

# Servers to Servant Leadership

Servant Leadership Principles for Data Center Professionals

# Everyone leads...

---

- ▶ Vice President
- ▶ Mother
- ▶ **Supervisor**
- ▶ Father
- ▶ **Administrator**
- ▶ Brother
- ▶ Project Manager
- ▶ **Analyst**
- ▶ Chief Information Officer
- ▶ **Operations Coordinator**
- ▶ Engineer

“Leadership is Influence”  
– John C. Maxwell

...the question is *HOW?*

---



# Topics

---

1. Personal Story
2. Data Center Leadership
3. Servant Leadership for Data Center Success



---

# 1. Introduction & Background

A personal story with Servant Leadership



# Who is this guy?

## Education

PENNSTATE



MS & IS



LEHIGH  
UNIVERSITY.

MBA



Hard Knocks

## Experience



350 Employees

TEACHFORAMERICA

900 Employees

AIR  
PRODUCTS

21,000 Employees



70,000 Employees

## Roles

Support Analysts, Software Development, Project Management,  
VP of Technology, eCommerce Management



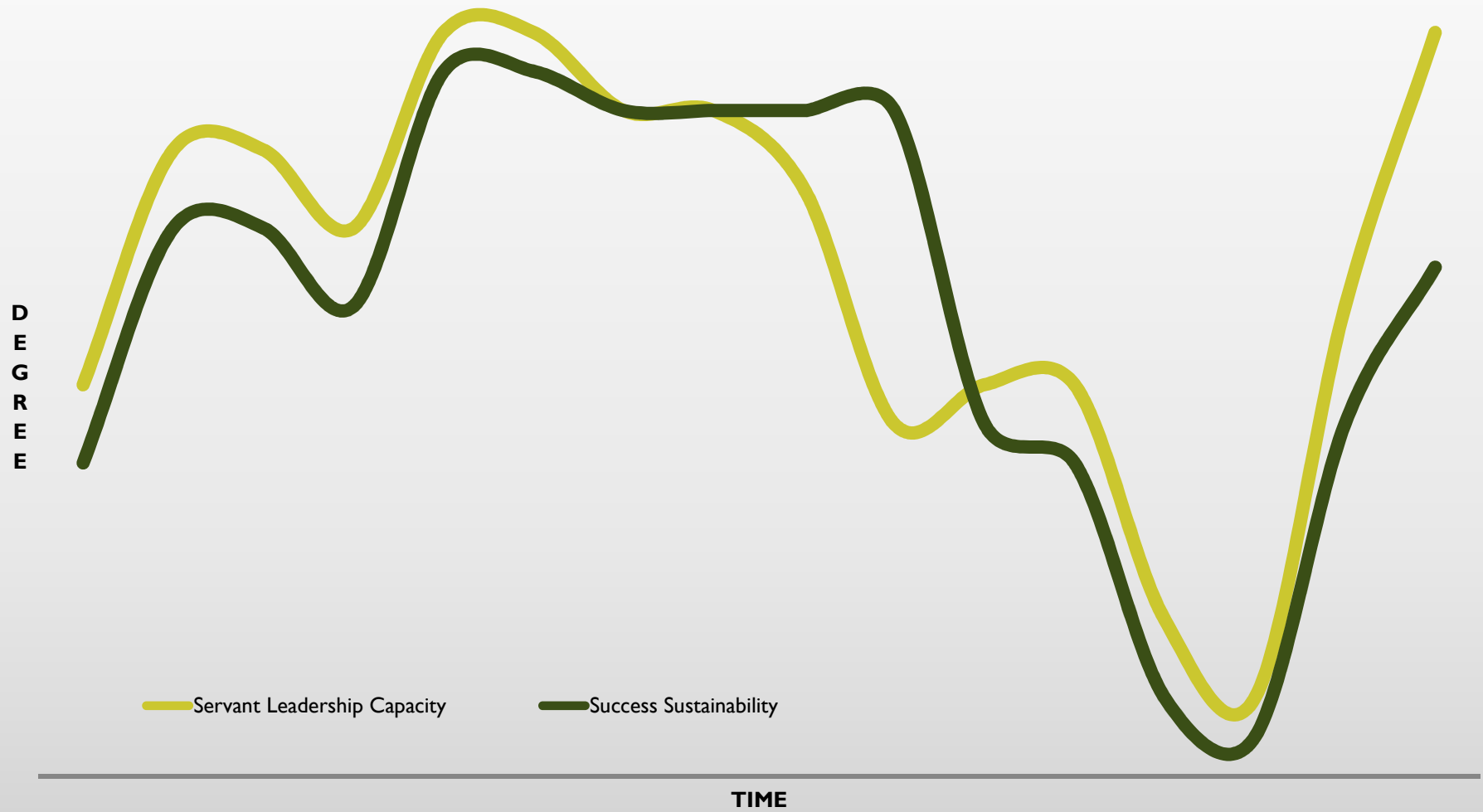
# Power vs. Servant Leader Characteristics

---

<b>Power Leadership</b>	<b>Servant Leadership</b>
Primary Objective is Position of Power	Primary Objective to Serve Organization
Competes against team members	Collaborates with team members
Takes credit	Gives credit
Gives blame	Takes blame
Leverages power, fear, intimidation	Leverages trust, opportunity, influence
Controls information to maintain power	Shares knowledge to empower others
Speaks more, listens less	Listens more, speaks less
Motivated by personal recognition	Motivated by team success
Uses perks & titles to signal power	Breaks down political hierarchy
Uses politics for personal gain	Balances opportunities for all
Positional power	Authentic authority

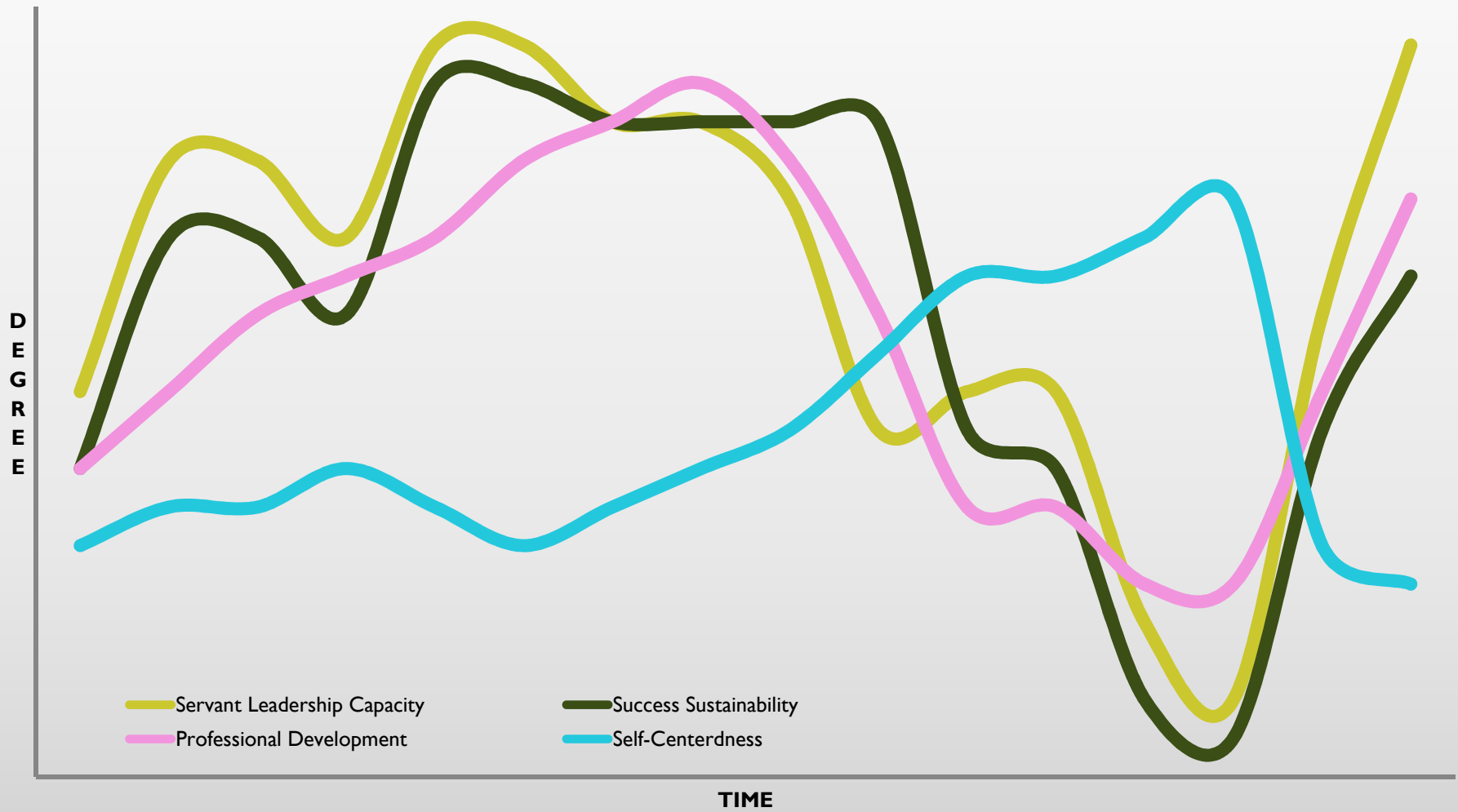


# A Journey to Servant Leadership

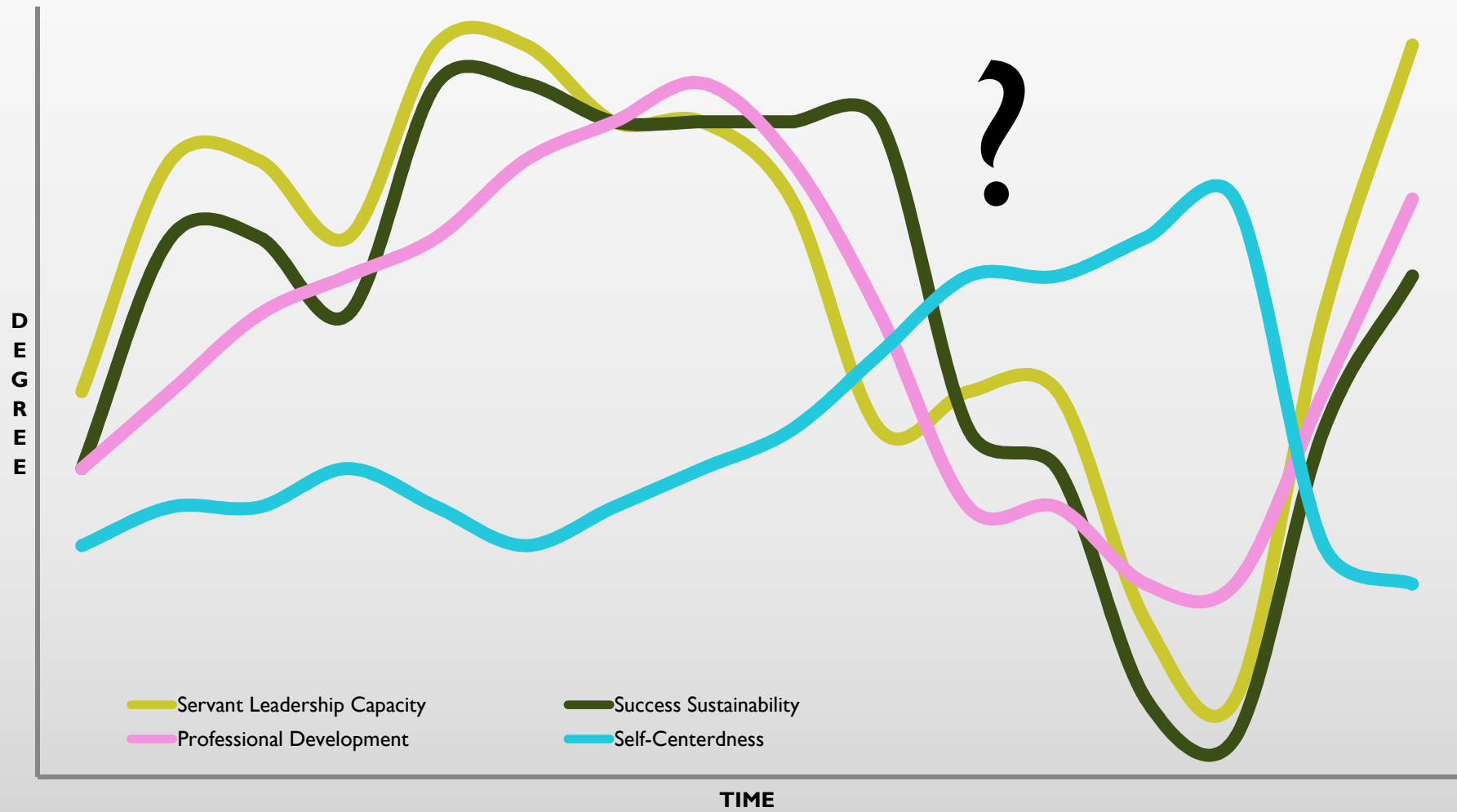


# Impact of Servant Leadership

---



# Impact of Servant Leadership



---

## 2. Data Center Leadership

Data center leadership's broad influence



# Data Center Roles in Leadership

---



Heart: 295 Quarts / Hour

TI Line: 192k Bytes / Sec



Brain: Billions of Neurons

CPU: 10x Millions Instructions / Sec



# Data Center Influences



Employees



Customers

Partners



Investors



# Constraints to Success

---



=



---

## 3. Data Center Servant Leadership

Implementing Servant Leadership in the Data Center



# How?

---

## Servant

Listening  
Empathy  
Healing

## Leader

Awareness  
Persuasion  
Foresight  
Conceptualization

Stewardship  
People  
Commitment  
Community

# Serving

---

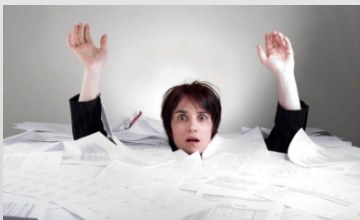


**LISTENING**

**Active & 360°**

**Mile in Shoes**

**EMPATHY**



**HEALING**

**Understand History**



# Leading

<b>Self &amp; Organization</b>	<b>AWARENESS</b>	
	<b>PERSUASION</b>	<b>Convince &amp; Consensus</b>
<b>B.H.A.G. but S.M.A.R.T.</b>	<b>CONCEPTUALIZATION</b>	
	<b>FORESIGHT</b>	<b>Consequences of Decisions</b>



# Servant Leading

---



**STEWARD**

**Entrusted Resources**

**Tough Decisions**

**GROWING  
PEOPLE**



**BUILDING  
COMMUNIT  
Y**

**Camaraderie**

# Power vs. Servant Leader Characteristics

---

<b>Power Leadership</b>	<b>Servant Leadership</b>
Primary Objective is Position of Power	Primary Objective to Serve Organization
Competes against team members	Collaborates with team members
Takes credit	Gives credit
Gives blame	Takes blame
Leverages power, fear, intimidation	Leverages trust, opportunity, influence
Controls information to maintain power	Shares knowledge to empower others
Speaks more, listens less	Listens more, speaks less
Motivated by personal recognition	Motivated by team success
Uses perks & titles to signal power	Breaks down political hierarchy
Uses politics for personal gain	Balances opportunities for all
Positional power	Authentic authority



# Questions?

---

► More Information



[www.ModernServantLeader.com](http://www.ModernServantLeader.com)



[Ben@Lichtenwalner.net](mailto:Ben@Lichtenwalner.net)



[@BLichtenwalner](https://twitter.com/BLichtenwalner)

