



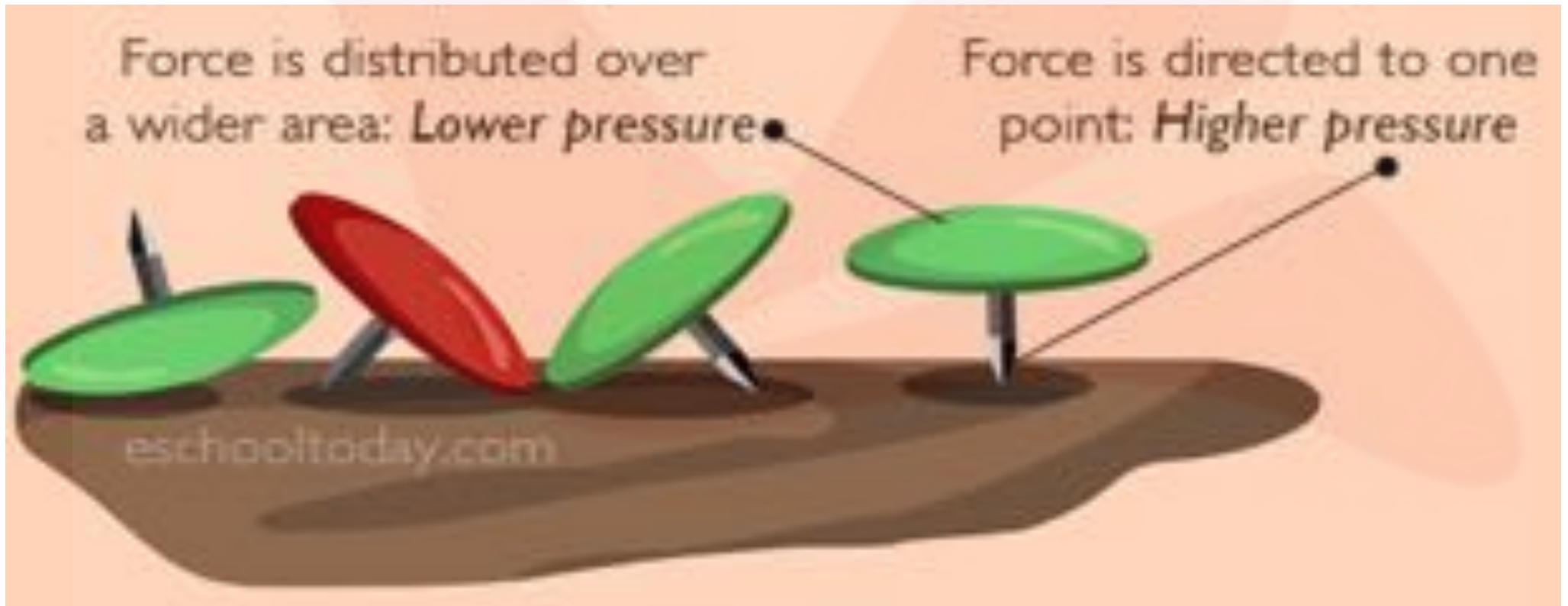
# SERVANT LEADERSHIP – THE POWER OF LEADERSHIP THROUGH SERVICE

MARCH 2017

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[WWW.SMARTPROJECTS.RO](http://WWW.SMARTPROJECTS.RO)

$$\text{Pressure} = \frac{\text{Force}}{\text{Area}}$$





REQUESTS

PROBLEMS

DEADLINES

DEBTS

BOSS

TIME









We feel.....

Psychologically  
**UNSAFE**

Highly engaged\*

- What can I do for others?
- I am inspiring others to do their best
- I love working here

Engaged

- I am a vital part of the business
- I feel important at work
- I am busy but stressed

Almost engaged

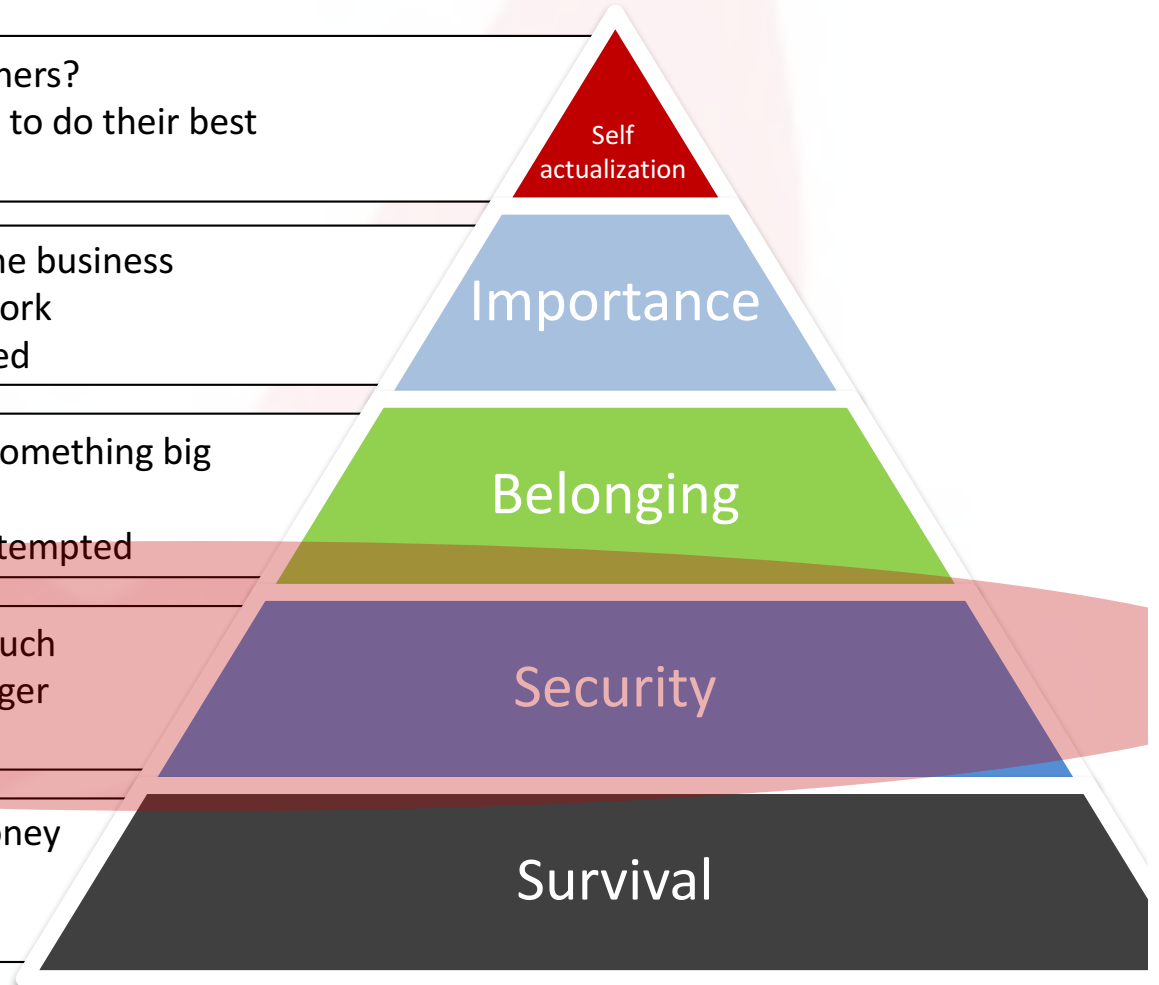
- I know I am part of something big
- I'm almost engaged
- I might leave if I am tempted

Not engaged

- I don't like my job much
- I don't like my manager
- I am reading job ads

Disengaged

- I am here for the money
- I am a clock-watcher
- I am leaving

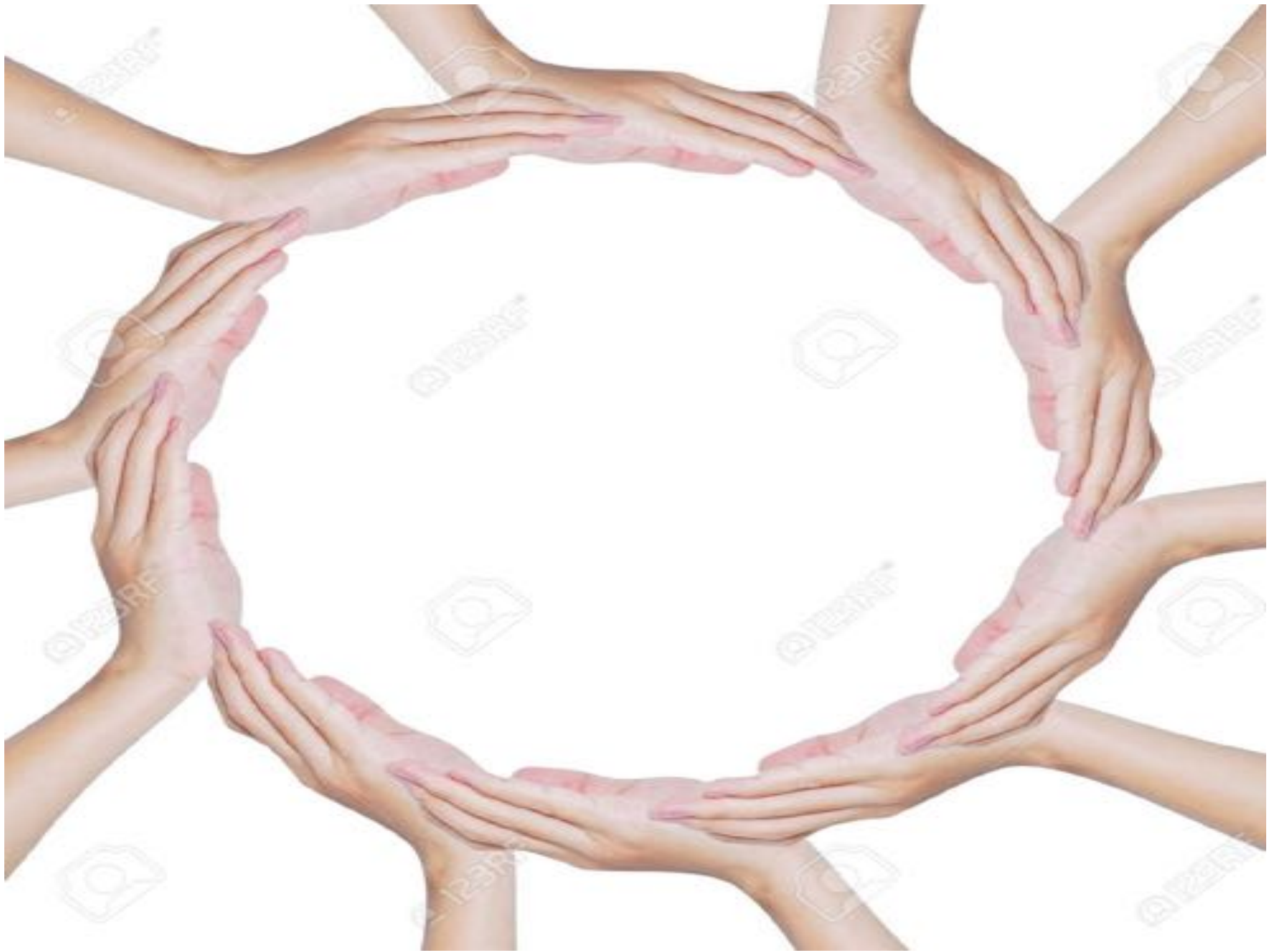














**I WISH...**

**LET IT BE SAFETY  
ALL AROUND US!**

Others-focused

Serve first

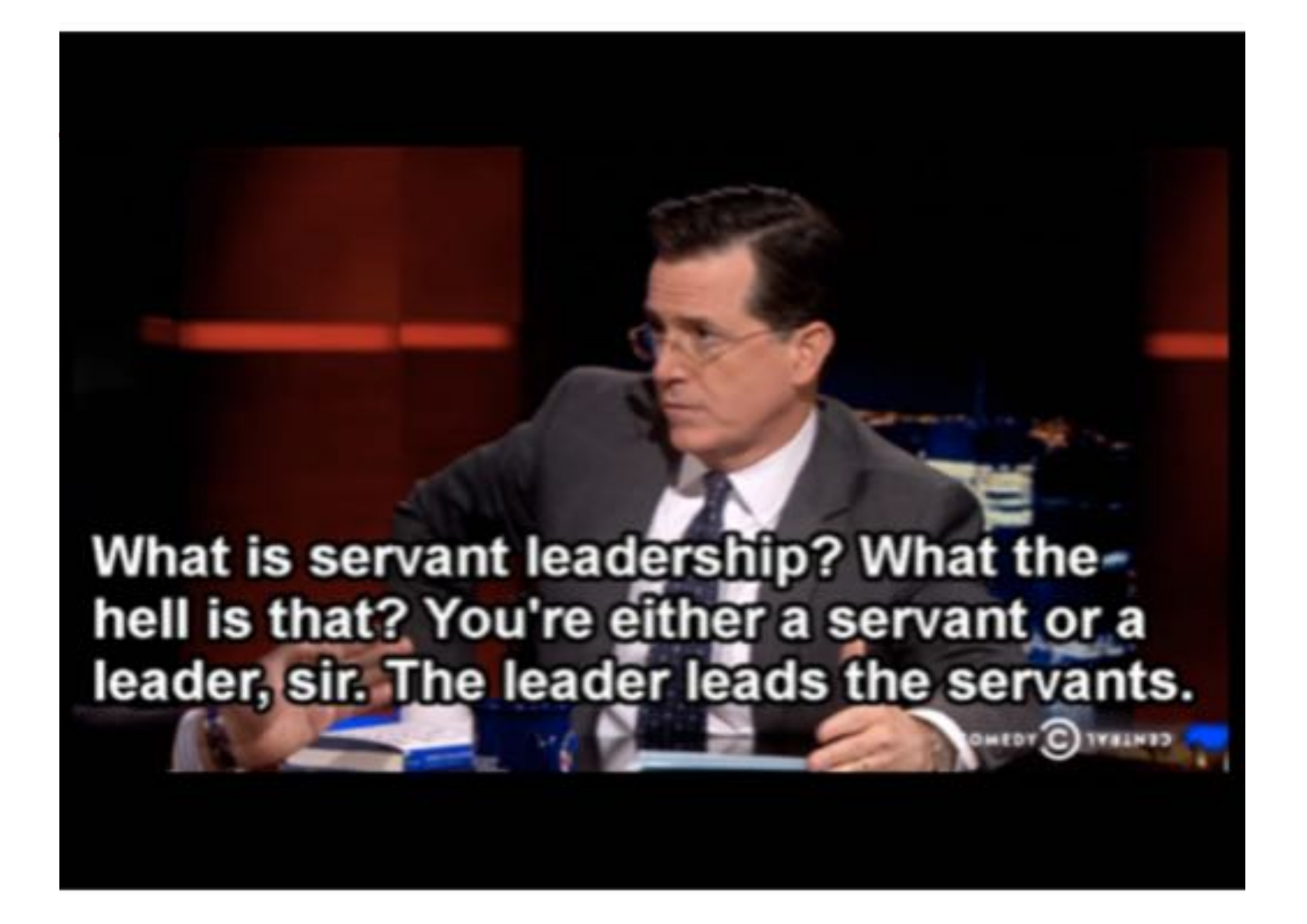
Do the right thing for  
your people



Lead

Servant-Leader

Servant-Leadership



**What is servant leadership? What the hell is that? You're either a servant or a leader, sir. The leader leads the servants.**

COMEDY © CENTRAL



**If you want to go far,  
go together.**



**If you want to go fast,  
go alone**

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Treat Others the  
Way You want to  
be Treated





**I'M VERY UNCOMFORTABLE**

**RIGHT NOW...**

A large, stylized graphic with the text 'STAND UP!' in a bold, bubbly font. The letters are filled with a gradient of yellow, orange, and red, and have a thick purple outline. The 'U' is particularly large and features a red arrow pointing upwards. The 'P' is followed by an exclamation point. A small circular icon with a white 'f' on a red background is positioned at the bottom of the exclamation point. The entire graphic is set against a light gray background and enclosed in a thick purple border.

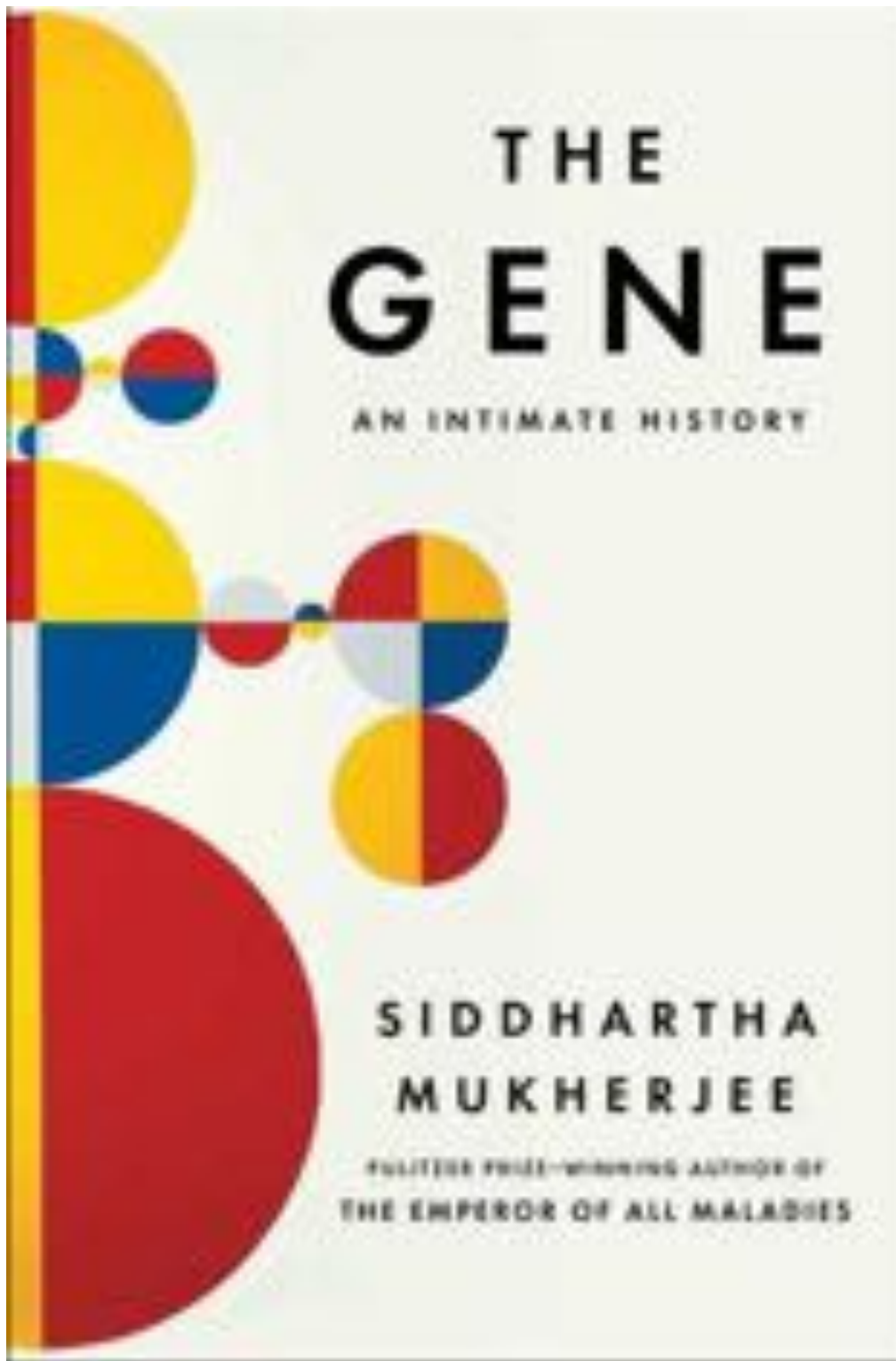






*better and more*





better and more

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As Humans:

We are wired for  
*connection and  
collaboration*



TEAMWORK

EXCHANGE



INSPIRATION

SHARE



# COLLABORATION

SUCCESS



ASSIST



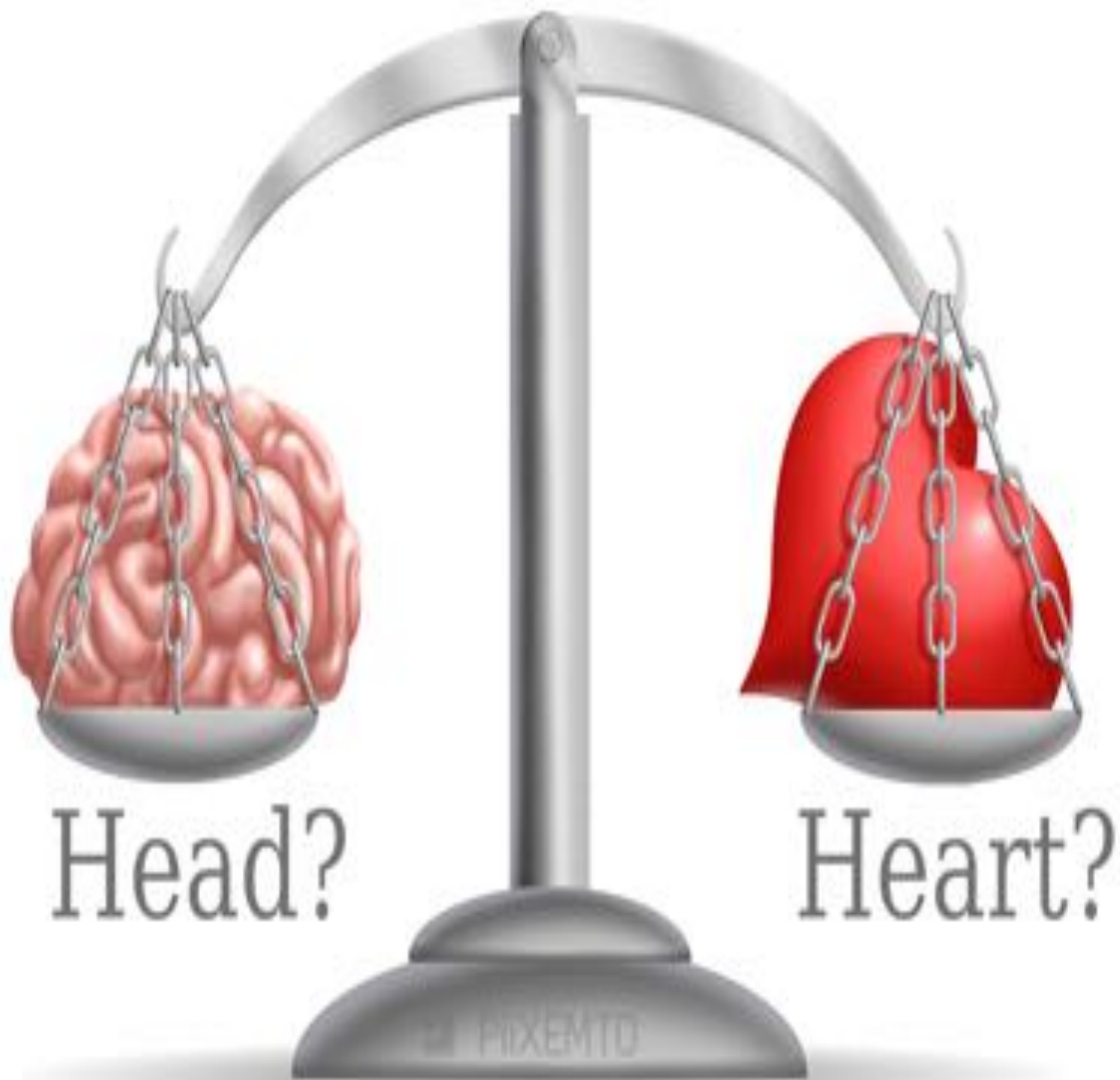
TRUST



SUPPORT

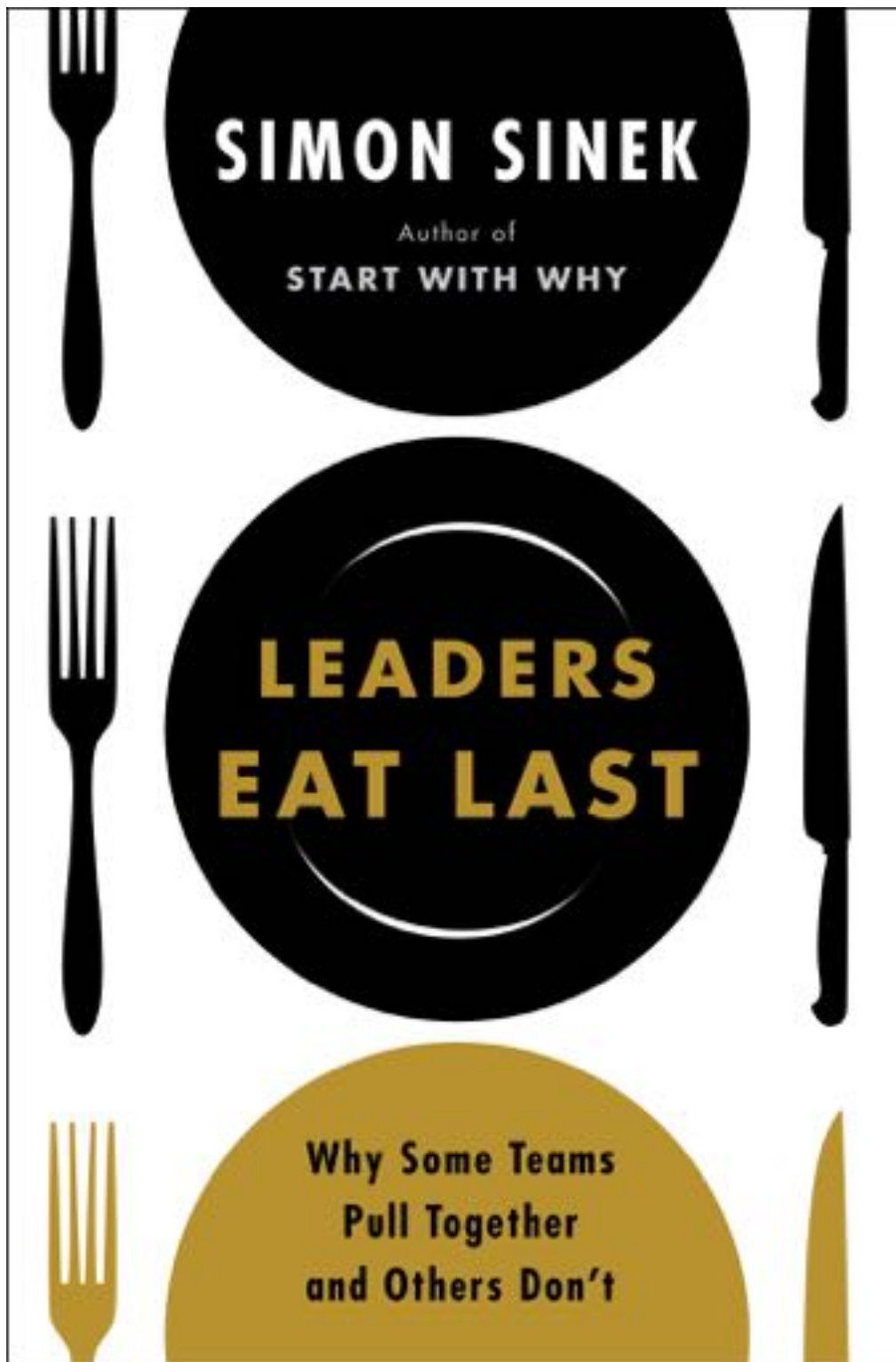






PIXEMTO

© Pomadsquis - Fotolia.com

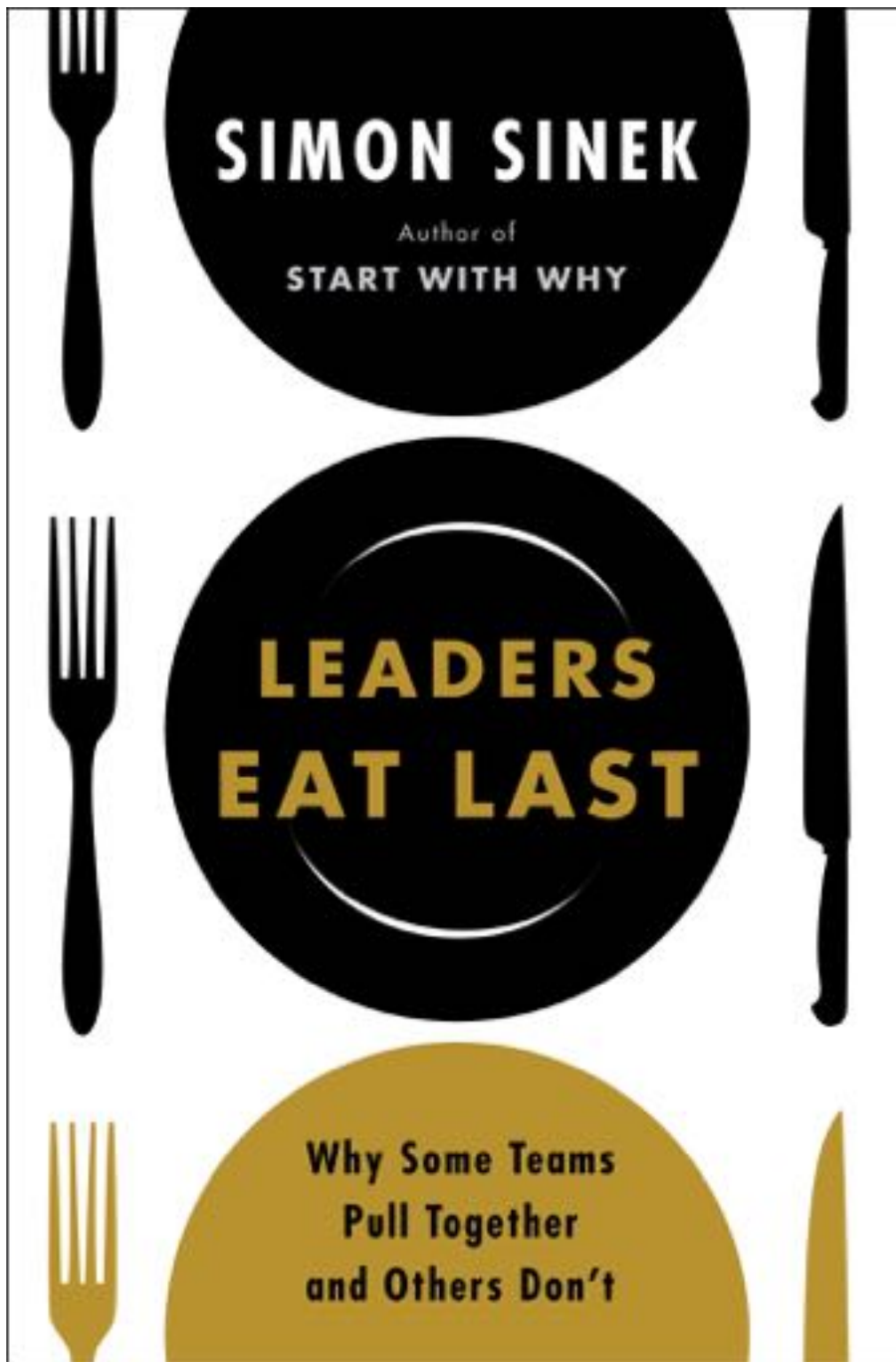


better and more

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**SELFISH**

- Endorphins
- Dopamine



better and more

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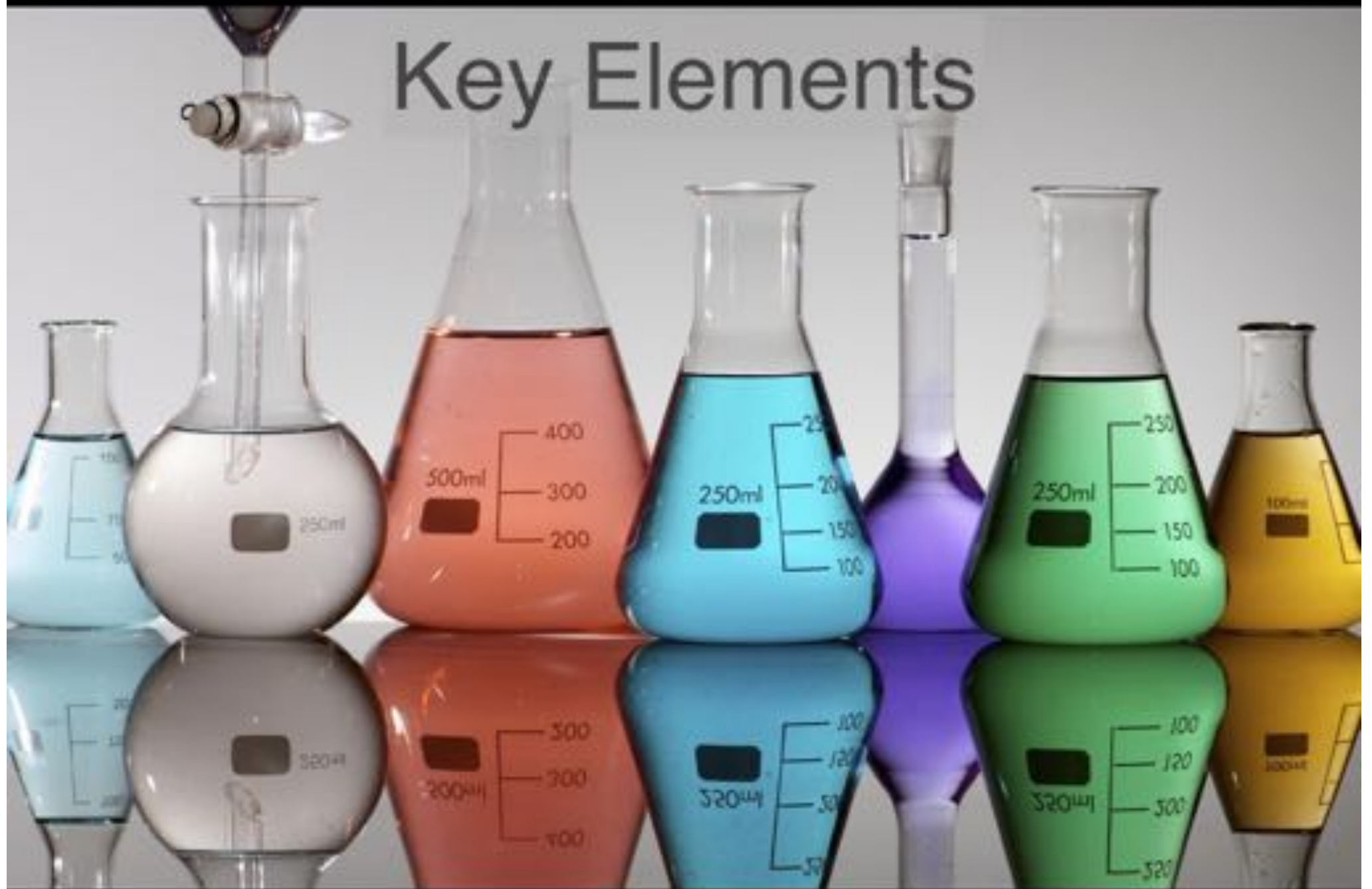
- Serotonin
- Oxytocin



- Serotonin
- Oxytocin

Servant-Leadership

# Key Elements



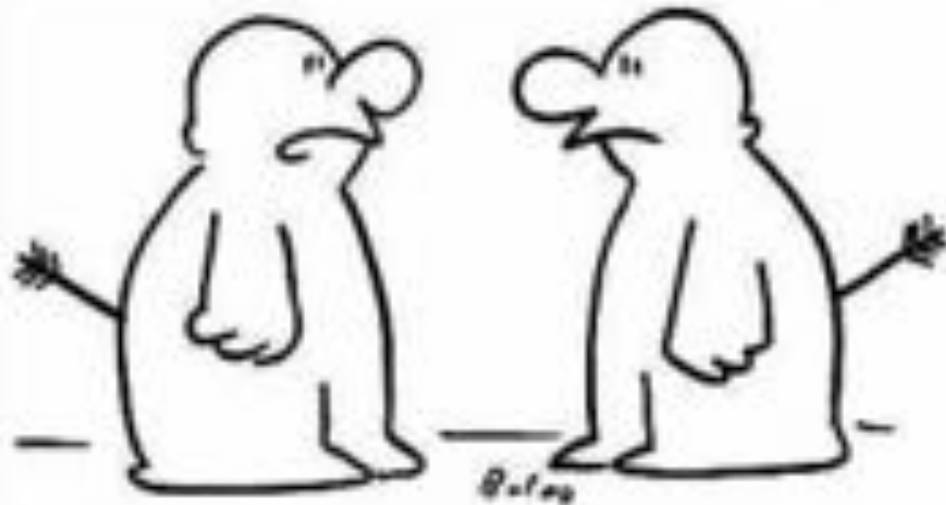


*Awareness  
and  
Perception*



*Listening  
and  
Understanding*





"I know exactly how you feel."

*Acceptance  
and  
Empathy*

© 2010 by Randy Glasbergen.  
www.glasbergen.com



"You're in perfect health. Wait here while  
I check what you should take for that."

*Healing  
and  
Serving*



PERSUASION

Because sometimes saying "please" is not enough.

*Persuasion  
and  
Decision  
Making*



"I'm here to work on my company's vision."

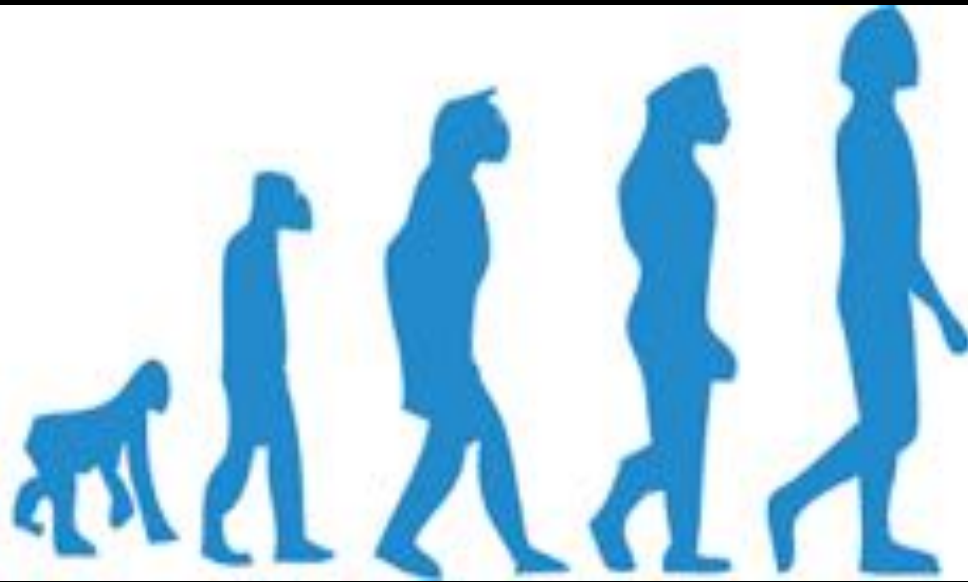
*Foresight  
and  
Conceptualiz.*



# *Trust and Credibility*

**TRUST**

SOMETIMES TO HAVE TO THROW IT OUT THE WINDOW  
([thecomedy.net.com](http://thecomedy.net.com))



*Commitment  
to the growth  
of people*

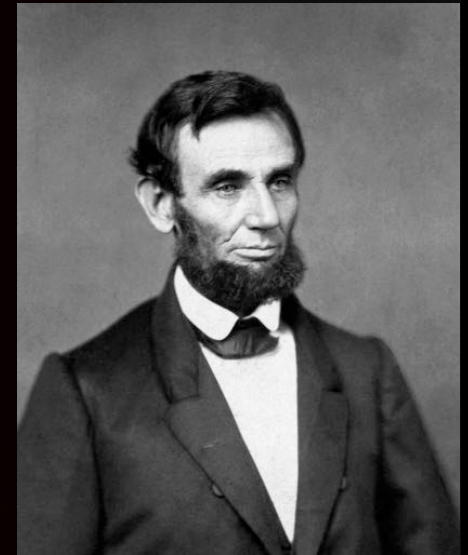


*Building  
community*





*Acceptance  
and  
Empathy*



S-L





better and more



**TOYOTA**





*A man can't ride your  
back unless it's bent.*

Martin Luther King Jr.

# ANYONE CAN BE A SERVANT LEADER



*A man can't ride your  
back unless it's bent.*

Martin Luther King Jr.

Q&A?



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*better and more*

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