important for leaders to share the power?

## Putting Others First



One of the main principles of servant leadership is the act of putting other's needs ahead of your own. As a leader, we can sometimes think in the 'ME' mentality, and focus on our own agenda and needs, but in servant leadership, the leader focuses on the current needs and wants of their employees, and help them become successful. A leader should strive to develop relationships and even friendships with their employees and deliver feedback when necessary. They must be able to set their own ego aside and realize that without their team

of employees, no one can be successful.

<b>Estimated Time</b>	<b>8 minutes</b>
<b>Topic Objective</b>	Review the importance of putting other people first.
<b>Topic Summary</b>	<b>Putting Others First</b> Discuss how a servant leader can put their employees before themselves.
<b>Materials Required</b>	<b>Flipboard/Dry erase board, markers</b>
<b>Planning Checklist</b>	None
<b>Recommended Activity</b>	Discuss what it means to put others first and how that contrasts to what a typical leader does. How does putting others first make us a better leader? Write some of their answers on the board.
<b>Stories to Share</b>	Share any personal, relevant stories.
<b>Delivery Tips</b>	Encourage everyone to participate.
<b>Review Questions</b>	How can a leader work to put their employees first?

## Helping Employees Grow



Once again, as a leader, we can focus on our own goals, responsibilities and even our own challenges. But as a servant leader, the needs of the employee should come first, and the main goal should be to help them succeed and grow within the company. A good leader knows that a chain is only as strong as its weakest link, so everyone benefits when every employee is encouraged, mentored and motivated. Sometimes, this may mean you'll have to share in successes as well as failures, but every goal set and achieved together is another stepping stone for the employee and helps them work toward their ultimate target.

Help employees grow by:

- Encourage goals
- Give feedback when necessary
- Listen to their questions and requests
- Offer help but don't complete things for them

<b>Estimated Time</b>	<b>7 minutes</b>
<b>Topic Objective</b>	Review ways of helping employees grow at their job.
<b>Topic Summary</b>	<b>Helping Employees Grow</b> Discuss how it is beneficial for leaders to help their employees grow.
<b>Materials Required</b>	<b>Flipboard/Dry erase board, markers</b>
<b>Planning Checklist</b>	None
<b>Recommended Activity</b>	Discuss why it is important to help our employees grow and how that can affect us as leaders. How does helping our employees grow make us a better leader? Write some of their answers on the board.
<b>Stories to Share</b>	Share any personal, relevant stories.
<b>Delivery Tips</b>	Encourage everyone to participate.
<b>Review Questions</b>	Why does employee growth affect leadership?

## Practical Illustration



Brandon and Amy are both managers in their department. They recently had a meeting with administration regarding the adaptation of servant leadership in the departments.

“I’m not sure I know what that means,” said Amy.

Brandon told her it starts with wanting to serve the team, like their employees.

“Meaning we should put their needs first?” said Amy.

“Something like that,” Brandon answered.

Amy and Brandon discussed ways they would learn to focus on their employees more, such as knowing when to let employees help with decisions and when to step in to help them with a challenge. They both started to realize that servant leadership is about focusing on the employee and helping them succeed – which in turn will help them succeed. Together, Brandon and Amy began to make a plan for each of their departments that would begin to allow employees to make goals and allow leadership to help with them, as well as create guidelines for employees to begin working with their managers on major projects.

## Module Two: Review Questions

1.) What is one way a leader can serve their employee?

- a) Offer to help with their challenges
- b) Offer to transfer them to another department
- c) Give them a paid day off
- d) Give them a raise

Servant leadership focuses on the desire to serve the employee. Leaders can help serve their employees by offering their help and assistance with the employee's challenges or problems.

2.) Servant leaders must have the \_\_\_\_\_ to serve their employees?

- a) Obligation
- b) Desire
- c) Responsibility
- d) Indifference

Servant leadership is based on the desire for a leader to serve their employees. If the leader does not have the desire, but instead feels as though they are obligated or forced to care, they will not be successful.

3.) When a leader shares the power, it can make the employees feel what?

- a) Ignored
- b) Valued
- c) Pressured
- d) Overworked

When a leader is able to share the power with their employees, it can make the employees feel more empowered and valued in their job. It makes the employees feel as though they are part of the team.

4.) What is one way a leader can share the power?

- a) Give more time off
- b) Offer Incentives
- c) Deliver constructive criticism
- d) Delegate tasks

One way a leader can share the power with their employees is to delegate tasks for them to complete. It shows the leader has trust in their abilities and that they can take part in the work.

5.) A leader should focus on the \_\_\_\_\_ of their employees.

- a) Productivity
- b) Absences
- c) Goals
- d) Complaints

One part of being a servant leader is focusing on the employee's goals and challenges. By focusing on the employee's goals, the leader shows they are able to put their employees first and put their needs first.

6.) A leader should strive to develop what with their employees?

- a) Personal relationships
- b) Productivity goals
- c) Discipline policy
- d) Communication rules

In order to put their employees first, a leader should strive to develop personal relationships with their employees. A leader should make themselves familiar with their team and know their goals, hopes and ambitions.

7.) Why should a leader help their employees grow?

- a) It makes them look good
- b) It benefits the whole team
- c) It causes employees to be more competitive
- d) It is part of their job requirement

When a leader encourages their employees and help them grow, they become more confident and successful. When employees work better, they work better together, which benefits the entire team.

8.) What is one way a leader can help their employees grow?

- a) Transfer them to another department
- b) Give feedback
- c) Give them more time off work
- d) Micromanage the team

A servant leader should want to help their employees grow in their job. One way a leader can do this is to give helpful feedback to the employee, both positive and negative, so the employee can learn from any mistake and build confidence from their achievements.



9.) Servant leadership focuses on the growth and development of \_\_\_\_\_.

- a) The company
- b) The manager
- c) Employees
- d) The public

Servant leadership is a business philosophy that emphasizes that a leader, be it a manager or supervisor, focuses on the growth and development of their employees and promotes employee success

10.) It is a leader's responsibility to guide their \_\_\_\_\_ on the right path.

- a) Business
- b) Followers
- c) Product
- d) Company

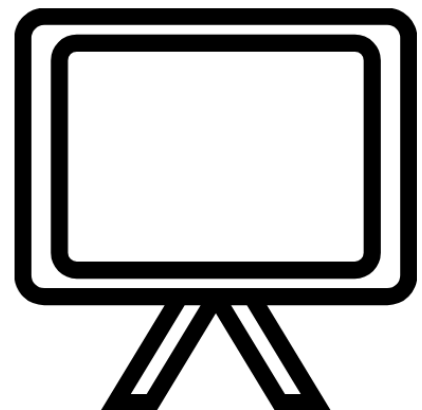
It is a leader's responsibility to guide their followers on the right path.

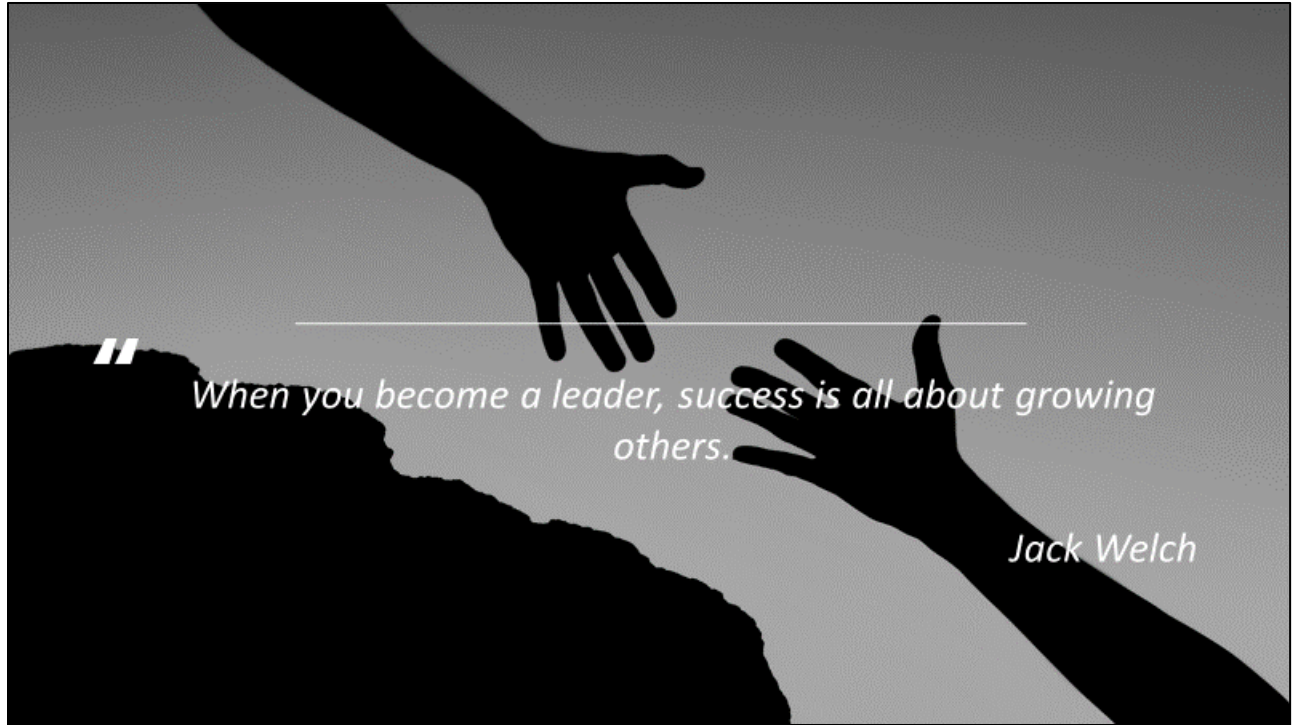
# PowerPoint Slides



Below you will find the PowerPoint sample. The slides are based on and created from the Instructor Guide.

PowerPoint slides are a great tool to use during the facilitation of the material; they help to focus on the important points of information presented during the training.





## MODULE TWO

# What is Servant Leadership?

Servant leadership is a business philosophy that emphasizes that a leader, be it a manager or supervisor, focuses on the growth and development of their employees and promotes employee success.



## A Desire to Serve

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Don't be afraid to give of yourself in the processes and become part of their evolution.

## Share the Power

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- Delegating
- Asking employee opinions
- Working together on challenges or projects





## Putting Others First

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A leader should strive to develop relationships and even friendships with their employees and deliver feedback when necessary.

## Helping Employees Grow

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- Encourage goals
- Give feedback when necessary
- Listen to their questions and requests



## Practical Illustration



- A Desire to Serve
- Share the Power
- Putting Others First
- Helping Employees Grow

## Module Two: Review Questions

1. What is one way a leader can serve their employee?

A. Offer to help with their challenges

B. Offer to transfer them to another department

C. Give them a paid day off

D. Give them a raise

# Quick Reference Sheets



Below is an example of our Quick Reference Sheets. They are used to provide the participants with a quick way to reference the material after the course has been completed. They can be customized by the trainer to provide the material deemed the most important. They are a way the participants can look back and reference the material at a later date. They are also very useful as a take-away from the workshop when branded. When a participant leaves with a Quick Reference Sheet it provides a great way to promote future business.



# Servant Leadership

## Quick Reference Sheet



### A Desire to Serve

It is a leader's responsibility to guide their followers. To become a better leader, it's not enough just to take the wheel and steer – you must also be willing to serve your followers and assist them on their own journey.

A servant leader should have a desire to serve their employees by getting to know them on a personal level, and supporting them through challenging times. Take the time to assist in their growth, and help them work toward achieving their goals. Don't be afraid to involve yourself in the processes and become part of their involvement.

### Share the Power

A leader often has a sense of power and superiority. A servant leader does not reserve this power for themselves; they learn to share it with their team. Employees under a servant leader share that sense of empowerment, and are secure in their place on the team, and in their own abilities. Sharing the power allows employees to feel that their contributions matter and their input is valued.

Share the power by:

Delegating



Asking employee opinions



Working together on challenges or projects



Taking a census, when possible





## Their Success is Your Success

This element of servant leadership is the easiest to comprehend: a leader knows that when their employees succeed, they succeed. A chain is only as strong as its weakest link, so if one link breaks, the whole chain falls apart. If every link is strong and capable, then the chain can withstand almost anything. A leader must work with their employees by coaching them, guiding them, offering advice and help, when needed, in order to meet deadlines, achieve goals and grow professionally. *There is no 'I' in team.*



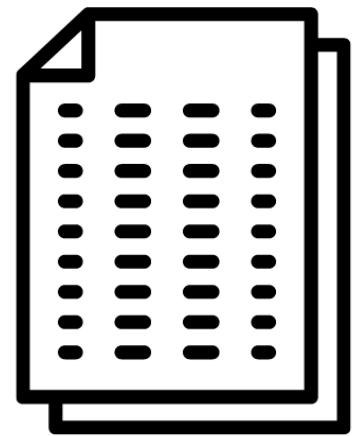
# Handouts



Each course is provided with a wide range of worksheets.

Worksheets help check your participants' understanding. If a lesson calls for a worksheet, it will be listed in the Lesson Plan box under Materials Required. All worksheets are customizable and can be found in the Appendix of the Instructor Guide and the Training Manual.

As a trainer, icebreakers give your participants the opportunity to get to know each other better or simply begin the training session on a positive note. Icebreakers promote collaboration, increase engagement, and make your training more light-hearted and fun. Below is an example from the Icebreakers folder.



# Icebreaker: Find the Leader

## PURPOSE

To help participants get to know each other.

## MATERIALS REQUIRED

Enough chairs for all participants minus one, arranged in a circle.

## ACTIVITY

Identify the person in the group whose birthday is closest to today's date. Identify that person as Spot and ask them to leave the room. Then, have the remaining participants choose a leader from the circle. Explain that when Spot returns to the room, they will have three guesses to name the leader. The group's job is to ensure that their leader stays a secret. Bring Spot back to the room and give him/her three chances to identify the leader. If they succeed, the leader will become the new Spot. If they fail, they will stay as Spot for another round.

## TIPS

1. This activity works best with a group of 10-20 participants.
2. No one should be Spot for more than three rounds.

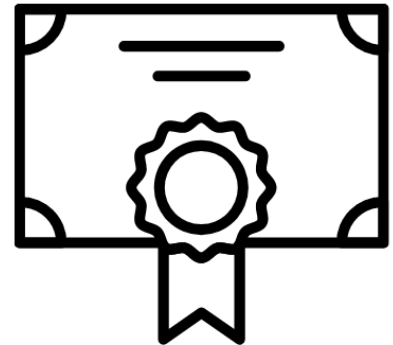
## DEBRIEFING POINTS

3. How did you keep the leader a secret?
4. How did Spot guess the leader?
5. How difficult was it to be Spot?
6. How difficult was it to be the leader?
7. What can we take away from this exercise?

# Certificate of Completion



Every course comes with a Certificate of Completion where the participants can be recognized for completing the course. It provides a record of their attendance and to be recognized for their participation in the workshop.



CERTIFICATE OF COMPLETION

**[Name]**

*Has mastered the course  
Servant Leadership*

Awarded this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_

Presenter Name and Title

\_\_\_\_\_