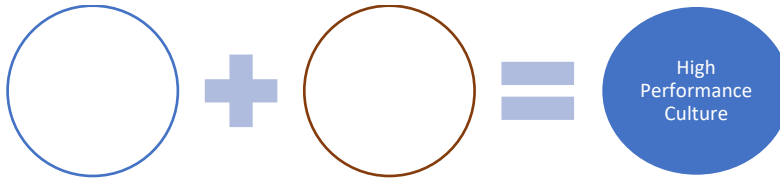


Worksheet for: Creating a High-Performance Culture using Servant Leadership

Equation for Creating a High-Performance Culture



What is a High-Performance Culture?

A high-performance culture can be defined as one in which everyone wants to continually improve on behalf of their customers and communities they serve. They strive to achieve lofty goals that require breakthrough thinking and actions.

Philosophies in a High-Performance Culture

What is Continuous Improvement?

Servant leadership is a leadership philosophy in which the main goal of the leader is to serve. This is different from traditional leadership where the leader's primary focus is the thriving of their company or organizations. A Servant Leader shares power, puts the needs of the employees first and helps people develop and perform as highly as possible. Servant leadership inverts the norm, which puts the customer service associates as a main priority.

Servant leaders seek to be servants first, to care for the needs of all others around them, in order to ensure growth of future leaders. They are causing the ones they serve to become healthier and wiser, guiding others toward self-improvement. Eventually, the served are driven to possess the traits of a servant leader as well, continuing the spread of the leadership style.

How Servant Leaders Make Others Feel

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Servant Leader Mindset

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Servant Leader Skillset

- Provide Clarity
- Coach Performance
- Coach Difficult Situations
- Listen to Understand
- Delegate & Empower
- Instill Collaboration
- Hold Individuals accountable in a Respect Manner

Next Steps

- 1.
- 2.
- 3.