

What is servant  
leadership, how does  
it benefit an  
organization



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Servant leadership is a philosophy which supports people who choose to serve first, and then lead as a way of expanding service to individuals and institutions. Servant leadership uses a practical and simple managerial approach for conducting business. Leaders excel at empowering task members or employees and letting them know what they do is important. Servant leadership is a principle that was formally coined by Robert Greenleaf.

It is a practical philosophy which supports people who choose to serve first, and then lead as a way of expanding service to individuals and institutions. The essential idea is that the leader serves the person he/she leads which implies that they are an end in themselves rather than a means to an organizational purpose or bottom line. [6] Servant-leadership encourages collaboration, trust, foresight, listening, and the ethical use of power and empowerment. Leaders find, understand, and share the knowledge. They are good communicators and motivators. They are good communicators and motivators.

A servant leader leads by example, learning by doing and prepares a work environment for functionality, practicality, and productivity. For authentic servant leaders, everyone has dignity. Everyone is a child of God. Everyone is the best in the world at something. Everyone deserves respect.

Everyone deserves to be elevated. Everyone deserves to be perfected, and servant leaders perfect those around them by investing in everyone and setting a benchmark example. According to Robert Greenleaf, “ The difference manifests itself in the care taken by the servant-first to make sure

that other people's highest priority needs are being served. The leaders do not issue orders in the office but go out of the office to communicate with employees directly and deal with affairs in time. They open the doors in order that the employees can come in to express their opinions at any moment.

Transform a company with morale problems into a great place to work. Servant-leadership departs from autocratic and hierarchical models. The servant leadership is called as the upside-down pyramid between leaders and employees. The leaders are in the bottom. The employees are in the middle of the pyramid.

The customers are the uppermost part forever. Leaders serve for employee. Employees serve for customers. It is a truth that customers are the boss.

The salary is not from the managers but from the customers. Better you serve customers, more money you get. Employees are the person who contact with customers directly so their emotion is important. Servant leaders devote themselves to serving the needs of organization members, and pay attention to meeting the needs of those they lead. So leaders must win the trust and respect of their team members and help people to understand the task and be smarter by serving to increase their self-confidence.

Employees are so happy that they can serve customers better. In WAL-MART, there is "our people makes uncommon" in employee's card. [2] Beside the names, you can not see post and rank. Building an au pair environment is the tenet in WAL-MART. Sam Walton believes WAL-MART does not need labor union because he pushes the faith that employees deserve prior attention.  
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[3] Servant Leadership is leadership the right way - a better way of being a manager and part of organizational life.

Servant leadership will produce fulfilling emotional, psychological, and spiritual rewards for everyone involved. It will enhance productivity, encourage creativity, and benefit the bottom line.