



## **WHAT IS SERVANT LEADERSHIP**

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Servant Leadership is a way of life that influences, models, supports and encourages people to serve others first. It is a way to personally develop and pursue excellence in every area of life.

It is serving the needs of others quickly and efficiently while treating people with respect, honor, dignity and integrity – this includes our internal and external customers.

Two leading companies that currently embrace the Servant Leadership model are Southwest Airlines and Chick-fil-A.

## **WHY SERVANT LEADERSHIP?**

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We choose to strengthen our leadership foundation by valuing, developing, empowering, equipping, and caring for the people that make CARDONE a unique place to work. CARDONE Industries uses this model, because people are at the heart of the company. We believe our Factory Family Members (FFMs) are our greatest resource.

Our desire is for each individual to embrace the Servant Leadership model in order to bring quicker resolution to issues, and superior customer service.

At CARDONE, Servant Leadership is our model for excellence in all we do.

## **HOW DOES SERVANT LEADERSHIP WORK?**

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Robert Greenleaf, who coined the modern day use of the term 'servant leadership' says, "It begins with the natural feeling that one wants to serve, to serve first. Then conscious choice brings one to aspire to lead...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."

By meeting a person's legitimate needs, influence is earned by the leader, which in turn builds trust and teamwork in the organization. Trust and teamwork are key ingredients in high performing organizations.

To remain effective, the leader must be a person of great character and integrity and must make a daily commitment to lead by serving.

*Get it right on the inside first and your actions will follow.*

**-OVER-**

## HOW DO WE MEASURE SERVANT LEADERSHIP?

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- A Servant Leader seeks and welcomes honest feedback.
- A Servant Leader develops people, appealing to their highest potential.
- A Servant Leader identifies and meets others' legitimate needs and seeks their greatest good.
- A Servant Leader prepares for the future through succession planning.
- A Servant Leader provides superior customer service.

## WHAT CAN I DO?

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Servant Leadership is a choice every person can make. Whether you are a leader of a large or small group, you can lead through Servant Leadership.

- **Listen** to what is being said and not said
- **Empower** others by giving them opportunities to lead
- **Attitude** is contagious, keep it positive.
- **Desire** and seek honest feedback because it builds trust
- **Escalate** issues to solve problems quickly
- **Resolve** to get the best results
- **Serve** because it gives you the ability to influence

Realize Servant Leadership is a journey.

The CARDONE Servant Leadership model utilizes "The Situational Leadership II" method, conceived by acclaimed author of "The One Minute Manager", Ken Blanchard. This method is based on understanding the competence and commitment level of the person you are leading, and matching your leadership style to their development level.

*Servant Leadership at CARDONE Industries uses "Situational Leadership II" and our strong culture to enable teams to function better.*



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There are many persons who have modeled Servant Leadership; at CARDONE Industries, we find that one particularly illustrative example of Servant Leadership is found in the life and teachings of Jesus Christ - the greatest servant leader the world has ever known.