



Servant Leadership:  
Theory and Practice  
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## Introduction – Volume 2, Issue 1

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It is our mission to continue advancing servant leadership through both qualitative and quantitative research that is evidence-based, drawn from the academic literature and from practitioner experience. Within this issue of *Servant Leadership: Theory & Practice*, we present one editorial essay, entitled *Getting to Know the Elephant: A Call to Advance Servant Leadership through Construct Consensus, Empirical Evidence, and Multilevel Theoretical Development*, in which we highlight some of the construct clarity issues with servant leadership as a theory. We provide a literature review concerning the construct at different levels of analysis and suggest a more holistic process approach encompassing several levels of analysis. We offer four articles. *Servant Leadership, Followership, and Organizational Citizenship Behaviors in 9-1-1 Emergency Communications Centers: Implications of a National Study*, by Lora Reed, focuses on the impact of servant leadership within a first-responder environment and the employee-centered outcome of organizational citizenship behaviors. We also present *Implementing Servant Leadership at Cleveland Clinic: A Case Study in Organizational Change*, by Joseph M. Patruchak, a case study that illustrates the value of servant leadership within a healthcare setting. In support of that article illustrating the relationship between leadership and engagement, we feature *Exploring the Effect of Transformational Leadership on Nonprofit Leader Engagement*, by Robert Freeborough and Kathleen Patterson. We also offer a case study entitled *The Servant Leadership of Abraham Lincoln*, by Crystal Brown. It concerns servant leader values, focusing on the humility and empathy of Abraham Lincoln.