



# THE HEART OF LEADERSHIP

SERVING AND DEVELOPING PEOPLE  
LESSON GUIDE

**"The heart of leadership is based on serving others, not ourselves." – John Maxwell**

**"There is no more noble occupation in the world than to assist another human being, to help someone else succeed." – Alan Loy McGinnis**

**"People tend to become what the most important people in their lives think they will become." – John Maxwell**

## **LEADERSHIP IS INFLUENCE.**

Influence is the capacity to have an effect on the character, development, or behavior of someone.

There are two types of people-influencers:

- > The one who influences others to *follow only* is a leader with limitations.
- > The one who influences others to *lead others* is a leader without limitations.

### **HEBREWS 10:24 (ESV)**

**"And let us consider how to stir up one another to love and good works."**



"No man will make a great leader who wants to do it all himself or to get all the credit for doing it." – **ANDREW CARNEGIE**

## **NATURAL CHARACTERISTICS OF LEADERS:**

### **MOST Leaders:**

- > Are **driven** individuals
- > Are **visionaries** with dreams and goals
- > Take swift **action** to accomplish their goals
- > **Desire acknowledgement** for their work
- > **Find fulfillment** when their work is complete and successful

"If you help people get what they want, they will help you get what you want." – **ZIG ZIGLAR**

## **PEOPLE ARE THE GREATEST RESOURCE EVERY LEADER HAS.**

If we aren't careful, we run the risk beginning to view people as expendable assets that are only valuable to us when they provide value – instead of seeing people for what they truly are: **our greatest asset.**

The greatest resource in your 'leadership toolbox' is people. It's not your program, it's not new innovative methods, it's not your education, or even this training. **The greatest resource you have is people.**



## SERVING PEOPLE.

### LEWIN'S 5 STYLES OF LEADERSHIP

1. Authoritarian Leadership (Autocratic)
2. Participative Leadership (Democratic)
3. Delegative Leadership (Laissez-Faire)
4. Transactional Leadership (Management Focused)
5. Transformational Leadership (People Focused)

No matter what your personality is – no matter what category and style of leadership you fall under – **all leaders exist for the purpose of serving people, especially in the church.**

### SERVANT LEADERSHIP

The idea of servant leadership is that a leader is **a servant first**. It begins with the natural desire that one has to be of service to people. That conscious choice to serve will then bring one to aspire to lead by making sure that other people's highest priority needs are being served.

Every leader should have the capacity to *change their heart and mindset* to prioritize serving people, before serving themselves.

#### MARK 10:45 (ESV)

"For even the Son of Man came not to be served but to serve, and to give his life as a ransom for many."



### EPHESIANS 4:11-12 (ESV)

So, Christ himself gave the apostles, the prophets, the evangelists, the pastors and teachers,<sup>12</sup>to equip his people for works of service, so that the body of Christ may be built up.”

## 1. DON'T RELY ON YOUR POSITION OR TITLE.

We should be grateful for the accomplishments we have made, but we should not rely on them to help us lead. If what you did 5 years ago still excites you, then you're in trouble; **leaders are not historians.**

Every leader must work to earn the respect of people by delivering on their promises and showing them that they are there to serve them. If you have to say you have authority, or declare you are in charge, then you really have no authority or charge at all.

Titles and positions don't mean much to people.

## 2. CHOOSE TO BELIEVE IN PEOPLE AND SEE THEIR POTENTIAL.

The more you believe in someone's potential, the easier it will be to serve them. The more you serve them, the greater their potential increases. Everyone wins in this case. You, the leader has built trust, gained influence, and found fulfilment in helping someone; them, the follower has felt acknowledged, validated, and seen growth in themselves.



### 3. LEARN TO SEE THINGS FROM THEIR PERSPECTIVE.

If you're the smartest person in the room with all the answers, then you're going to be the most ineffective leader in the room.

As leaders we must have confidence in our ability to lead and have an idea of our goals and plans, but we should openly welcome the input and even constructive criticism of others. It is impossible to lead people and serve them well if you do not understand their mind and heart.

Likewise, it is impossible for people to follow you well if your mind and heart is closed off to their input. Don't walk into a room with all of the answers. Learn to let other people share their perspective and give it true acknowledgement.

### 4. CREATE A CULTURE OF ENCOURAGEMENT.

All people desire praise and affirmation. Though some may not feel comfortable with being publicly acknowledged, every human being desires to feel good about themselves.

Learn to create a culture of encouragement. The key to unity in a team, and the key to collaboration, starts with encouragement. You should aim to create a culture of encouragement.

Praise people for their work; acknowledge people for their contributions; encourage people who are struggling and offer them support. When encouragement is constantly given, it quickly multiplies. Soon, your team will be filled with encouragers who stimulate growth and affirmation in each other.



## 5. MEASURE YOUR SUCCESS BY VALUE ADDED TO OTHERS.

Success has nothing to do with your skills and accomplishments.

Success has everything to do with the value you add to others. John Maxwell says, "The measure of a leader is not the number of people that serve him, but the number of people he serves."

If I can add value to people, then people will add value to my vision. When the vision is accomplished by empowered and valued people, then the team's success becomes my success.

### ASK YOURSELF THESE IMPORTANT QUESTIONS:

1. What can I do for people to help them succeed?
2. What do people need from me that they be afraid to ask for?
3. What areas of my leadership can I work on to help me serve better?
4. What is it like to work with and for me?
5. What do I do best that allows me to serve people best?
6. How can I serve people in a way that will inspire them to serve others?
7. Do I just talk about serving people, or do I show them by example?



## DEVELOPING PEOPLE.

What is the difference in serving people and developing people?

Serving people has to do with my **attitude** and **heart** towards people; developing people has to do with my **actions** with people.

## 5 PRINCIPLES OF PEOPLE-DEVELOPMENT:

- 1. VALUE OF PEOPLE** – this is an issue of my **attitude**.
- 2. COMMITMENT TO PEOPLE** – this is an issue of my **time**.
- 3. INTEGRITY WITH PEOPLE** – this is an issue of my **character**.
- 4. STANDARD FOR PEOPLE** – this is an issue of my **vision**.
- 5. INFLUENCE OVER PEOPLE** – this is an issue of my **leadership**.

If we are going to develop people, we must value them, we must be committed to them, we must have integrity with them, we must set standards and expectations, and we must continue to work on our influence and leadership with them.

### 1. BECOME A GREAT MOTIVATOR.

In order to become a great motivator, you must find out what motivates people. What makes your team tick? What causes people to get onboard with the vision? In the church setting, everyone is a volunteer – no one is getting paid. So, what can you do to motivate your team? Most often people are motivated to act and perform when they align their values and beliefs with the values of leader and the mission. People want to feel like they are contributing to something that they can identify with.



## 2. SET CLEAR GOALS AND EXPECTATIONS.

There is nothing worse than joining a cause or a team that has no clear direction. A *good* leader sets clear goals for their team. A *great* leader includes the team in goal setting. People cannot be expected to grow and develop when there are not clear, achievable goals and expectations.

## 3. DEVELOP GREAT COMMUNICATION SKILLS.

Communication is key to personal growth and development. You must learn how to communicate effectively. And you must understand that different people communicate in different ways. Learn how to communicate to your team. Make it a point to always communicate in a positive manner. Don't belittle people; don't manipulate people; don't be insensitive; and don't be discouraging. Always strive for positive communication.

## 4. TALK LESS – LISTEN MORE.

God gave you two ears and one mouth – so we should listen twice as much as we speak. Sometimes, people just want to be heard. They want to feel like you care about them and value their opinions and thoughts. Give people your undivided attention when they are talking to you. Have an "open door policy" and let people know you're interested in their conversation. Don't interrupt or tune them out – make intentional efforts to stop what you're doing and listen.



## 5. GIVE OF YOURSELF.

A question we all need to ask ourselves is, "Am I building people, or am I building my dream and using people to do it?"

Successful people developers give of themselves by using their strengths to support the needs of others. Being leader will cost you a little more time and a lot more effort than others, but the investment to people is worth it. Give people opportunities to succeed. Become a 'launch pad' or 'steppingstone' to success for them. Let them take ownership of certain tasks or projects and then show your support. Teach, instruct, train and give grace when they don't get it right. Lead from the front – not the back.

Give your time, your talent, your treasure without expecting anything in return.

### 1 PETER 5:1-3 (MSG)

"I have a special concern for you church leaders. I know what it's like to be a leader, in on Christ's sufferings as well as the coming glory. Here's my concern: that you care for God's flock with all the diligence of a shepherd. Not because you have to, but because you want to please God. Not calculating what you can get out of it, but acting spontaneously. Not bossily telling others what to do, but tenderly showing them the way."

**The heart of leadership is SERVING and  
DEVELOPING other people.**