



BCS 109

The Essential Element (A Servant's Heart)

Time allotted	50 minutes
Teaching format	Instructor-led discussion with PowerPoint support, Activity

Resources

Handouts	<ul style="list-style-type: none">• BCS 109 - Servant Leadership Activity Cards – 1 set for small group or multiples for larger group
Equipment and materials	<ul style="list-style-type: none">• BCS 109 – The Essential Element course plan• BCS 109 – The Essential Element PowerPoint presentation• Computer and projector• Whiteboard or flipchart, appropriate markers and eraser
Resources for additional participant learning	<ul style="list-style-type: none">• https://www.scouting.org/commissioners/

Course Connections

Connections to other CCS courses	<ul style="list-style-type: none">• MCS 309 - Good Commissioners Need Both Head and Heart
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Presentation Outline

Introduction and Course Objectives – 5 minutes

In 1970, Robert Greenleaf introduced the term “servant leadership” and wrote an essay titled “The Servant as Leader” which was later expanded into a book. This course examines how a servant’s heart can make an impact in unit service. In 1970, Robert Greenleaf introduced the term “servant leadership.”

Introduce the learning objectives, noting that by the end of this session, each participant should...

- **Define** the characteristics of servant leadership
- **Understand** a servant’s heart
- **Apply** this concept in unit service

Characteristics of Servant Leadership – 25 minutes (including activity)

The term “servant leadership” is now widely used. It refers to a selfless, egoless style of leadership where “others first” is paramount. It is truly character-based leadership that encourages collaboration, trust, foresight, listening, and the ethical use of power and empowerment. There are nine qualities of a great servant leader.

Activity and Instructor Led Discussion - Notes: Instructor Led Activity – 15 minutes:

Use Activity Cards to lead a discussion on these qualities (which are slides 4-12) Hand out cards to students or clusters of students. Ask them to read the card, think of someone in particular and answer. They can choose to give the person’s name and/or maybe their relationship to the person – it’s up to them (and their comfort level or sharing. If time permits, have other students give input.

Note: The sharing can become quite personal depending on the group. Keep the discussion moving but be sensitive to the feelings that may be expressed.

For virtual presentation, you have a couple of options for how to create this discussion:

- Use breakout rooms. You can pre-assign a moderator.
- Allow people to raise their hands or call on people if no one volunteers.

Depending on your video software, you may be able to show the Activity Card on the screen. The Facilitator might help with this display or managing participation.

Card #1 - Values Diverse Opinions - A servant leader values everyone’s contributions and regularly seeks out opinions.

- Have you ever known a Scouter, in a leader role, who **asked for your opinion and carefully listened to understand your view?**

Card #2 - Cultivates a Culture of Trust - A place where team members trust each other and the journey to the goal.

- Have you ever known a Scouter, in a leader role, who **worked to provide a safe, secure and healthy environment?**

Card #3 - Develops Other Leaders - The replication factor is so important. It means teaching others to lead, providing opportunities for growth and demonstrating by example. That means the leader is not always leading, but instead giving up power and deputizing others to lead.

- Have you ever known a Scouter, in a leader role, who carefully considers **what and to whom to delegate parts of the plan?**

Card #4 - Helps Team Members with Life Issues - Servant leaders care about people's lives, not just their jobs or positions.

- Have you ever known a Scouter, in a leader role, who offers **opportunities for personal development and obviously cares** about team member's **lives - not just the goal at hand?**

Card #5 - Encouragement - The hallmark of a servant leader is encouragement. And a true servant leader says, "Let's go do it," not, "You go do it."

- Have you ever known a Scouter, in a leader role, who **recognizes and rewards team members consistently**, without being reminded or asked? Sometimes just encouraging and giving a "Great job" is what people desire most.

Card #6 - Sells Instead of Tells - A servant leader is the opposite of a dictator. It's a style all about persuading, not commanding.

- Have you ever known a Scouter, in a leader role, who shared the **WHY AND HOW of the goal and where you fit into the big picture?**

Card #7 - Thinks of Others - There's a selfless quality about a servant leader. Someone who is thinking only, "How does this benefit me?" is disqualified.

- Have you ever known a Scouter, in a leader role, who has a **selfless quality that thinks of others before himself?**

Card #8 - Thinks Long Term - A servant leader is thinking about the next generation, the next leader, the next opportunity. That means a tradeoff between what's important today versus tomorrow and making choices to benefit the future. ***Plant a seed today to develop more for tomorrow.***

- Have you ever known a Scouter, in a leader role, who thinks long term by carefully **managing the team's resources?**

Card #9 - Shows Humility - The leader doesn't wear a title to show who's in charge, doesn't think she/he's better than everyone else, and acts in a way to care for others. She/he may, in fact, pick up the trash or clean up a table. Setting an example of service, the servant leader understands that it is not about the leader, but about others.

- Have you ever known a Scouter, in a leader role, who acts in **ways that show she/he cares for others with Humility?**

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END OF ACTIVITY

Accountability –

When accountability is demonstrated by someone, it is an indication that they understand that they are part of something that is bigger than themselves. When leaders hold themselves accountable and they are accountable to others regardless of the position they hold relative to others, it establishes them as true leaders.

Pictured is: *“Veteran and Boy Scout Leader John Olsen salutes after laying a wreath to honor Montgomery veterans at Montgomery's Veterans Day parade and ceremony”.*

A Servant's Heart – 5 minutes

It has been said that success isn't just about what we can accomplish in our lives. It's about what we inspire others to do.

Scouting experience isn't required to be a commissioner. Scouting is great at training volunteers; and as we continue to update and add new training modules, we'll only get better. We can provide training to any volunteer to provide unit service.

But I would venture that effective unit service needs heart. We can't teach that, so it must be a part of your definition of success for everything you do.

How to Apply as a Commissioner – 10 minutes

How do you apply the servant's heart in unit service?

- Devote yourself to serving the needs of others
- Focus on meeting the needs of those you serve
- Develop others to bring out the best in themselves
- Coach others and encourage their self-expression
- Facilitate personal growth in those you work with
- Listen and build a sense of community

Servant leadership isn't easy. It takes a conscious, active focus on others to have the true nature of Servant Leadership. Accomplishing this will build a robust team that performs for the long run.

Remember that a servant leader enables the success of those he or she leads. If you can do this, you will have a huge IMPACT on Scouting.

Summary/Conclusion – 5 minutes

- There are 9 characteristics of servant leaders.
- Effective unit service needs heart.
- Putting others first is paramount. It is truly character-based leadership that encourages collaboration

"I hear pretty frequently. "They don't listen to me." Getting people to follow you is pretty hard. So, I'm going to share with you a secret. It's a secret that is shared in almost every major world religion, and the best CEOs, sports coaches and other leaders know this secret too.

What is it?

It's servant leadership. If you take care of your people, they will take care of you. If you give them what they need to be their best, they will trust you. When they trust you, they will follow you.

Before you step in front of your team to lead, ask yourself, "Do I serve them? Or do they serve me?"

Questions? – 5 minutes