

CHARACTERISTICS OF SERVANT-LEADERS

1. **Listening** - The leader has a deep commitment to listening intently to others. Listening also encompasses getting in touch with one's inner voice, and seeking to understand what one's body, spirit, and mind are communicating. Listening, coupled with regular periods of reflection, is essential to the growth of the servant-leader.
2. **Empathy** - The servant-leader strives to understand and empathize with others. People need to be accepted and recognized for their special and unique spirits.
3. **Healing** - Learning to heal is a powerful force for transformation and integration. One of the great strengths of servant-leadership is the potential for healing one's self and others.
4. **Awareness** - General awareness, and especially self-awareness, strengthens the servant-leader.
5. **Persuasion** - A servant-leader relies on persuasion, rather than using one's positional authority.
6. **Conceptualization** - Servant-leaders seek to nurture their abilities to "dream great dreams." The ability to look at a problem (or an organization) from a conceptualizing perspective means that one must think beyond day-to-day realities.
7. **Foresight** - The ability to understand lessons from the past, the realities of the present, and the likely consequence of a decision in the future.
8. **Stewardship** - Holding something in trust for another.
9. **Commitment to the growth of people** - The servant-leader is deeply committed to the growth of each individual within his or her institution.
10. **Building Community** - Among those who work within a given institution.