



**THE**  
**CROSSROAD**  
*SERVANT LEADERSHIP*

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***REDEFINING EFFECTIVE LEADERSHIP***

# *why* SERVANT LEADERSHIP

## TOOLS

- **There, Here, Path**
  - Nesting Theres
- **Freedom V**
  - Leadership Styles
  - Types of Influence
- **Project Mood Curve**
- **The Two Circles**
  - 3 Things You Can Control
- **Proper Use of Emotions**
  - Systems Thinking
- **Moment of Truth**
  - Conflict Resolution
- **Communication**

***These tools are for everyone.*** Leadership is not just a position. It is about how we steward our influence. Everyone is a leader. These tools are about how to influence well, not how to gain power or receive personal validation. They are about awakening the potential to influence.

***These tools provide the framework for a life well lived,*** by providing a framework for how life works, creating mental models and clarifying language so that we can make our decisions with more purpose and intention. These are tools for all of life, the whole person, and if you use them as such you will experience transformation in all areas.

***These tools can transform the culture of an organization.*** Culture is the result of any organization agreeing on a standard for what is honorable and what is shameful. We use these tools to define what is honorable and shameful through the use of a clearly defined There, a set of core values, and defined boundaries. We are then able to push people towards honorable behaviors and away from the dishonorable ones. In doing so we equip individuals with tools to intentionally create/change culture themselves.

## CREATING CULTURE

# STRUCTURE DEMANDS BEHAVIOR



A structure is a set of obstacles that create a path of least resistance

Structures can be both physical and mental in nature.  
Example: buildings, codes of conduct, mental models



Mental models shape our understanding. They are concepts, frameworks, and perspectives that you carry around in your mind, and are the most powerful types of structures.

The Servant Leadership tools create mental models. When adopted, they help create a mutual understanding and unity of effort for all participants.

## “Culture” is a mental model

It is determined by the behaviors honored or shamed within a group

Culture determines the path of least resistance to gain acceptance and approval

### Strategies

If “culture eats strategy for lunch” it is critical to have strategies that build a culture that supports the organization’s purpose.

incentive  
structures

reward  
structures

authority  
structures