

# *SERVE* AND *LEAD*

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**“ONLY THREE THINGS HAPPEN  
NATURALLY IN ORGANIZATIONS:**

***FRICTION,  
CONFUSION, AND  
UNDERPERFORMANCE.***

***EVERYTHING ELSE REQUIRES  
LEADERSHIP.”***

**- PETER DRUCKER**

**HOW WE DEFINE OURSELVES,  
CLARIFIES OUR RESPONSIBILITY  
AND RELATIONSHIP TO OTHERS.**

*THAT MAKES ALL THE  
DIFFERENCE.*

**WHO ARE YOU?**

Leadership is **WHO** you **ARE**  
and **WHAT** you **DO**,  
that *moves* people  
to *willingly* pursue  
*mission accomplishment.* -SMG & JFB

**BE . . . KNOW . . . DO.**



LEADERS

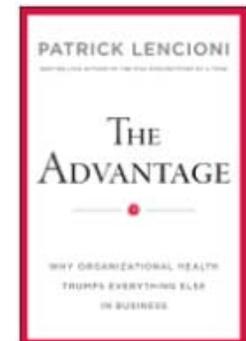
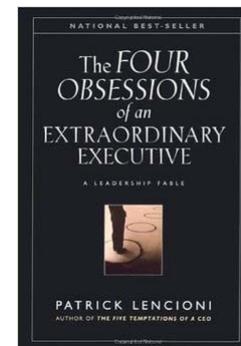
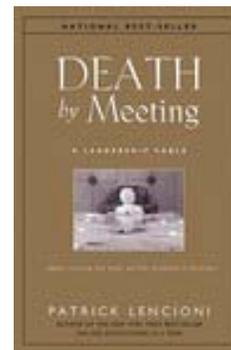
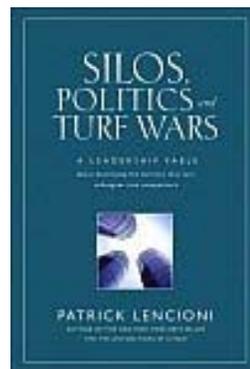
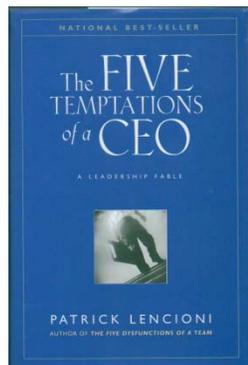
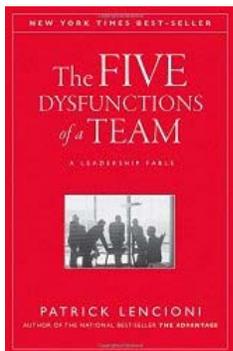
***SERVE PEOPLE***

IN ALIGNMENT WITH

***MISSION.***

“I’M TIRED OF HEARING ABOUT *SERVANT LEADERSHIP* BECAUSE I DON’T THINK THERE IS ANY OTHER KIND OF LEADERSHIP.”

- PATRICK LENCIONI



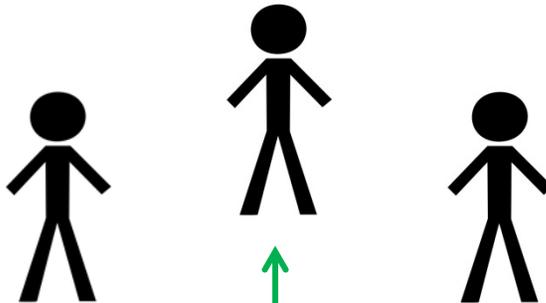
**LEADERS**

**EAT**

**LAST.**



# MISSION



*What is my  
best and  
highest role?*

Lead?  
Follow?  
Get Out of the Way?

# Servant Leadership: Trunk of a Tree



# DO What?



- Own Your **LEADERSHIP** Responsibility
- Define **MISSION** . . . Provide a “*Line of Sight*”
- Know Your Stuff . . . Your Self . . . Your People . . .  
Your Customer (**Needs/Expectations/Aspirations**)
- Clarify Expectations . . . Roles . . . Responsibilities
- **Listen . . . Listen . . . Listen**
- Share Information/Delegate . . . Involve Them
- Provide & Seek Constructive, Continuous Feedback
- Treat **ALL** w/ Dignity & Respect
- Share Burdens & Deflect Credit
- Equip & Support Your Team/Colleagues/Customers
- Be Accountable . . . Hold Accountable

Leaders must possess  
the *discipline* to be  
*empathetic*.

- General Stanley McChrystal

The first responsibility of a leader is to define reality. The last is to say thank you. In between, the leader is a servant.

Max De Pree