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COURSE BROCHURE

Servant Leadership Training Course for Managers and Team Leaders

20 – 24 December 2026
Kuala Lumpur

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Registered in the United Kingdom and Saudi Arabia

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Ref: 1413_52768 **Date:** 20 – 24 December 2026 **Location:** Kuala Lumpur **Fees:** 4600 GBP

Servant Leadership is a 1-week training course for managers and team leaders who want to lead by serving the growth of their people, ending with a servant leadership practice plan for their own team. Younger workforces, hybrid teams and tight labour markets mean organisations now keep talent through trust, listening and development rather than position alone. The course is delivered by Jupiter Prime Training.

Why Servant Leadership Matters Now

Three groups shape the case for servant leadership today. Employees expect managers who listen, explain decisions and invest in their growth, and they leave when they do not find them. Customers notice the difference when front-line staff feel trusted to solve problems. Senior leaders need managers who build cohesion across hybrid and multi-generational teams without relying on command. Teams led this way show stronger engagement and lower turnover; teams without it drift into compliance and silence. The course draws on Robert Greenleaf's servant leadership concept, the ten characteristics described by Larry Spears, and the Servant Leadership Survey SLS of van Dierendonck and Nuijten.

Who Gains Most from Servant Leadership

- Team leaders responsible for day-to-day coaching and morale of front-line staff
- Line managers who handle performance conversations and development plans
- Department heads rebuilding trust after restructuring or high turnover
- Project leads guiding specialists who do not report to them formally
- Supervisors leading hybrid or multi-generational teams

Leadership groups gain most when managers from the same division attend together and agree how they will listen to, develop and recognise their people.

Servant Leadership Capabilities

Participants move from the philosophy of serving first to concrete leader behaviours: deep listening, empathic responses, stewardship of resources and deliberate growth of each team member.

- Apply active listening and paraphrasing in one-to-ones — surfacing concerns before they escalate
- Assess team needs with servant leadership survey items — targeting the behaviours that matter most
- Design individual growth conversations and stretch assignments — developing successors for the department
- Build team rituals that strengthen belonging — reducing silos and turnover
- Weigh stewardship choices on resources and recognition — balancing people and results for senior leaders

- Communicate decisions with empathy and foresight — keeping trust during change

Key Servant Leadership Terms

- Servant leadership — a leadership philosophy in which the leader's first aim is to serve the growth and wellbeing of others.
- Stewardship — holding resources, people and reputation in trust for the wider organisation and community.
- Empathic listening — listening to understand another person's meaning and feelings before responding.
- Foresight — using lessons of the past and present to anticipate the likely consequences of decisions.
- Psychological safety — a shared belief that team members can speak up, admit mistakes and ask questions without fear.
- Growth conversation — a structured dialogue about a person's aspirations, strengths and next development step.

Servant Leadership Day by Day

Day 1: Serving First as a Leadership Choice

- Greenleaf Servant Leadership Concept — Contrasting Serve-First and Lead-First Motives
- Ten Characteristics Described by Spears — Mapping Personal Strengths and Gaps
- Servant Leadership Survey Self-Rating — Choosing Priority Behaviours to Develop
- Workforce Expectations and Retention Drivers — Linking Service to Engagement
- Hospitality and Engineering Case Studies — Comparing Servant and Directive Teams

Day 2: Listening and Empathy

- Levels of Listening Model — Moving From Hearing to Understanding
- Paraphrasing and Reflective Questions — Checking Meaning in One-to-Ones
- Empathy Mapping for Team Members — Seeing Pressures From Their Side
- Difficult Conversation Preparation — Holding Standards With Compassion
- Psychological Safety Indicators — Spotting Silence and Encouraging Voice

Day 3: Growing People

- Growth Conversation Framework — Uncovering Aspirations and Next Steps
- Stretch Assignments and Delegation Levels — Building Capability Through Real Tasks
- Coaching Questions for Managers — Helping People Solve Their Own Problems
- Strengths-Based Feedback — Reinforcing What Works
- Successor Readiness Grid — Preparing People for Bigger Roles

Day 4: Stewardship and Community

- Stewardship Choices on Budget and Workload — Protecting People and Results
- Foresight and Conceptualisation — Explaining the Bigger Picture to Teams
- Team Rituals and Recognition Practices — Strengthening Belonging at Work
- Cross-Team Service Agreements — Reducing Friction Between Departments
- Servant Leadership Under Performance Pressure — Balancing Care and Accountability

Day 5: Practising the Servant Leadership Practice Plan

- One-to-One Simulation — Applying Day 2 Listening and Empathy Methods
- Growth Conversation Rehearsal — Applying Day 3 Coaching and Stretch Planning
- Team Community Design — Applying Day 4 Rituals and Recognition
- Peer Feedback on Leader Behaviours — Testing Priorities With Colleagues
- Servant Leadership Practice Plan — Completing Behaviours, Conversations and Team Rituals

Applying Servant Leadership After the Course

- Hold a growth conversation with every direct report within four weeks and record one agreed next step each.
- Run a short psychological safety check with the team and act on the lowest-scoring item.

Servant Leadership Questions FAQ

What is servant leadership and why does it matter now?

Servant leadership is leading by putting the growth and wellbeing of your people first. Employees now judge managers on listening and development, so it directly affects engagement and retention.

Which roles gain most from servant leadership training?

Team leaders, line managers, department heads rebuilding trust, project leads without formal authority and supervisors of hybrid teams gain most.

How does servant leadership differ from a transformational leadership course?

This course focuses on serving and developing individual team members. A transformational leadership course centres on vision, inspiration and leading organisational change.

What do you bring back from servant leadership training?

You bring back a servant leadership practice plan with priority behaviours, a schedule of growth conversations and team rituals for belonging.

Servant Leadership: The Way Forward

The servant leadership practice plan first informs which listening and growth behaviours a manager will practise in the next month and with whom. The manager shares it with their own line manager and, where trust allows, with the team. After the first round of growth conversations, revisit the stewardship choices, since workload and recognition often need rebalancing.