

Service-Based Leadership

“With Service-Based Leadership, the attitude and primary motivation of the leader is service to others—to members, to employees, to shareholders. This approach to leadership naturally creates relationships—the deep and abiding bonds that sustain the efforts of the club. This outward focus of the leader sets up a dynamic where:

- Employees are continually recognized.
- There is an open flow of ideas, opinions, and information.
- Initiative and risk are highly regarded.
- Problem discovery and solution is a focus.
- Every employee is treated as an individual.
- Problems are solved by listening to the employee.
- Presenting solutions is a focus.
- Merit is rewarded.
- The employee is the focus.

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SAMPLE

Ed Rehkopf, Leadership on the Line

Discussion Points: Service-Based Leadership is a particularly effective style of leadership for the service industry and this can be summed up by the following statement:

“Employees can only provide quality service if they are properly served by the leadership and example of their leaders.”

What things must leaders do to serve their employees?

Why are these things so critical to a leader?

Why is a leader's attitude so important?

What are the consequences of a leader's attitude?

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Take Away: To be an effective leader you must serve your employees by providing them the proper tools, training, resources, and daily support to do their jobs effectively.