Refining our Understanding of the Relationships between Servant Leadership and Outcomes
Robert C. Liden, University of Illinois at Chicago

Abstract

Following a brief introduction to servant leadership, unique among leadership approaches for its focus on bringing out the full potential in followers, four studies (one published and three in progress) on servant leadership will be presented. Two cross-sectional and two time-lagged investigations were conducted in field settings located in the United States, China, and Singapore, with samples representing a wide range of private and public sector organizations. Results revealed that servant leadership: promotes a serving culture; leads to follower gratitude; can overcome follower self-interest, and trickles down from upper level leaders to lower level leaders. The presentation will conclude with some points on teaching and practicing servant leadership.