

# Servant Leadership

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Board of County Councilors Work Session

Jim Rumpeltes, interim county manager

Aug. 30, 2017



*“Servant Leadership is a philosophy and set of practices that enrich people’s lives, build better organizations and ultimately, create a more just and caring community.”*

– Robert Greenleaf, 1970

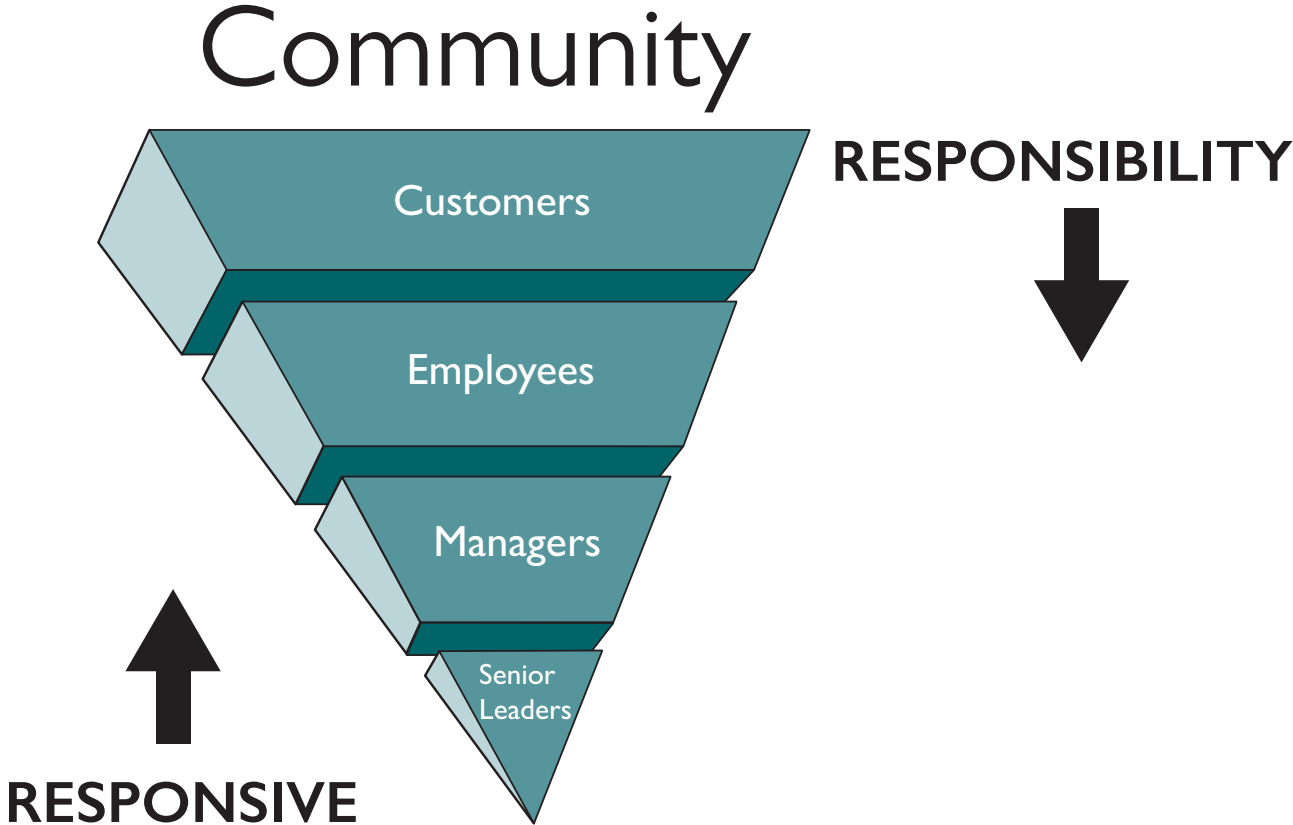


**The mission of Clark County government  
is to enhance the quality of life  
in our diverse community  
by providing services with integrity,  
openness and accountability.**



# Servant Leadership philosophy

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# Servant Leadership companies

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NORDSTROM



# Seven Pillars of Servant Leadership

Community

Customers

Employees

- 1 A Person of Character
- 2 Who Puts People First
- 3 Skilled Communicator
- 4 Compassionate Collaborator
- 5 Has Foresight
- 6 Is a Systems Thinker
- 7 Leads with Moral Authority

Strategy

Culture



# Servant Leaders

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**Clockwise from top left: Nelson Mandela, Mother Teresa, Steve Jobs of Apple, Colleen Barrett of Southwest Airlines**



# CLARK COUNTY RESIDENTS

Clark County employees

Puts  
people first

Skilled  
communicator

Compassionate  
collaborator

Has  
foresight

Systems  
thinker

SERVANT LEADERSHIP

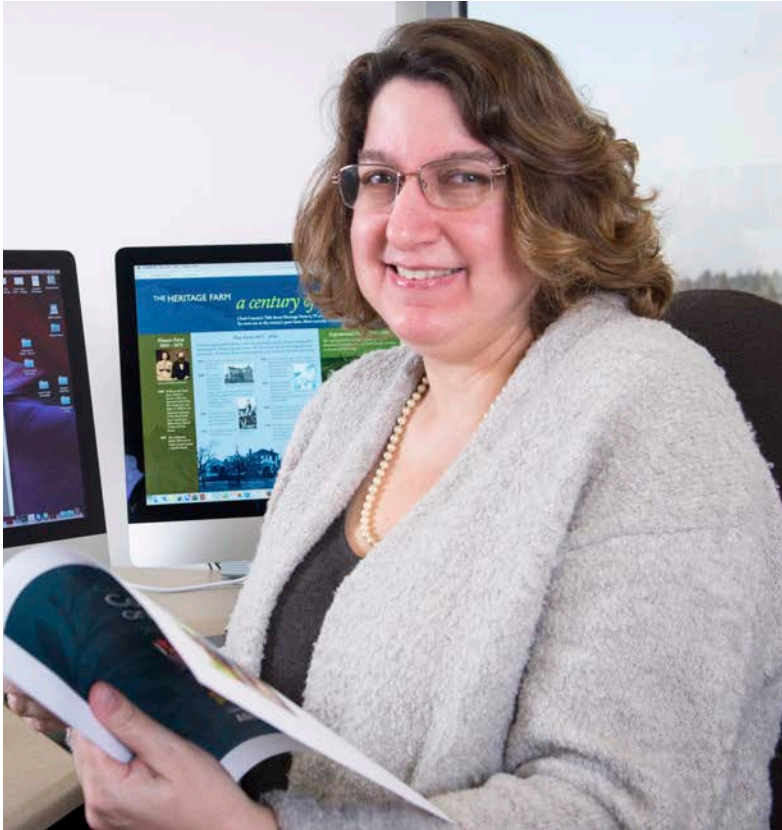
STRATEGY

CULTURE





# Servant leaders at Clark County



Travis Moultrie, Juvenile Detention

Sharon Lumbantobing, Community Planning



# Servant leaders at Clark County

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Gwen Browne, Prosecuting Attorney's Office



# Servant leaders at Clark County



Annie Wentland, Treasurer's Office



# Servant leaders at Clark County



Scot Brantley, Public Works





Camara Banfield, Prosecuting Attorney's Office



# Servant Leadership benefits

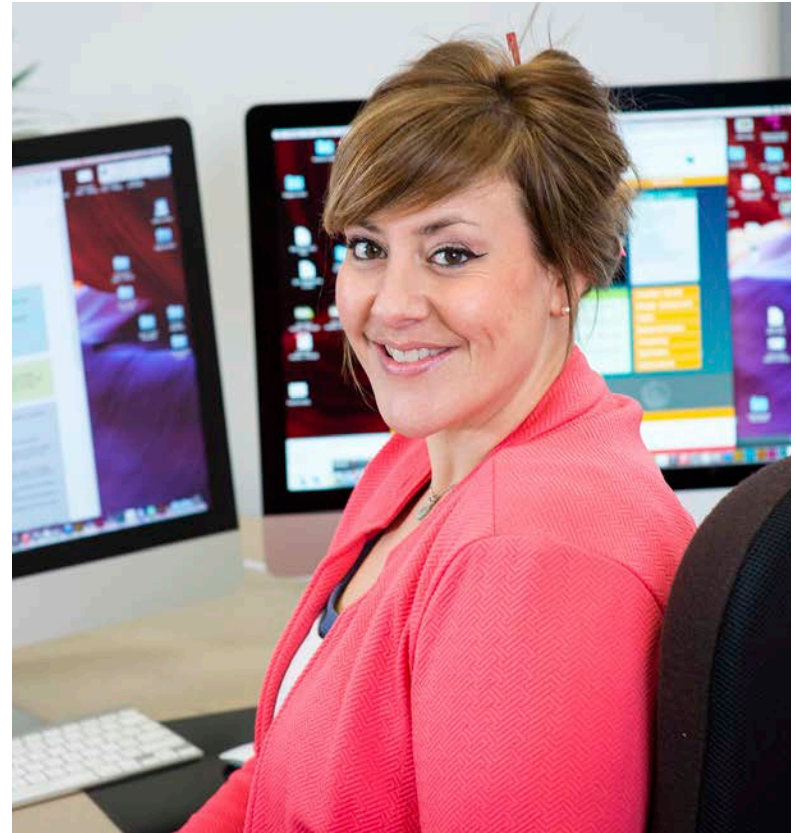
- Better customer service
- More creativity, positivity and innovation
- Great productivity, profitability and engagement
- Higher employee retention and fewer sick days



# Servant leaders at Clark County



David Bottamini, Public Works



Emily Brown, Juvenile Court



*“Customers will never love a company until the employees love it first.”*

--Simon Sinek, marketing consultant and motivational speaker





*“Make sure your business is creating a service experience so good that it demands loyalty.”*

–Steve Maraboli, business and behavioral science writer and lecturer



# Servant leaders at Clark County



# Thank you!

## Comments and questions

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