The Serving Leader Summary

It’s people who make organizations great, so how can leaders best help their people achieve that greatness? As Ken Jennings and John Stahl-Wert show in this new edition of their bestseller, The Serving Leader, you can’t just demand greatness—you have to inspire it. The most effective leaders don’t just stand in front of their people, they stand behind them too. As one of the characters in the book notes, “You qualify to be first by putting other people first.” This concept sounds paradoxical, but it leads to extraordinary outcomes—and The Serving Leader shows precisely how and why.

While Jennings and Stahl-Wert use a compelling fictional story to outline the basics of Serving Leadership, all the characters in it are based on real people, the organizations depicted are based on real organizations—and the results they achieved are what really happened. This edition features a new foreword by Ken Blanchard, a new introduction, and a new chapter checking back in with Mike, the main character, to see what he has learned in the twelve years since he embraced Serving Leadership.

On one level this is the most practical guide available to implementing Serving Leadership; on a deeper level, it is a book about the personal journey of growth that real leadership requires. Great organizations are great because they’re filled with people who freely choose to do their very best. It’s a maddeningly simple concept yet stunningly hard to execute. Jennings and Stahl-Wert show leaders how to earn that kind of commitment.

Release date: February 1, 2016
www.theservingleader.com

BOOK DETAILS
The Serving Leader
By Ken Jennings and John Stahl-Wert
Paperback $19.95
192 pages
Berrett-Koehler Publishers, Inc.

BOOK PURCHASING INFORMATION
Amazon
Barnes & Noble
800 CEOread
IndieBound
BK Pub
Hudson Booksellers
The Serving Leader History

Ken is a business consultant who is frequently traveling across the continents and to the great urban centers of America, Europe and Asia. John is a powerful community leader, entrepreneur, and business executive who loves to immerse himself in the daily work of building organizations and creating value; he has strategically chosen to stay directly engaged in living out the things he teaches. Both men serve bottom-line business leaders as well as frontline community leaders, the corporate sector as well as the faith-based sector. Both work with men and women like the book’s main character, Mike Wilson, every day. In whatever airport Ken lands, and in whatever enterprise John works, Mike is there, trying to close the painful gap between his hard-working day and his persistent sense of unfilled purpose. John and Ken wrote this book because they wanted to offer readers guidance—some hope and encouragement—as they embark or continue on a journey of both professional and personal growth that great leadership requires.

The Serving Leader Chapter Names

Foreword by Ken Blanchard
Introduction
Mike Wilson’s Journal
The Fast Track Diverted
A New Assignment
Action: Upend the Pyramid
Action: Raise the Bar
What’s new and different in this edition of The Serving Leader?

With over 120,000 copies sold worldwide to date, this is a landmark title in the literature of Serving Leadership that continues to sell thousands of copies a year. This edition includes a new foreword by Ken Blanchard, a new introduction, and a new chapter drawing on the twelve years of experience we have had in implementing Serving Leadership.

Why a 10th Anniversary of Serving Leader?

There’s so much going on in this space right now. John and I tapped into the world of Serving Leadership years ago. And since then, we’ve seen rapid growth. People are searching for sustainable leadership solutions. Serving Leader offers that. It’s not a quick fix for a broken business model, but it is a powerful and transformative experience that begins with 5 simple, thought-provoking and powerful actions. Many people have seen this and are adopting this model of leadership because we have proven research and results that show Serving Leader’s impact on employee engagement, customer satisfaction and positive work experiences.

In the book, you say that “Serving Leaders are living paradoxes.” Can you explain that?

Serving Leaders create results by doing some rather counterintuitive things. One example: Serving Leaders upend the pyramid of conventional management thinking. Now here’s the paradox. Serving Leaders qualify to be first by putting other people first. They are in charge first and foremost to charge others up!

How does Serving Leadership compare to some of the other leadership models in the workplace and thought leadership arena today?

I believe the endurance and sustainability of serving leadership is due to its focus on practical actions and results. As word of what works spreads inside an organization, others want to sign up for it. Results, coupled with an empowering leadership model, resonate in organizations. When you separate the practical actions of a serving leader from a much broader philosophy, it penetrates through organizations that normally would not be interested in servant leadership but who are interested in a model that works.
How have you seen businesses, leaders and community members impacted by *The Serving Leader* book or movement?

We have seen individuals, teams, organizations and even entire communities transformed by Serving Leadership. The Center for Serving Leadership gathers business and community leaders into executive leadership cohorts in cities across America, for the purpose of strengthening their individual organizational results as well as building alliances around the circle that yield benefits to the communities where they live. For example, a Serving Leader Cohort in Chicago, working through *The Serving Leader*, brought leaders together from manufacturing, banking, policing, and the social sector to collaborate as “Leaders to Transform their World.” As a result, www.leadershipchicago.com was born – a locally-led movement to connect “business, government, academic, arts, media, family and faith leaders who want to leave a leadership legacy through the transformation of the city of Chicago.”

We’ve seen Serving Leadership implemented in healthcare organizations like the Cleveland Clinic and others. Even in a more personal sense, we’ve seen relationships and communications inside and outside of the workplace strengthened. At Third River Partners, one client, in particular, was personally transformed by our Serving Leader program. In month five of his six-month program, his son told their friends and family that he had seen a change in his father and that their relationship had drastically changed as a result of what his dad was doing at work. He felt as if they were making decisions together and that they got along better than ever.
John Stahl-Wert

John Stahl-Wert is a best-selling author, internationally known speaker, and expert in growing great leaders. He touches the hearts of thousands of people from around the world through his highly praised books, keynote addresses, collaborative workshops, and work helping organizations build great leaders to bring out the very best in their people.

John serves as president of Newton Institute and director of its Center for Serving Leadership (centerforservingleadership.com), providing services that enable individual, organizational, and community transformation based on the five actions in The Serving Leader. His passion is to build a worldwide community of serving leader practitioners.

John is co-author of Ten Thousand Horses with Ken Jennings; co-author of The Serving Leader for the People of God with Elizabeth Wourms; author of With: A True Story; and author of a weekly blog on serving leader principles.

John served as founder and CEO of Serving Ventures; president and CEO of Pittsburgh Leadership Foundation; and as founder of Pittsburgh Urban Leadership Service Experience (PULSE), Leadership Foundations Training Institute, The Union Project, and Amachi Pittsburgh. He lives in Pittsburgh with his wife Milonica.

Ken Jennings

Ken Jennings is a bestselling author, speaker and active consultant in organizational leadership. With practical and proven approaches, Ken counsels senior leadership teams at many healthcare, technology, pharmaceutical and biotechnology organizations. He advises healthcare and integrated delivery systems on mission-critical projects while helping them build leadership skills. Ken has most recently worked at The Cleveland Clinic, Johns Hopkins University, Accenture, Fresenius Medical Care, Texas Health Resources, Intermountain Healthcare and other leading organizations.

The heart of his leadership philosophy is “putting servant leadership to work.” With his partner and wife, Heather Hyde, Ken founded Third River Partners (www.3rd-river.com), which provides leadership development and change management services, while helping leaders adopt a serving others approach.

Ken’s other works include Changing Health Care and The Greater Goal: Connecting Purpose and Performance, coauthored with Heather Hyde. He holds a Ph.D. in Organizational Behavior from Purdue University; an M.S. in Management from the Air Force Institute of Technology, and a B.S. from the United States Air Force Academy. Ken lives in Pittsburgh and New York.
About the Authors

John Stahl-Wert

John Stahl-Wert is a best-selling author, internationally known speaker, and expert in growing great leaders. He touches the hearts of thousands of people from around the world through his highly praised books, keynote addresses, collaborative workshops, and work helping organizations build great leaders to bring out the very best in their people.

John serves as president of Newton Institute and director of its Center for Serving Leadership (centerforservingleadership.com), providing services that enable individual, organizational, and community transformation based on the five actions in The Serving Leader. His passion is to build a worldwide community of serving leader practitioners.

John is co-author of Ten Thousand Horses with Ken Jennings; co-author of The Serving Leader for the People of God with Elizabeth Wourms; author of With: A True Story; and author of a weekly blog on serving leader principles. John served as founder and CEO of Serving Ventures; president and CEO of Pittsburgh Leadership Foundation; and as founder of Pittsburgh Urban Leadership Service Experience (PULSE), Leadership Foundations Training Institute, The Union Project, and Amachi Pittsburgh. He lives in Pittsburgh with his wife Milonica.