



Jakarta International
Customer Service Institute



Are you a servant leader?

BEHAVIORS ASSESSMENT





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The Nine Behaviors of a Servant Leader



STEP 1

Assess how frequently you exhibit each of the following behaviors. Quickly respond to each statement below using the following scale:

1 = CONSISTENTLY 2 = USUALLY 3 = OCCASIONALLY 4 = RARELY

SERVE FIRST

- _____ Whether you are leading others or following another, you do it with a desire to serve.
- _____ You ask others how you can best serve them in the situation.
- _____ You frequently ask yourself, "What else can I do?"
- _____ Your behaviors support a service mindset.
- _____ You demonstrate a willingness to help others.

_____ **TOTAL for SERVE FIRST**

LISTEN TO UNDERSTAND

- _____ You listen in a way that invites the communication; you create a safe environment.
- _____ When listening, you are aware and in the present moment.
- _____ You refrain from judging others.
- _____ You create an open, collaborative atmosphere.
- _____ You ask clarifying questions.

_____ **TOTAL for LISTEN TO UNDERSTAND**

BUILD TRUST

- _____ You are willing to extend trust to others. You tell the truth and are honest.
- _____ You delegate work to those you lead.
- _____ You assume positive intent in others.
- _____ You do what you say you'll do.

_____ **TOTAL for BUILD TRUST**

THINK ABOUT YOUR THINKING

- _____ You allow time for reflection.
- _____ You observe and question your thinking.
- _____ You routinely ponder, "what is going on inside me?"
- _____ You are able to move beyond your emotions.
- _____ You can turn negative thoughts into positive thinking.

_____ **TOTAL for THINK ABOUT YOUR THINKING**

LIVE YOUR VALUES

- _____ You know your core beliefs.
- _____ You live your values in your day-to-day behaviors.
- _____ Even when things get tough, your values drive decision making.
- _____ You know the foundational truths that anchor your life.
- _____ You support the values of your organization.

_____ **TOTAL for LIVE YOUR VALUES**

ADD VALUE TO OTHERS

- _____ You meet people where they are.
- _____ You equip your team members.
- _____ You are a leader that consistently adds value to your team members.
- _____ You use your talents and skills to be of help.
- _____ You respect people's time by being punctual to meetings with them.

_____ **TOTAL for ADD VALUE TO OTHERS**

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DEMONSTRATE COURAGE

- _____ You include those you lead in problem solving.
- _____ You actively seek feedback, both positive and constructive.
- _____ You create a safe environment where mistakes are learning opportunities.
- _____ You see constructive feedback as a gift; a reality check that expands your knowledge.
- _____ You confront others with a servant’s mindset.
- _____ **TOTAL for DEMONSTRATE COURAGE**

INCREASE YOUR INFLUENCE

- _____ You share business results with those you lead. You focus on those in need.
- _____ You look for opportunities to mentor others.
- _____ To continue developing as a servant leader, you continually expand your circle of influence.
- _____ **TOTAL for INCREASE YOUR INFLUENCE**

LIVE YOUR TRANSFORMATION

- _____ You focus on what matters, not just getting results.
- _____ You use your mistakes to learn and grow from.
- _____ When asking someone to do something, you explain the higher purpose behind why.
- _____ You understand that servant leadership is a lifelong journey.
- _____ You acknowledge that practicing servant leadership behaviors will bring about a change in your thinking; a new mindset.
- _____ **TOTAL for LIVE YOUR TRANSFORMATION**

STEP 2

List the behaviors in which the total for that behavior is less than 8. These are the behaviors that you excel at demonstrating. Nice work!

STEP 3

List the behaviors in which the total for that behavior is 8 or more. These are the behaviors that you have an opportunity to improve.

STEP 4

Prioritize your “step 3 list”. Pick one behavior (at a time) to improve upon. Take specific actions to demonstrate these behaviors. Your servant-led journey has begun!



Let us help you master The Nine Behaviors of a Servant Leader.
Visit ServantLeadershipInstitute.com for resources.



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