



SARACAKIS  
GROUP OF  
COMPANIES

# // Humble and Servant Leadership

## The True Path to Empower Yourself and Others

In Motion for Over a Century





## What is Leadership?

Leadership is about guiding and impacting outcomes, enabling groups of people to work together to accomplish what they couldn't do working individually.

Leadership is **something you do, not something you are.**

**You Can Learn to be a Leader.**



## Leadership Transformation

We are moving from an era of individual leaders to an era of networked leadership teams that steer the organization.



## Servant Leadership

**Robert Greenleaf** is credited as the first person to articulate the term servant leadership in his 1970 essay "*The Servant Leader.*"

### Greenleaf's Definition of Servant Leadership

"Servant leadership begins with the **natural feeling** that **one wants to serve, to serve first.**

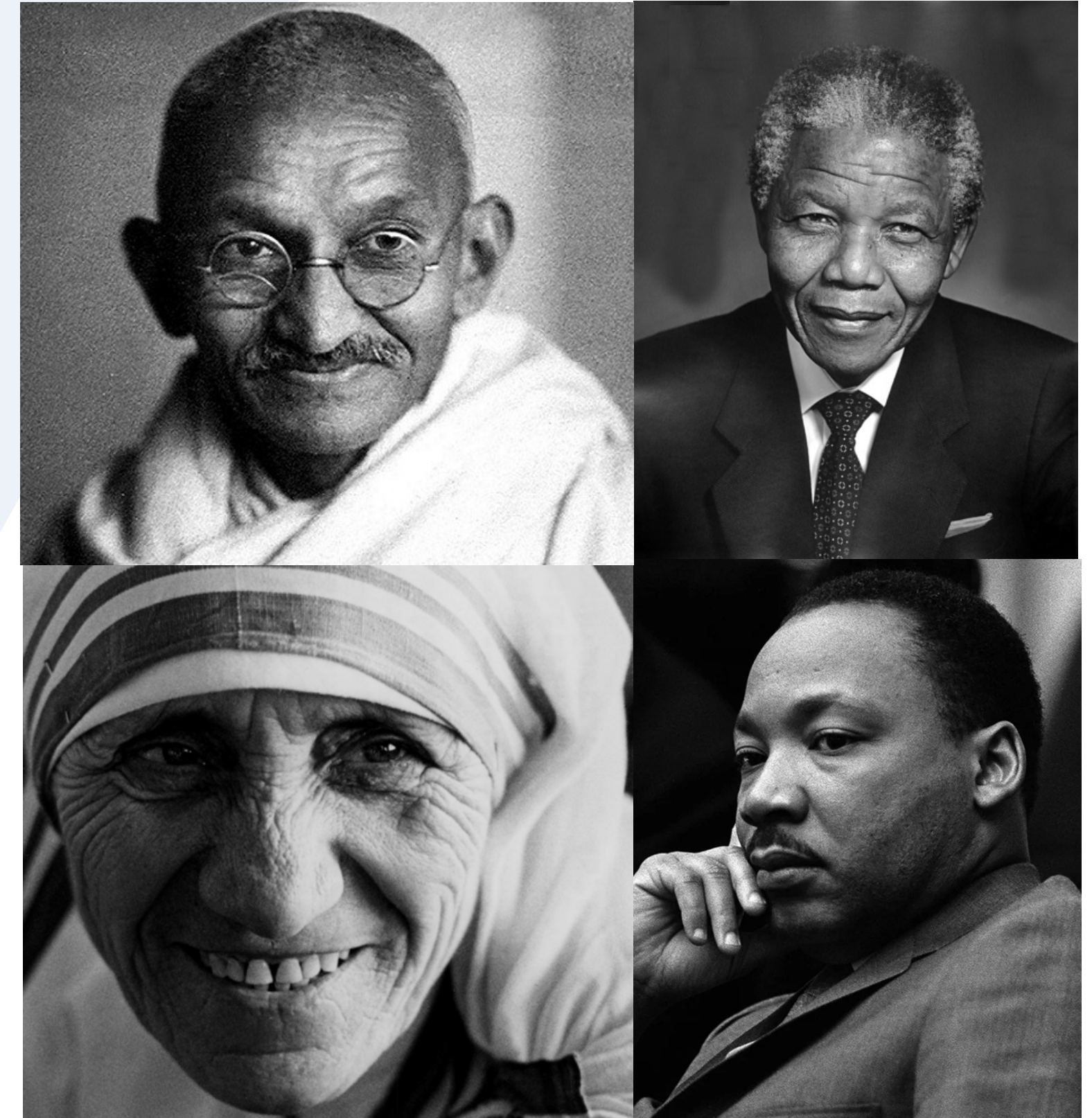
Then conscious choice brings one to aspire to lead.

The best test for servant leadership is:

Do those served grow as persons?

Do they, while being served, become healthier, wiser, freer, more autonomous, more likely themselves to become servants?

What is the effect on the least privileged in society? Will they benefit, or at least, will they not be further deprived?"

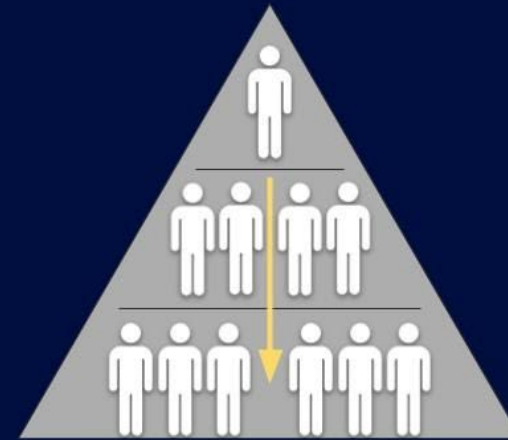




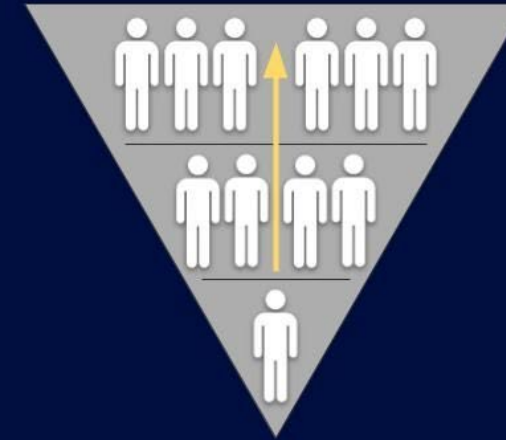


## Servant Leadership

The Only Cheat Sheet You Need



**Traditional Model**  
(top down)  
*Team serves the leader*



**Servant Model**  
(bottom up)  
*Leader serves the team*

### 10 Tenets of Servant Leadership



**Listening**  
Actively listen to others and try to understand what they're saying.



**Empathy**  
Feel what others feel and value their unique experiences.



**Healing**  
Help others achieve emotional and psychological well-being.



**Awareness**  
Know yourself and how you impact others and the larger community.



**Persuasion**  
Convince people to build consensus instead of commanding them.



**Conceptualization**  
Balance today's tasks with long-term goals and dreams.



**Foresight**  
Learn from the past to predict future outcomes and their impact.



**Stewardship**  
Take responsibility for the care of your team and organization.



**Growth Commitment**  
Help each person on your team develop personally & professionally.



**Building Community**  
Create a sense of community and mutual respect in the organization.



10		QUALITIES of a Servant Leader
L		<b>Listening</b> A deep commitment to listening intently to others. Ask clarifying questions and reflect what they hear from others.
E		<b>Empathizing</b> Seek to understand people's feelings about the situation. Assume good intentions. Does not limit holding people accountable.
A		<b>Acting intentionally</b> A well-developed self-awareness combined with general awareness enables you to make intentional, wise actions.
D		<b>Dedicating time for others</b> Actively look for ways to build relationships with others and foster a sense of community.
E		<b>Empowering others</b> Hire capable people and show them the way. Recognize that we have surrounded ourselves with them for a reason.
R		<b>Removing obstacles</b> Identify the resources others need to succeed. Look for organizational and situational barriers you can remove to help the team.
S		<b>Serving others</b> Approach people as a steward trusted to help them become their best and grow to better enable the team to reach its goals.
H		<b>Helping with humility</b> Seeks to convince others rather than coerce compliance. Effectively build consensus within groups and individuals.
I		<b>Interact with integrity</b> Radiates openness and authenticity. Knows that how the outcome is achieved matters as much or more than the outcome.
P		<b>Persevering</b> Keep a steady course in spite of difficulties, obstacles, or discouragement. Actively looks for ways to encourage to encourage others.

Make team members' lives **Easier**  
**Physically**  
**Cognitively**  
**Mentally**  
**Spiritually**  
**and Emotionally**

Shape a **Clear Purpose** that  
resonates with and generates  
**holistic impact for all stakeholders**

Develop a **new level of**  
**Consciousness and Awareness** of  
**our inner state.**



## Servant Leadership Characteristics

Rather than being a manager directing, giving orders and commands, and controlling people, a more effective approach is to be in service of the people you lead.

Empathy

Authenticity

Compassion

Appreciation

Vulnerability

Consistency

Gratitude

Support

Self-awareness

Psychological safety

Transparency

Trust







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# Self-less instead of Self-more Leadership



**SERVANT LEADERSHIP:  
CARING FOR YOUR  
PEOPLE FIRST**

“Being a servant leader is built upon the foundation of putting others first and yourself second.

To truly serve your team, you must put their interests and needs before your own.”

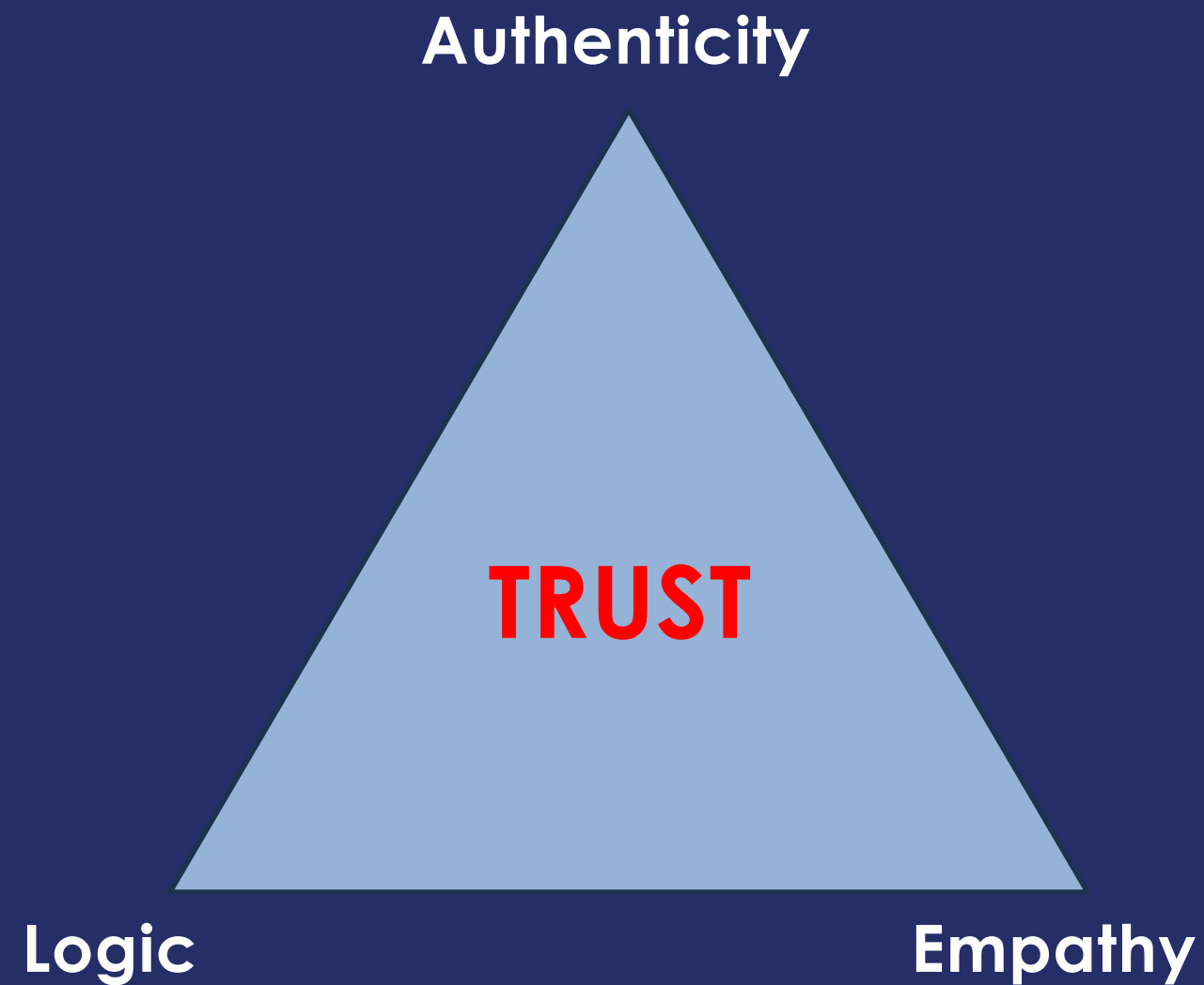
**Ben Lichtenwalner**







## The Trust Triangle



### Why Empathy

If people think you care more about yourself than about others, they won't trust you enough to lead them.

### Why Logic

People trust you when they have faith in your judgement and full faith on your ability to deliver your ideas.

### Why Authenticity

People trust you when they feel they are interacting with the real you.  
When people sense you are not authentic, they are far less willing to make themselves vulnerable to you and to let you lead them.

## Compared with People at Low-Trust Companies, People at High-Trust Companies Report:

**74%**  
Less Stress

**106%**  
More Energy  
at Work

**76%**  
More  
Engagement

**50%**  
Higher  
Productivity

**13%**  
Fewer  
Sick Days

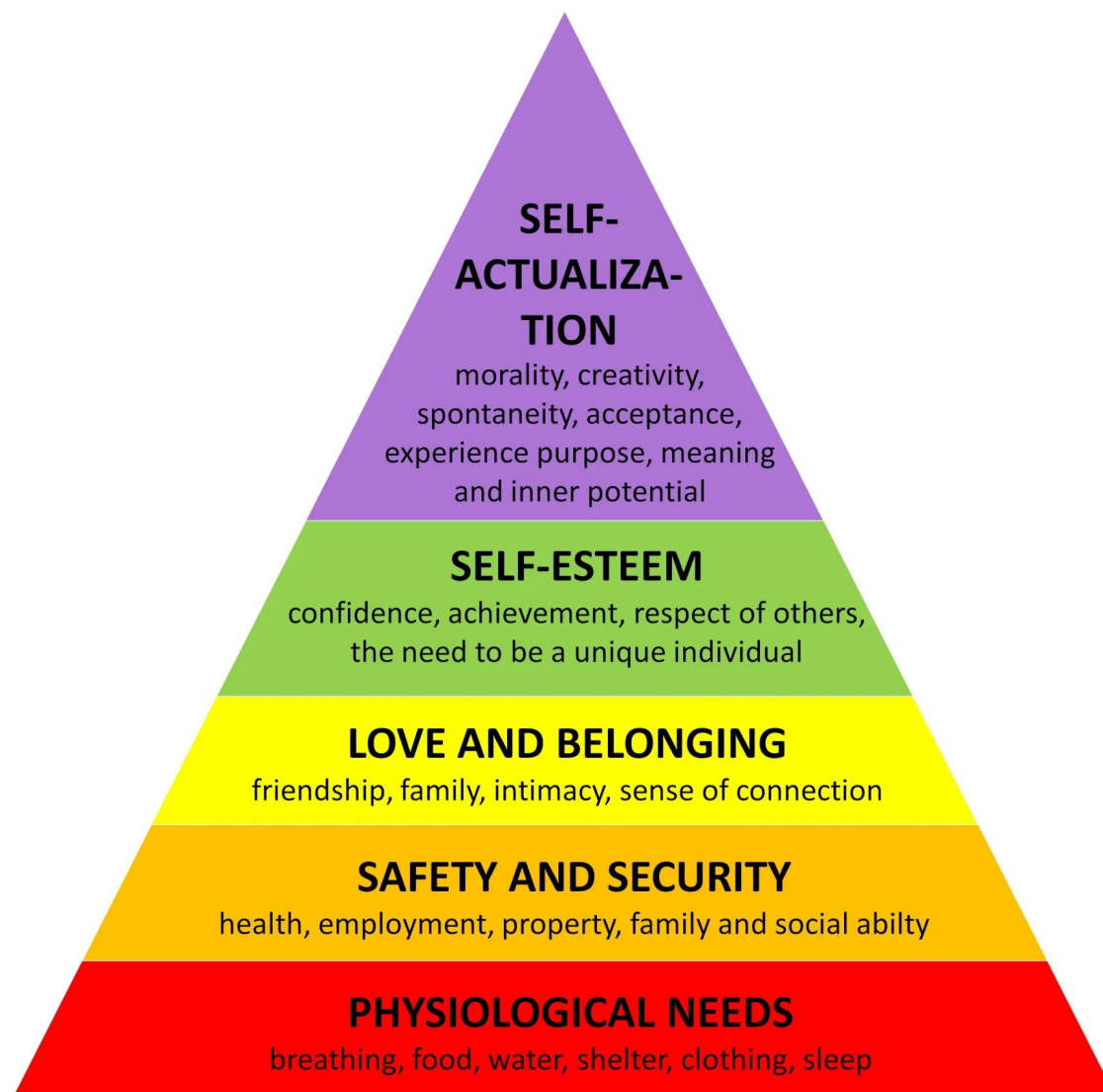
**29%**  
More Satisfaction  
with their lives

**40%**  
Less Burnout





## Maslow's Hierarchy Of Needs



- Feeling psychologically safe allows people to perform their best at home, school, and work.
- Feeling safe to take interpersonal risks, to speak up, to disagree openly, to surface concerns without fear of negative repercussions.
- Feeling safe to admit mistakes, to be vulnerable, and to speak truth to power.
- Feeling safe fosters a more diverse and inclusive work environment.

**Psychological Safety** substantially contributes to:

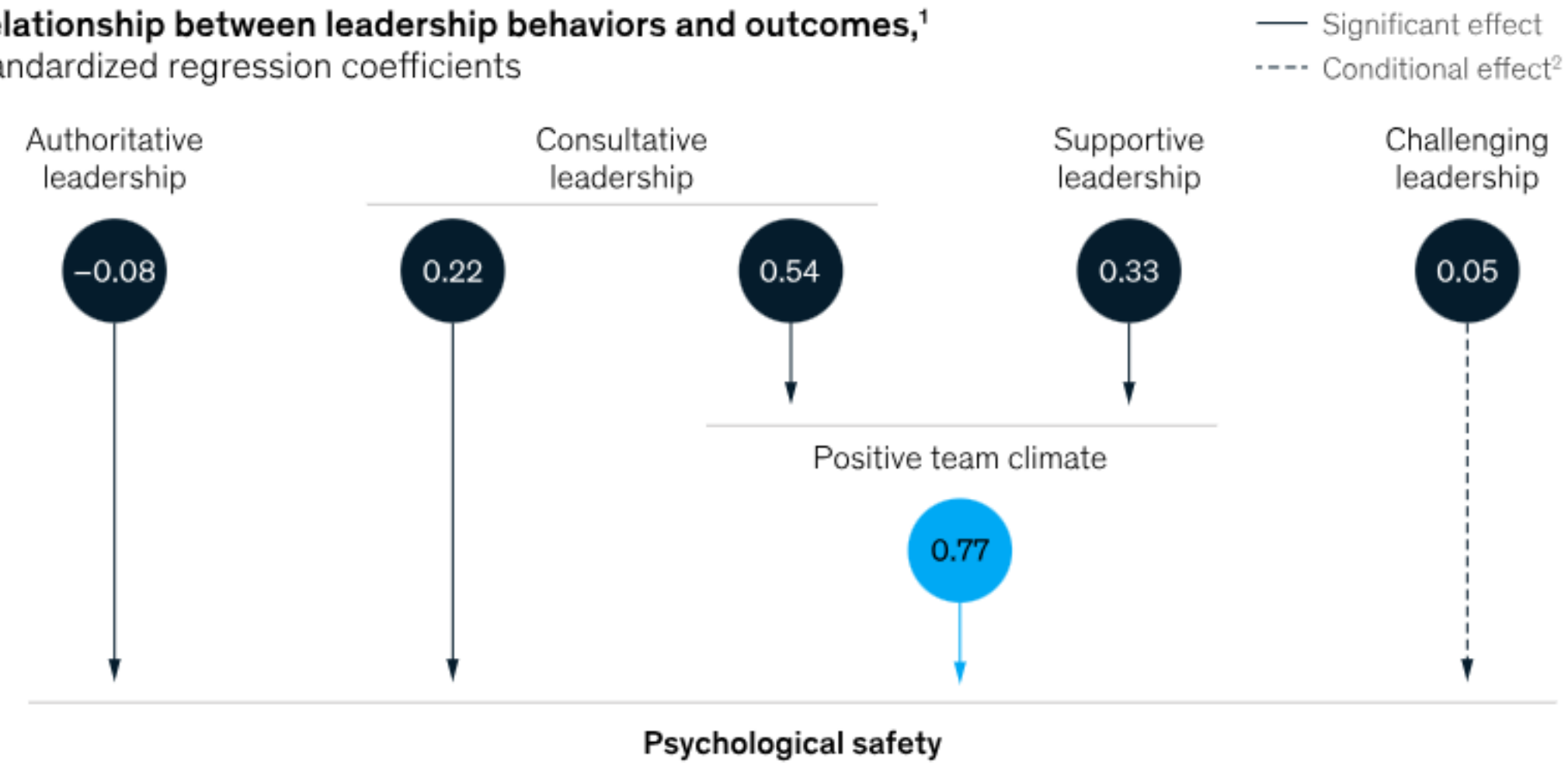
- Team Effectiveness
- Learning
- Employee Retention
- Better decisions
- Better performance

Abraham Maslow, 1943



**Leaders can increase the likelihood of team members' psychological safety by demonstrating specific behaviors.**

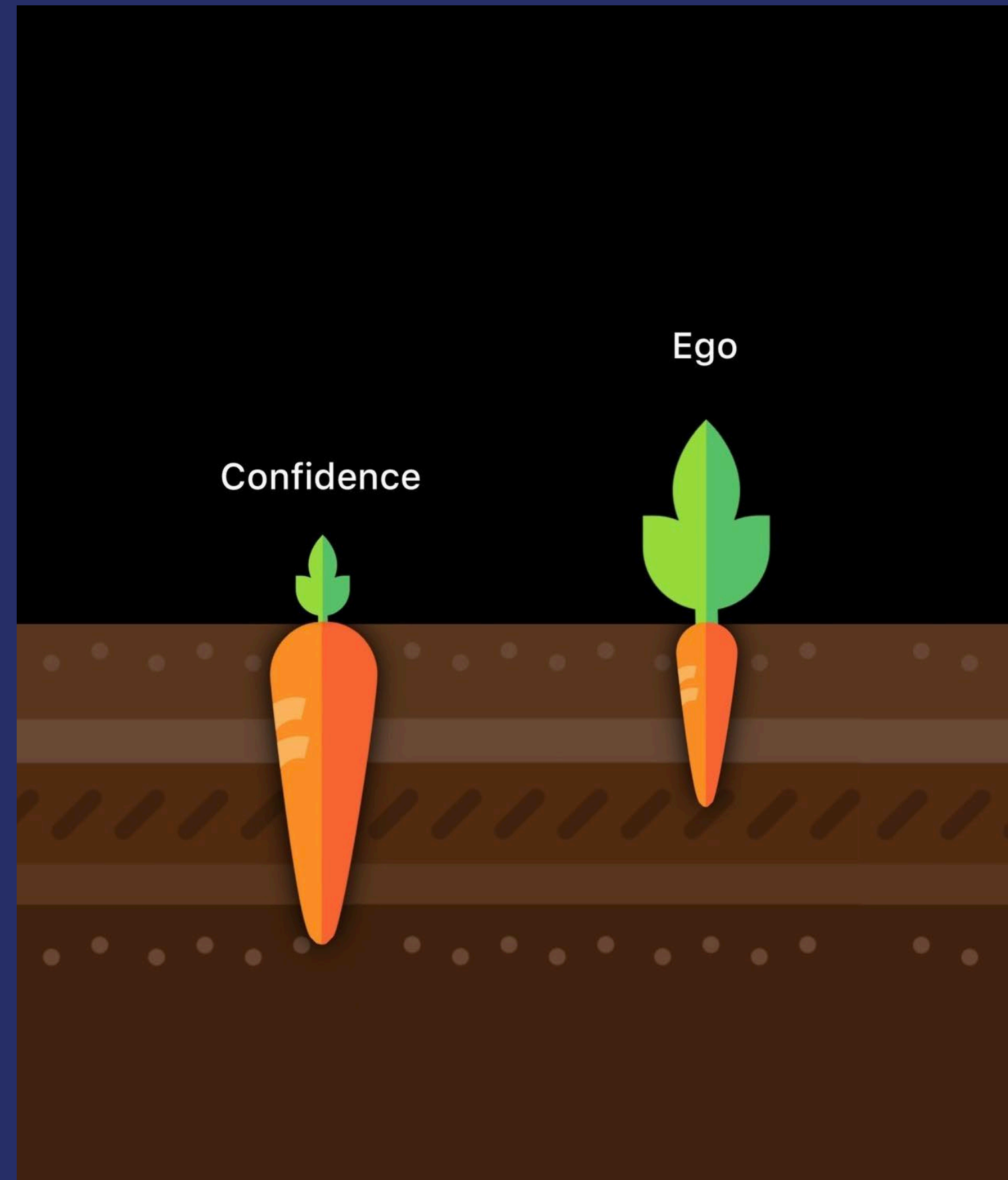
**Relationship between leadership behaviors and outcomes,<sup>1</sup>**  
standardized regression coefficients



<sup>1</sup>Nonsignificant effects omitted for parsimony.

<sup>2</sup>The effect of challenging leadership on psychological safety depends on the presence of a positive team climate.





## Humility is at the core of Servant Leadership

- Acknowledge that you don't have all the answers and that you are willing to learn from your team members.
- Humility inspires followers to trust leaders.
- Humility should not be confused with a lack of self-confidence or insecurity. Quite the contrary, self-confidence and self-security are often displayed most authentically through humility. Humility is valuable because self-confident and self-secure leaders tend to inspire great trust in their leadership.
- People who are humble have solid self-esteem.
- Humility is related to sustainable organizational excellence.





3 STEPS TO REIMAGINE

# Servant Leadership

SERVING OTHERS BETTER STARTING WITH SELF



- 1. Self-reflection**  
Examine your values
- 2. Self-awareness**  
Know your impact
- 3. Self-care**  
Build your resilience




Only by **digging into** our identities, we can begin to **build bridges** with people from **different backgrounds** and then work to **act together**.

Servant Leadership Mentality can enhance both **Team Performance** and **Satisfaction**.

## Why is servant leadership important?





- Stay **Humble**
- Be **Authentic**
- Embrace Your **True Self**
- Be the kind of **Leader You Would Follow**
- Lead by **Example**
- Lead **with the Heart** 

*"The best way to find yourself is to  
lose yourself in the service of others."*

Mahatma Gandhi







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// Thank You

71 Athinon Avenue, 104 47 Athens | +30 210 348 3300 | [info@saracakis.gr](mailto:info@saracakis.gr) | [www.saracakis.gr](http://www.saracakis.gr)