

The Human Edge:

Servant Leadership & Safety Culture:
Leading with Trust, Not Titles

Presented by:

MEMIC



Introducing Your Host & Presenters



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LEARNING OBJECTIVES

Differentiate

Spot the key traits that make servant leaders effective at building trust and safety within their teams.



Evaluate

Reflect on your own leadership habits and discover ways to better serve those you lead.



Define

Understand what servant leadership really means and why it's more than just a management buzzword.



Connect

See how servant leadership directly reduces safety incidents and boosts engagement.



Apply

Walk away with practical steps to bring empathy, accountability, and service into your daily leadership style.



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Compassion
Integrity 
Humility
Accountability 



*“People don’t care how much you know until
they know how much you care.”*

– Theodore Roosevelt

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EMPLOYEES

**Servant Leaders
lift, not lead
from above.**



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CONTRASTING LEADERSHIP STYLES



Laissez-Faire

- Minimal direction
- High autonomy
- Trust in team



Servant

- Compassion-driven
- Focuses on team growth
- Leads by example

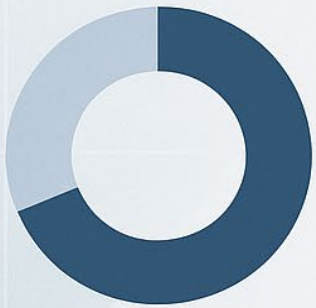


Top-down

- Top-down control
- Clear authority
- Quick decision-making

SERVANT = COMPASSION + ACCOUNTABILITY

WHY IT WORKS... THE EVIDENCE



62%

**FEWER
INCIDENTS**



5x

**FEWER
SAFETY
EVENTS**



7x

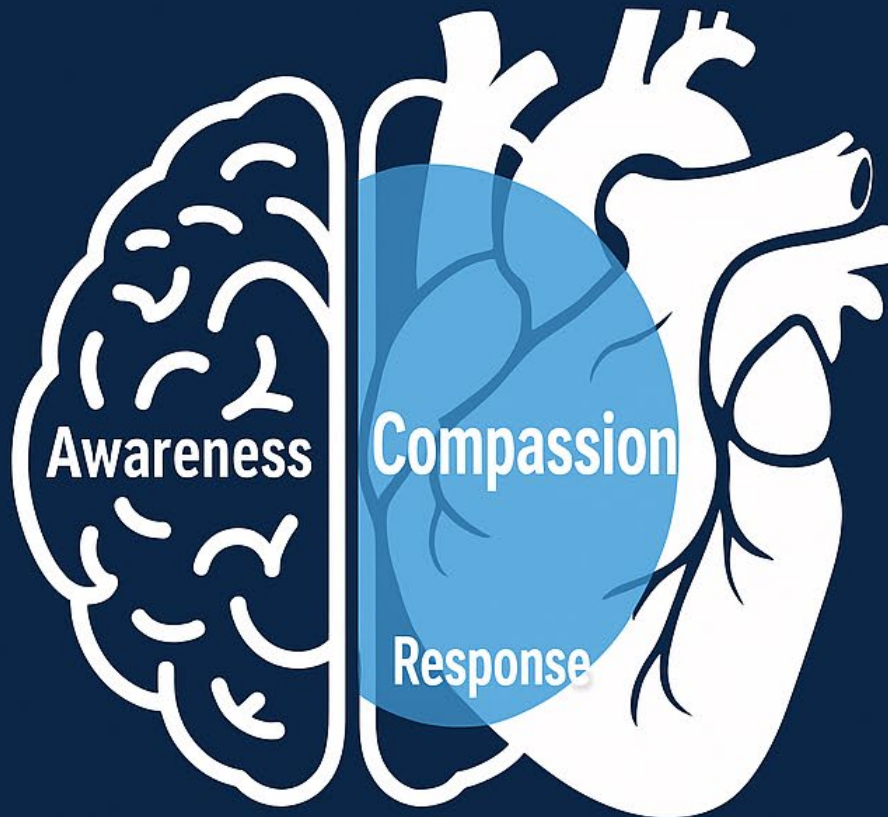
**FEWER
LOST-TIME
INJURIES**



2x

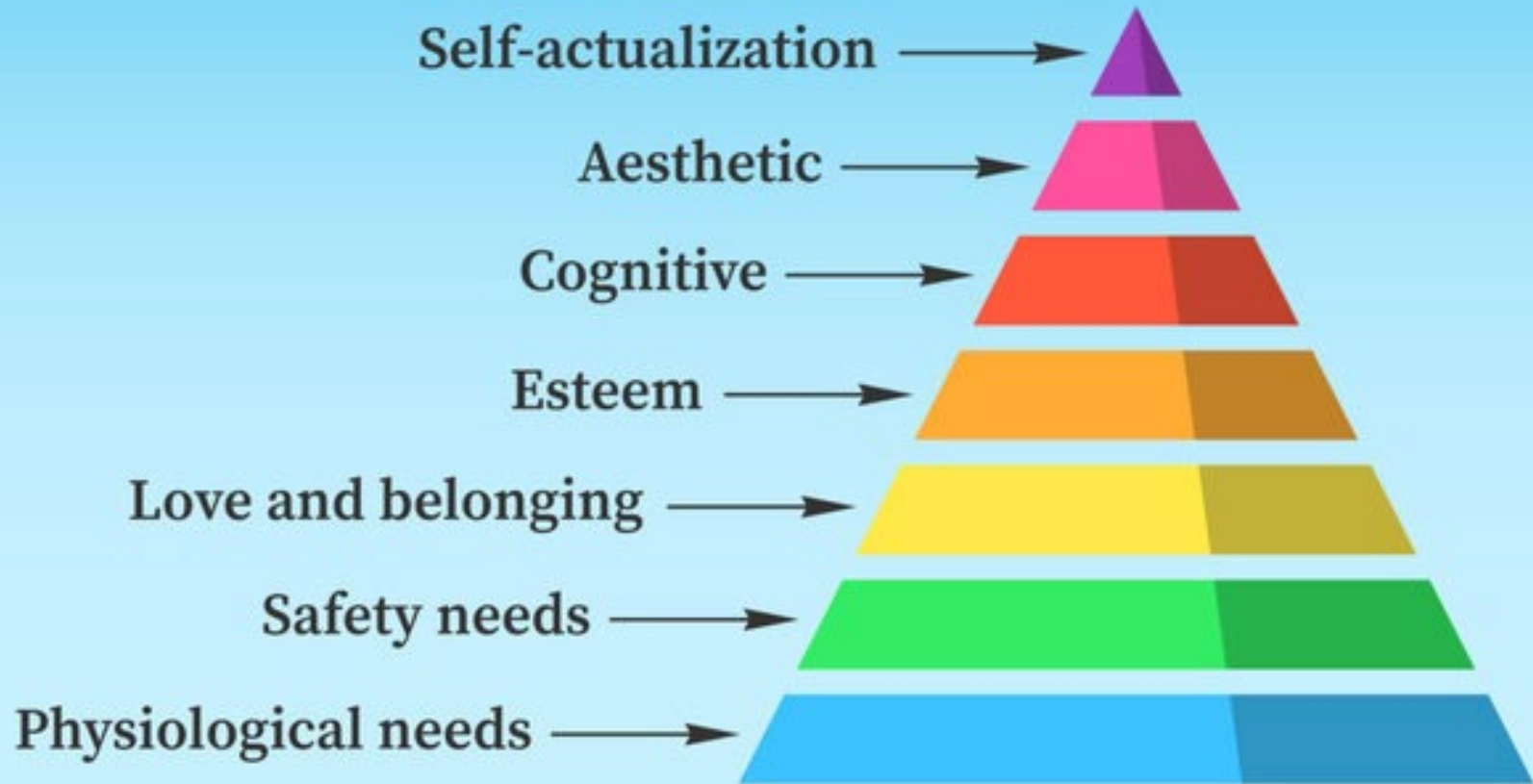
**STRONGER
SAFETY
PERFORMANCE**

EMOTIONAL INTELLIGENCE



- Listen from the heart.
- Ask, don't assume.
- Respond, don't react.

Maslow's Hierarchy of Needs





Accountability + Compassion = Trust

Emotional Intelligence and Psychological Safety help to identify issues early – encouraging responsiveness rather than reactivity.

GEMBA Walks: Leadership in Action

Going to where the work is. Engaging with employees. Building accountability and connection.



- **Go and See.**
- **Connect, Don't Correct.**
- **Curiosity over Control.**



Onboarding Sets the Tone

**“If we can measure results,
we can measure relationships.”**



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Final Takeaways



Emulate Traits of a Servant Leader

- Compassion, humility, listening, and stewardship



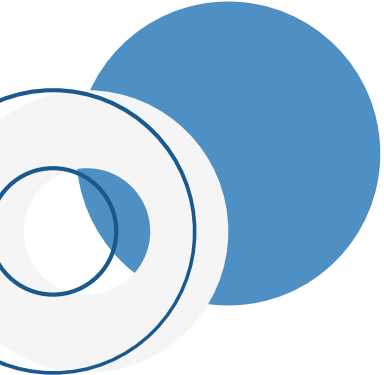
Practice Your Leadership Skills

– they are perishable



Be Intentional About Relationship Building

*Servant leaders don't build followers...
they build more leaders.*



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THANK YOU FOR YOUR PARTICIPATION

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