

Leading from the Heart: Servant Leadership

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February 25, 2020



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What does it mean to lead from the heart?

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A servant-leader focuses primarily on the growth and well-being of people and the communities to which they belong.

Robert K. Greenleaf

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The servant-leader shares power, puts the needs of others first and helps people develop and perform as highly as possible.

Robert K. Greenleaf

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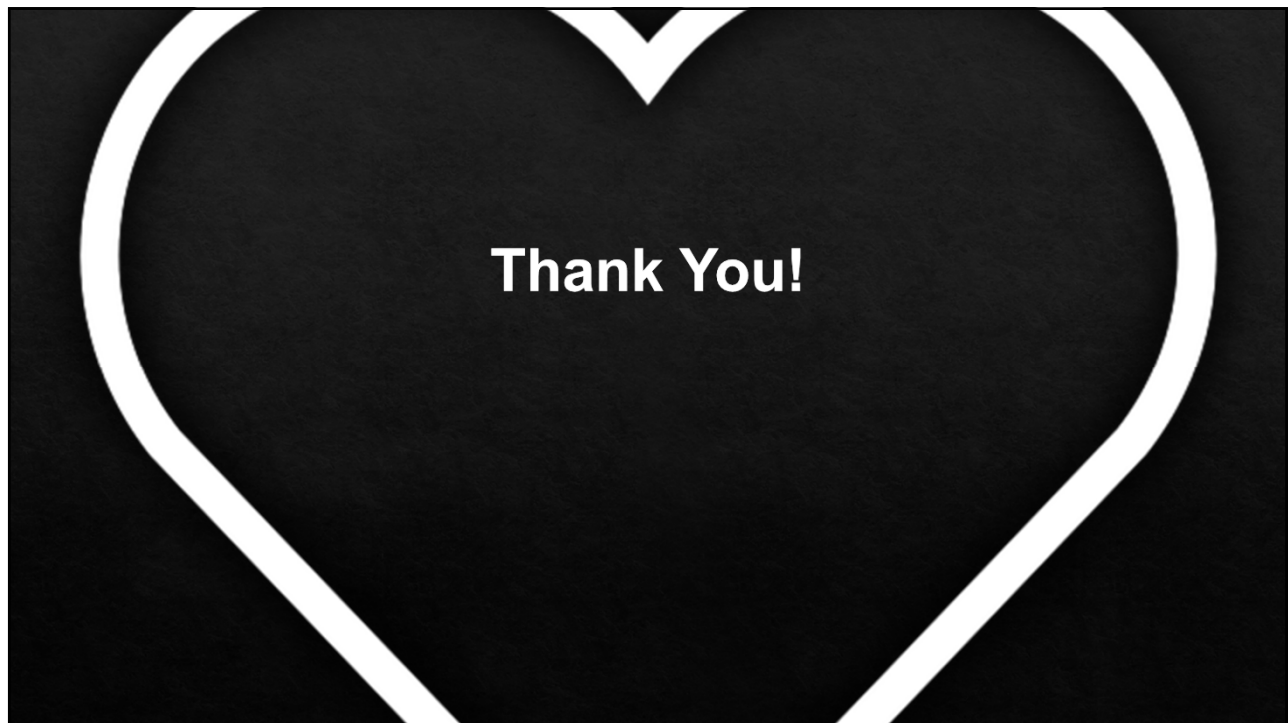
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Characteristic	Definition
Listening	Emphasizing the importance of communication and seeking to identify the will of the people
Empathy	Understanding others and accepting how and what they are
Healing	The ability to help make whole
Awareness	Being awake
Persuasion	Seeking to influence others relying on arguments not on positional power
Conceptualization	Thinking beyond the present day need and stretching it into a possible future
Foresight	Foreseeing outcomes of situations and working with intuition
Stewardship	Holding something in trust and serving the needs of others
Commitment to the growth of people	Nurturing the personal, professional, and spiritual growth of others
Building community	Emphasizing that local communities are essential in a person's life

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