Servant Leadership Impact
Practical Insights for the Nonprofit Sector

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Servant leadership has always been a part of my life. My parents and grandparents were models of servant leadership to me. Having experienced the benefits of servant leadership growing up, I have desired for my life to be a model of servant leadership worthy of being emulated by others throughout my time in the military, private industry, public service, and in the nonprofit sector.

Given my interest in servant leadership, I decided to take a closer look at the impact of servant leadership in the nonprofit sector, providing practical insights beneficial to the nonprofit sector.
OBJECTIVES

The purpose of this research is to examine the benefits of servant leadership through an individual and organizational framework, highlighting practical implications to help individuals and organizations in the nonprofit sector.

RESEARCH QUESTIONS

• What models or methods best promote servant leadership within an organization at the individual level?
• What strategies are effective to foster an organizational culture of servant leadership?
METHODS AND APPROACHES

- Literature Review
- Expert Interviews
DATA ANALYSIS

Visionary/leadership role
RESPONSIBLE

Implementation/servant role
RESPONSIBLE

Source: Blanchard et al., 2018.

10 PRINCIPLES OF SERVANT LEADERSHIP

LISTENING
EMPATHY
HEALING
AWARENESS
PERSUASION
CONCEPTUALIZATION
BUILDING COMMUNITY
COMMITTMENT TO THE GROWTH OF PEOPLE
STEWARDSHIP
FORESIGHT

Source: Author’s creation. Elaborated from Greenleaf & Spears, 1998.
LITERATURE REVIEW

Strategies for an Organizational Culture of Servant Leadership

• Promote belongingness
• Show compassion
• Foster a culture of structural empowerment and effective succession planning
• Effective Communication

“For even [Jesus] came not to be served but to serve, and to give his life as a ransom for many.”
(Mark 10:45 ESV)
LITERATURE REVIEW

Methods to Promote Servant Leadership at the Individual Level

• Model stewardship and healing
• Self-awareness
• Community

Source: https://www.growingagile.co.za/2016/05/3-key-skills-for-servant-leaders/
DATA ANALYSIS

EXPERT INTERVIEWS

Themes with subcategories for RQ1

- Communication
  - Listening
  - Empathy

- Empowering
  - Responsibilities
  - Stewardship

- Standards
  - Setting the example
  - Learn

Themes with subcategories for RQ2

- Commitment
  - Community
  - Philosophy

- Programs
  - Training
  - Evaluation

- Unite
  - Common purpose
  - Communicate
  - Empower
IMPLICATIONS

- **Obstacle 1:** Many organizations in the nonprofit sector are still organized in the traditional department silos. Some leaders may not be comfortable with deviating from the traditional autocratic style.
- **Obstacle 2:** Many individuals lack professional preparations for leadership.
- **Obstacle 3:** Smaller nonprofit organizations have limited resources and limited bandwidth to adopt a new leadership approach.
1. **Commitment.** Leadership in the nonprofit sector should demonstrate a commitment to servant leadership, articulating a philosophy and following up with related actions.

2. **Development.** Organizations in the nonprofit sector could offer internal courses and trainings to support an environment conducive to servant leadership.

3. **Partnership.** Smaller nonprofits could develop partnerships with other organizations in the community to gain access to courses and training, equipping leaders and staff to become effective servant leaders.
REFERENCES


This research works to better understand servant leadership, while identifying practical implications for individuals and organizations in the nonprofit sector. Through a literature review and expert interviews, this project explores the impact of servant leadership in the nonprofit sector, while identifying practical implications for individuals and organizations in the nonprofit sector.

In an environment often focused on sustainability and doing more with less, this project examines the effectiveness of servant leadership on organizations and individuals in the nonprofit sector. This capstone focuses on a comparative analysis of information collected via literature review and incorporates responses from interviews conducted with experts in the field of servant leadership.

Research Question #1 (RQ1): What models or methods best promote servant leadership within an organization at the individual level?

Research Question #2 (RQ2): What strategies are effective to foster an organizational culture of servant leadership?

The qualitative study utilized a mixed method approach with secondary data, including a literature review and interviews with subject matter experts in the field of servant leadership. This project focused on a comparative analysis of the information collected via a literature review and incorporated responses from expert interviews.

Obstacle 1: Many organizations in the nonprofit sector are still organized in the traditional department silos. Some leaders may not be comfortable with deviating from the traditional autocratic style.

Obstacle 2: Many individuals lack professional preparations for leadership.

Obstacle 3: Smaller nonprofit organizations have limited resources and limited bandwidth to adopt a new leadership approach.

REFERENCES
