



SERVANT LEADER COMPETENCIES

HELPING TURN
MIND-SET INTO
SKILL-SET

SERVANT LEADERSHIP

SKILL GUIDE

It's important that those adopting a Servant Leader mind-set work develop a skill-set to match. We want leaders to grow & thrive so have created a set of five short development guides to help.

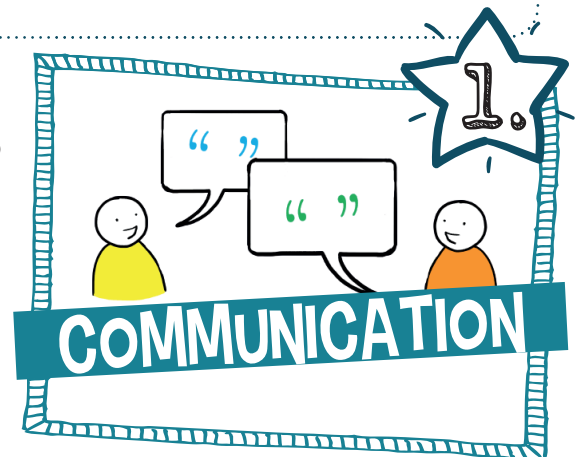
Whether you are new to leadership or an old hand each guide is intended to help you learn & develop skills in order to ensure the success and happiness of yourself and the team you lead.

The guides are supplemented by a range of materials including an animated film, self-assessments and a condensed guide to Servant Leadership.

Communicating effectively should be a key focus for Servant Leaders. The benefits of communicating effectively are numerous: the ability to state clearly what you want and expect from others, learning to say no assertively, clearly expressing your thoughts and ideas and managing a precise & considered flow of information are some examples of what 'good looks like'. The nature of communication is changing, the growth in dispersed team and new communication channels mean there are more considerations than ever before.

Communication is about more than just exchanging information!

Listening is a key aspect of communication, you'll serve people better when you listen intently.



SELF-ASSESS

Why not use this simple self-assessment scale to consider your strength in this area, share your self assessment with someone whose opinion you value, do they agree with your assessment? How do they see you demonstrate this skill? What might you do to maintain or improve your skills?

Provides less information, works on a need to know basis. Uses a limited range of communication styles & channels. Struggles to demonstrate active listening.

This scale extends left to right across a range of competence. Read the descriptors at either end of the scale and mark the box closest to your current state

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Explicit about expectations, keeps everyone informed. Expresses ideas clearly, tailors comms style & channel to audience with ease. Listens well, recalls & acts on information.

IDEAS FOR IMPROVEMENT

- STOP MULTI-TASKING, GIVE COMMUNICATION YOUR FULL ATTENTION - AVOID CHECKING YOUR EMAIL WHEN ON A CONFERENCE CALL, AVOID CONVERSATIONS 'ON THE MOVE', TURN OFF DEVICES WHEN IN MEETINGS AND MANAGE YOUR BODY LANGUAGE**
- DEVELOP ACTIVE LISTENING, LISTENING WELL MEANS NOT JUST UNDERSTANDING THE WORDS BUT ALSO THE EMOTIONS THE SPEAKER IS TRYING TO COMMUNICATE. TAILOR YOUR QUESTION STYLE TO THE CONVERSATION (OPEN FOR INFO, CLOSED FOR CLARIFICATION AND SUMMARISE BACK WHAT YOU HEAR), LISTEN FOR INFO NOT TO RESPOND!**
- MAKE IT VISIBLE - DRAW, SCIENCE BACKS UP THAT ICONS, ILLUSTRATIONS AND PICTURES HELP WITH RECALL AND CAN MAKE COMMUNICATION MUCH MORE PARTICIPATORY. OUR ENVIRONMENT IS BECOMING MORE VISUAL AND VISIBLE, EXPRESSING YOUR VIEW OR GOAL VISUALLY IS EASIER THAN YOU MIGHT THINK**
- BE BRIEF AND SPECIFIC, KEEPING YOUR MESSAGE SIMPLE AND SHORT WILL ENSURE IT'S MORE MEMORABLE. PREPARE FOR KEY CONVERSATIONS IN ADVANCE AND TRY AND DISTIL YOUR MESSAGE DOWN**
- DON'T OVERLY RELY ON EMAIL, PICK THE PHONE UP, USE A COLLABORATION TOOL LIKE ACANO AND FOR THOSE OCCASIONS ONLY EMAIL WILL DO FOLLOW SOME OF THE SIMPLE TIPS TO COMMUNICATING EFFECTIVELY THROUGH EMAIL**