Goals:
- To educate members on servant leadership
- To identify the 10 basic principles of servant leadership
- To promote discussion of how members can practice servant leadership

Room setup/materials needed:
- The space should be large enough for members to spread out and work in small groups, as well as come back together as a large group for a brief presentation
- 10 poster boards (or other large sheets of paper for members to write on) and markers
- A time-keeping device
- One note card per chapter member

Getting Started
Talking points are indicated with a callout bullet (○). Please use these as speaking guidelines, but be sure to jazz up the presentation with your own personality. Facilitation instructions are indicated with an arrow (→) and serve as hints you might find helpful when administering the material. Most importantly, have fun!

→ The Director Leadership or Vice President Operations should review the page at the end of the seminar — “Ten Principles of Servant Leadership” — and decide how to best present this information to the chapter. Ideas could include utilizing her committee or volunteers to read the ten principles or create a PowerPoint presentation.

→ Write one principle from the “Ten Principles of Servant Leadership” on each poster board. Members will use the poster board to write down examples of how they can display that principle of servant leadership in their daily lives.

→ (optional) Print ten copies of “Ten Principles of Servant Leadership,” so each group can refer to the definition as they brainstorm examples.

→ *If your chapter is too large to do this in small groups, consider the following facilitation option:* Read through the ten principles during your chapter meeting, and brainstorm examples of actions that exemplify each principle as a group. Or, ask members of your philanthropy committee to briefly present on one of the principles and give examples of actions that reflect it.

Instructions
→ Introduce the activity:

○ Today we are going to discuss 10 basic principles of servant leadership and how we can practice those as Pi Phis. This seminar will be two-part. First, we will learn about the 10 principles followed, and second we will engage in an interactive, small-group activity.
Servant Leadership is the basis of Pi Beta Phi’s Leadership Model, and an excellent way to help us put our values into action. Who can share a brief definition of what they think servant leadership means?

Servant Leadership is the ability to lead in service before one leads as a leader. The term was coined in 1970 by Robert Greenleaf, a former AT&T executive. He felt the need for a new kind of leadership model, one that puts serving the needs of those being led as the number one priority.

In Pi Beta Phi, servant leadership means working for the greater good of the chapter in order to:
• Enhance the personal growth of individual members
• Work toward the success of the chapter as a whole

Read through the handout “10 Principles of Servant Leadership,” calling on volunteers or your philanthropy committee to assist you.

Instruct members in the second part of the seminar.

Next, we are going to brainstorm how each of these principles would look in our everyday, real-life actions. We will break up into 10 groups, with each group being assigned one principle. You will have 10 minutes to brainstorm actions that reflect your assigned principle. Afterwards, your group will give a short, two to three minute presentation to the chapter about how we can all model this aspect of servant leadership in our daily lives as students, friends and servant leaders. Are there any questions?

Divide members into 10 groups, assigning each group one of the 10 basic principles. Have each group gather around their poster board.

After 10 minutes, instruct the members to return their attention to the front of the room. Help facilitate the shorter presentations by calling on groups to present, one by one.

Final Wrap-Up

After participants have finished presenting, ask them the following:

Which principle of servant leadership do you think will be the hardest to enact? The easiest?

Servant leadership is a perfect example of how we can live our values every day. When we practice servant leadership, we engage every single one of our Pi Phi core values. By seeking to understand our sisters’ needs first, and then act second, we can excel both as individuals and as a chapter. Not only will it help us during our time here at college, but a true understanding of servant leadership will help us stand out in future interviews, jobs and other leadership opportunities.

How many of you thought that this was a good seminar? What did you like or dislike about it?

Pass out a note card to each member

As we leave today, let’s each think of one principle that we’re going to try and focus on in our actions this week. Write it down on this note card, and put it in a prominent place where you’ll see it each day.

Thank members for coming and end the seminar.
After the seminar, consider hanging the posters in a prominent place within the chapter house/meeting place to remind members to practice servant leadership. At the following chapter meeting, consider recognizing members who you’ve observed going above and beyond in implementing servant leadership principles after the seminar with a certificate or small gift (candy, gift card, etc).

**Evaluation:** Don’t forget to help the Fraternity assess this program. The program facilitator, as well as a member of each class, should be asked to visit the *Leading with Values* pages on the website, www.pibetaphi.org/leadingwithvalues, to fill out a quick survey. Remember, the name of this seminar is **Servant Leadership 101**.

The chapter’s Vice President Member Experience should remember to record the presentation of this program in the chapter’s monthly regional report and in their Chapter Evaluation.
Ten Principles of Servant Leadership

 Listening: Traditionally, leaders have been valued for their communication and decision-making skills. Servant leaders reinforce these important skills by making a deep commitment to listening intently to others. Servant leaders seek to identify and clarify the will of a group. They listen actively and openly to what is being said and not said. A good motto to follow is “Seek first to understand, then to be understood.”

 Empathy: The servant leader strives to understand and empathize with others. People need to be accepted and recognized for their special and unique qualities. A servant leader assumes the good intentions of others and does not reject them as people, even while sometimes refusing to accept their behavior.

 Healing: Learning to heal is a powerful force for leadership and change. Many people have broken spirits and have suffered from a variety of emotional hurts. Although this is a part of being human, servant leaders recognize that they have an opportunity to “help make whole” those with whom they come in contact.

 Awareness: Being perceptive to both the verbal and nonverbal signals of the people around you is key to being a good servant leader. As mentioned earlier, servant leaders seek to identify the needs of the group, and then develop a plan to best serve them. By being aware, you’ll be better able to develop your understanding of their needs and thus find the best way to serve them.

 Persuasion: Another characteristic of servant leaders is reliance on persuasion, rather than on one’s positional authority in making decisions in an organization. The servant leader seeks to convince others, rather than to coerce compliance. This element offers one of the clearest distinctions between traditional authoritarian model and that of servant leadership. Servant leaders are effective at building consensus within groups.

 Conceptualization: Servant leaders are able to “dream great dreams.” The ability to look at a problem (or an organization) from a conceptualizing perspective means one must think beyond day-to-day realities. For many people, this is a characteristic that requires discipline and practice. Typically, we focus on the need to achieve short-term goals versus dreaming great dreams that take time to achieve.

 Foresight: Servant leaders understand lessons from the past, the realities of the present and the likely consequences of decisions they make. They use intuition and foresight in daily decision-making.

 Stewardship: Servant leaders view themselves as holding organizations they serve in trust for others. Servant leadership assumes first and foremost a commitment to serving the needs of others.

 Commitment to the Growth of People: Servant leaders are deeply committed to the personal growth of each and every individual in the organization. They demonstrate the ability to coach and be coached. They are receptive to feedback from others, and rather than become defensive, view it as a way to improve their service.

 Building Community: Servant leaders look for ways to build community among those within an organization through collaboration and consensus building.