

The Hong Kong Polytechnic University

Subject Description Form

Please read the notes at the end of the table carefully before completing the form.

Subject Code	APSS1A21
Subject Title	ServiceLeadership
Credit Value	3
Level	1
Pre-requisite / Co-requisite/ Exclusion	Exclusion: APSS1A21M / APSS1A21U / APSS1A21V
GUR Requirements Intended to Fulfill	<p>This subject intends to fulfill the following requirement(s) :</p> <p><input type="checkbox"/> Healthy Lifestyle</p> <p><input type="checkbox"/> Freshman Seminar</p> <p><input type="checkbox"/> Languages and Communication Requirement (LCR)</p> <p><input type="checkbox"/> Leadership and Intra-Personal Development</p> <p><input type="checkbox"/> Service-Learning</p> <p><input checked="" type="checkbox"/> Cluster-Area Requirement (CAR)</p> <p style="padding-left: 20px;"><input checked="" type="checkbox"/> Human Nature, Relations and Development</p> <p style="padding-left: 20px;"><input type="checkbox"/> Community, Organization and Globalization</p> <p style="padding-left: 20px;"><input type="checkbox"/> History, Cultures and World Views</p> <p style="padding-left: 20px;"><input type="checkbox"/> Science, Technology and Environment</p> <p><input type="checkbox"/> China-Study Requirement</p> <p style="padding-left: 20px;"><input type="checkbox"/> Yes or <input checked="" type="checkbox"/> No</p> <p><input checked="" type="checkbox"/> Writing and Reading Requirements</p> <p style="padding-left: 20px;"><input checked="" type="checkbox"/> English or <input type="checkbox"/> Chinese</p>
Objectives	<p>The economic structure in many countries has shifted from a manufacturing to service-oriented economy. Currently, Hong Kong's service industries contribute to 95% of the Gross Domestic Product. The requirements of the service sector have gradually displaced previous conceptions of what constitutes effective leadership in the industrial era. As compared to the manufacturing economy which values directive, autocratic, and transactional leadership styles which are predominantly task-oriented in nature; the service economy prizes distributed, transformational and person/follower-oriented leadership styles. Service leadership underscores flexibility, collaboration, and communication between service leaders and followers. It is concerned with satisfying the needs of oneself and that of those whom one serves, as well as the community. In addition, workers in the service economy are not only required to possess professional skills, but also to be creative, motivated, and equipped with intrapersonal and interpersonal competencies in order to provide personalized and high quality service in the dynamic service environment (Shek, Chung & Leung, 2015).</p> <p>The above calls for the emerging need to develop among students the necessary competences that will enable them to become effective service leaders to meet the needs of the changing society. In light of the above, this subject is designed to enable students to:</p>

	<ol style="list-style-type: none"> 1. Learn the basic models of leadership with reference to the service sector; 2. Understand the basic leadership attributes intrinsic to effective service leaders, including leadership competences, moral character, and caring disposition; 3. Reflect on their own service leadership qualities, including leadership competences, moral character, and caring disposition; and 4. Learn to develop and apply the basic qualities of an effective service leader; 5. Cultivate an appreciation of the importance of Service Leadership to the development and wellness of oneself, other people and the whole society. 												
Assessment Methods	<table border="1" data-bbox="571 616 1417 851"> <thead> <tr> <th data-bbox="571 616 975 683">100% Continuous Assessment</th> <th data-bbox="975 616 1187 683">Individual Assessment</th> <th data-bbox="1187 616 1417 683">Group Assessment</th> </tr> </thead> <tbody> <tr> <td data-bbox="571 683 975 779">Class Participation/Preparation (including home assignments): 15%</td> <td data-bbox="975 683 1187 779" style="text-align: center;">√</td> <td data-bbox="1187 683 1417 779"></td> </tr> <tr> <td data-bbox="571 779 975 817">Group Project: 35%</td> <td data-bbox="975 779 1187 817"></td> <td data-bbox="1187 779 1417 817" style="text-align: center;">√</td> </tr> <tr> <td data-bbox="571 817 975 851">Term Paper: 50%</td> <td data-bbox="975 817 1187 851" style="text-align: center;">√</td> <td data-bbox="1187 817 1417 851"></td> </tr> </tbody> </table> <ul style="list-style-type: none"> • The grade is calculated according to the percentage assigned; • The completion and submission of all component assignments are required for passing the subject; and • Student must pass all component(s) if he/she is to pass the subject. 	100% Continuous Assessment	Individual Assessment	Group Assessment	Class Participation/Preparation (including home assignments): 15%	√		Group Project: 35%		√	Term Paper: 50%	√	
100% Continuous Assessment	Individual Assessment	Group Assessment											
Class Participation/Preparation (including home assignments): 15%	√												
Group Project: 35%		√											
Term Paper: 50%	√												
Intended Learning Outcomes	<p>Upon completion of the subject, students will be able to:</p> <ol style="list-style-type: none"> a. Understand the contemporary models of leadership with reference to the service sector, including their assertions, strengths and weaknesses; b. Demonstrate understanding of the basic leadership attributes intrinsic to effective service leaders; c. Reflect upon the need for developing the qualities of effective service leaders and their own leadership qualities; d. Appreciate the potential application of knowledge on effective service leadership gained in this subject to oneself. 												
Subject Synopsis/ Indicative Syllabus	<ul style="list-style-type: none"> • Lecture 1: Introduction Overview of the subject: content, format, assignments and assessment criteria. Definitions and conceptions of Service Leadership; nature and rationales of Service Leadership; service sector and Service Leadership; relevance of Service Leadership to university students and graduates in Hong Kong; differences between manufacturing economy and service economy; desired leadership attributes under manufacturing and service economies; three realms of Service Leadership. • Lecture 2: Core beliefs and components Seven core beliefs about Service Leadership; Service Leadership as a function of competences of leadership, moral character, and care [E (Effective Service Leadership) = 3Cs (Character × Competence × Care)]; ultimate goals of Service Leadership education; essential knowledge, skills, as well as attitudes and value strands. • Lecture 3: Basic leadership competences: Intrapersonal competences IQ (task-relevant knowledge, problem solving, and decision making); EQ (understanding and managing emotion effectively); AQ (adversity quotient); SQ (spiritual quotient). 												

	<ul style="list-style-type: none"> • Lecture 4: Basic leadership competences: Interpersonal competences Importance of communication; communication skills; positive social relationship building; conflict resolution. • Lecture 5: Character strengths and Service Leadership The server is the service; moral character; basic character strengths such as love of learning, honesty, courage, perseverance, humility, and gratitude. • Lecture 6: Caring disposition and Service Leadership Universal dimensions of social cognition (warmth and competence); primary elements of care (love, listening, and empathy). • Lecture 7: Character strengths in Chinese philosophies Relevance of Confucian virtues to Service Leadership: integrity (lian), shame (chi), loyalty (zhong), filial piety (xiao), benevolence (ren), affection (ai), trustworthiness (xin), righteousness (yi), propriety (li), wisdom (zhi), harmony (he), and peace (ping) in Confucian thoughts. • Lecture 8: Contemporary leadership models Review of contemporary models of leadership, including top-down and bottom-up leadership models; charismatic leadership, authentic leadership, spiritual leadership, transformational leadership, and servant leadership; strengths and limitations of existing leadership models. • Lecture 9: Factors leading to creation, development, and maintenance of positive social relationship Trust, fairness, respect, care, behavioral consistency, and loyalty. • Lecture 10: Self-leadership and Service Leadership Everyone is a leader; optimization of one's operating systems; personal branding; the importance of self-monitoring and self-improvement. • Lecture 11: Developmental assets and Service Leadership Self-esteem, self-efficacy, purpose in life and optimism about future. • Lecture 12: Review of effective service leadership qualities and dark side of leadership Comparisons with the existing models of leadership; critical evaluation of the HKI-SLAM model; dark side of leadership. • Lecture 13: Wrap-up lecture Potential application of service leadership knowledge to oneself: possibilities and difficulties; wrap-up.
<p>Teaching/Learning Methodology</p>	<p>Students taking this course are expected to be sensitive to their own behaviors in the intrapersonal and interpersonal contexts. Intellectual thinking, reflective learning, experiential learning and collaborative learning are emphasized in the course. The teaching/learning methodology includes:</p> <ol style="list-style-type: none"> a. Lectures; b. Experiential learning sessions; c. Group project; and d. Written assignment.

	<p>In addition to lecturing, students will also engage in experiential learning activities such as discussions and debates on critical issues central to service leadership, role-plays of situations faced by service leaders, problem-based cases to solve, demonstrations, questionnaires, games and simulations. Through experimenting and practicing, students will be able to reflect on the experience to better assimilate, conceptualize and apply knowledge in a more practical way.</p> <p>To enable students to meet the “EW” requirement, students will be required to view a short lecture series available online provided by ELC. The series aims at equipping students with writing skills to enable them to write more effectively in English. Students are also required to submit two online drafts of the same piece of extensive writing to staff of ELC in order to gain feedback regarding their writing. The submissions will allow ELC staff to assess the progress made by students in the writing process and the quality of their work.</p> <p>To enable students to meet the “ER” requirement, ELC has also developed an interactive online learning kit that students can take voluntarily. The kit comprises resources that will enhance students’ reading skills. Students are also expected to study the prescribed readings on the Reading List and to complete their Term Paper designed to assess their reading abilities.</p>						
Assessment Methods in Alignment with Intended Learning Outcomes	Specific assessment methods/tasks		% weighting	Intended subject learning outcomes to be assessed (Please tick as appropriate)			
				a	b	c	d
	1. Class Participation/Preparation (including home assignments)		15%	✓	✓	✓	✓
	2. Group Project <ul style="list-style-type: none"> • 30% group presentation [assessed by subject teacher] • 5% group project participation contribution [assessed by peers] 		35%	✓	✓	✓	
	3. Term Paper <ul style="list-style-type: none"> • 10% “ER” Requirement [10% assessed by APSS] • 40% “EW” Requirement [30% assessed by APSS] [10% assessed by ELC] 		50%	✓	✓	✓	✓
Total		100 %					
<p>Explanation of the appropriateness of the assessment methods in assessing the intended learning outcomes:</p> <ol style="list-style-type: none"> 1. <u>Assessment of Class Participation/Preparation (15%)</u>: It is expected that classroom activities and preparation for lectures can help students understand the subject matter and themselves, develop social skills, connect learning to themselves and promote an appreciation of the importance of service leadership qualities. Hence, marks for class participation and preparation for lectures will be given. Students will be assessed in terms of: a) preparation for lectures (i.e., completing home assignments on time); b) participation in class (e.g., completing worksheets, sharing personal views/feelings, and taking initiative to answer questions and join activities in class). 							

	<p>2. <u>Assessment of Group Project (35%)</u>: Assessment of group project includes group project presentation assessed by subject teacher(s) (30%) and group project participation assessed by peers in the group (5%). Group project can give an indication of the students’ understanding, integration and critique of theories and concepts on the basic qualities in effective service leaders. It can also demonstrate personal and group reflections, interpersonal skills and reciprocal learning. Students are required to submit written presentation materials (e.g., PowerPoint slides) after the presentation. Students will also be invited to assess the contribution of their group members to the group project by one item of 6-point (0-5) scale. The marks will reflect the mastery of knowledge, self-reflection and quality of interpersonal skills (such as collaboration with other members and contribution to the group) of the group members.</p> <p>3. <u>Assessment of Term Paper (50%)</u>: To enable students to meet the “ER” requirement, students are required to read the prescribed readings (100,000 words or 200 pages). The arguments of the readings should be reflected in the term paper. Subject teacher will grade the extent students fulfill the “ER” requirement. For “EW” requirement, students are required to produce a term paper with a minimal length of 2,500 words in English. The term paper will give an indication of the student’s understanding, integration and critique of theories and concepts on the essential qualities emphasized in service leadership. It can also demonstrate the student’s self-assessment, self-reflection, connection of the subject matter to oneself and how the student recognizes the importance of actively pursuing knowledge covered in the subject. Subject teacher and ELC will jointly grade the final paper. In order to pass this subject, students must pass the “EW” requirement, i.e., attain a minimum grade “D” in the writing component.</p>	
Student Study Effort Expected	Class contact:	
	<ul style="list-style-type: none"> ▪ Lectures and experiential learning activities 	39 Hrs.
	Other student study effort:	
	<ul style="list-style-type: none"> ▪ Group project preparation 	23 Hrs.
	<ul style="list-style-type: none"> ▪ Reading and writing term paper 	73 Hrs.
	Total student study effort	135 Hrs.

Reading List and References

In line with the reading requirement, students will be required to read an extensive text with 100,000 words or 200 pages. A maximum of 4 manuscripts/text will be selected from the list below:

Reading List to Fulfill “ER” requirement

- Chung, P. P. Y., & Elfassy, R. (2016). *The 12 dimensions of a Service Leader* (1st ed.). New York, NY: Lexingford Publishing. [185 pages]
- Gill, R. (2011). *Theory and practice of leadership*. Thousand Oaks, Calif.: Sage. (Chapter 3: Leadership Theory: A Critical Review, Synthesis and Redefinition). [45 pages]
- Shek, D. T. L., Chung, P. P. Y., Lin, L., Leung, H., & Ng, E. C. W. (2018). Service Leadership under the Service Economy. In J. L. Chin, J. E. Trimble & J. E. Garcia (Eds.), *Global and culturally diverse leaders and leadership: New dimensions and challenges for business, education and society* (pp. 143–161). Bingley: Emerald Publishing. [19 pages]
- Shek, D. T. L., Yu, L., Ma, C. M. S., Sun, R. C. F., & Liu, T. T. (2013). Development of a credit-bearing service leadership subject for university students in Hong Kong. *International Journal of Adolescent Medicine and Health*. [9 pages]
- Shek, D. T. L., & Leung, H. (2015). Service Leadership qualities in university students through the lens of student well-being. In D. T. L. Shek & P. P. Y. Chung (Eds.), *Promoting Service Leadership qualities in university students* (pp. 1-16). Singapore: Springer. [16 pages]
- Stewart, G. L., Courtright, S. H., & Manz, C. C. (2011). Self-leadership: A multilevel review. *Journal of Management*, 37, 185-222. [37 pages]

Essential References

- Buhrmester, D., Furman, W., Wittenberg, M. T., & Reis, H. T. (1988). Five domains of interpersonal competence in peer relationships. *Journal of Personality and Social Psychology*, 55(6), 991-1008.
- Chemers, M. M., Watson, C. B., & May, S. T. (2000). Dispositional affect and leadership effectiveness: A comparison of self-esteem, optimism, and efficacy. *Personality and Social Psychology Bulletin*, 26(3), 267-277.
- Cheung, C. K., & Chan, A. C. F. (2008). Benefits of Hong Kong Chinese CEOs’ Confucian and Daoist leadership styles. *Leadership and Organization Development Journal*, 29, 474-503.
- Dulewicz, C., Young, M., & Dulewicz, V. (2005). The relevance of emotional intelligence for leadership performance. *Journal of General Management*, 30, 71-86.
- Emmons, R. A. (2000). Is spirituality an intelligence? Motivation, cognition, and the psychology of ultimate concern. *International Journal for the Psychology of Religion*, 10(1), 3-26.
- Gronfeldt, S., & Strother, J. (2006). *Service leadership: The quest for competitive advantage*. Thousand Oaks, Calif.: Sage. (Chapters 1, 2, 3 and 12).
- Hipp, C., & Grupp, H. (2005). Innovation in the service sector: The demand for service-specific innovation measurement concepts and typologies. *Research Policy*, 34, 517-535.
- Lopez, S. J., & Louis, M. C. (2009). The principles of strengths-based education. *Journal of College & Character*, 10, 1-8.
- Mahsud, R., Yukl, G., & Prussia, G. (2010). Leader empathy, ethical leadership, and relations-oriented behaviors as antecedents of leader-member exchange quality. *Journal of Managerial Psychology*, 25(6), 561-577.

	<p>Sendjaya, S., & Sarros, J. C. (2002). Servant leadership: Its origin, development, and application in organizations. <i>Journal of Leadership & Organizational Studies</i>, 9, 57-64.</p> <p>Shek, D. T. L. (2013). Promotion of holistic development in university students: A credit-bearing subject on leadership and intrapersonal development. <i>Best Practices in Mental Health</i>. 9, 47-61.</p> <p>Shek, D. T. L., & Chung, P. P. Y. (Eds.). (2015). <i>Promoting service leadership qualities in university students: The Case of Hong Kong. Quality of life in Asia</i>, vol. 6. Singapore: Springer.</p> <p>Shek, D. T. L., Chung, P. P. Y., & Leung, H. (2015a). How unique is the service leadership model? A comparison with contemporary leadership approaches. <i>International Journal on Disability and Human Development</i>, 14(3): 217–231.</p> <p>Shek, D. T. L., Chung, P. P. Y., & Leung, H. (2015b). Manufacturing economy versus service economy: Implications for service leadership. <i>International Journal on Disability and Human Development</i>, 14(3): 205–215.</p> <p>Shek, D. T. L., & Li, X. (2015). The role of caring disposition in service leadership. <i>International Journal of Disability and Human Development</i>, 14(4), 319-332.</p> <p>Shek, D. T. L., & Lin, L. (2015a). Core beliefs in the service leadership model proposed by the Hong Kong Institute of Service Leadership and Management. <i>International Journal on Disability and Human Development</i>, 14(3), 233-242.</p> <p>Shek, D. T. L., & Lin, L. (2015b). Factors leading to creation, development and maintenance of positive social relationship. <i>International Journal of Disability and Human Development</i>, 14(4), 333-342</p> <p>Shek, D. T. L., & Lin, L. (2015c). Intrapersonal competencies and service leadership. <i>International Journal on Disability and Human Development</i>, 14(3), 255-263.</p> <p>Shek, D. T. L., & Lin, L. (2015d). Nurturing university students to be social entrepreneurs: Relevance of service leadership education. <i>International Journal on Disability and Human Development</i>, 14(3), 285-293.</p> <p>Shek, D. T. L., Ma, C. M. S., Lin, L., & Merrick, J. (Eds.). (2016). <i>Education in Hong Kong: Service leadership for university students</i>. New York: Nova Science Publishers.</p> <p>Shek, D. T. L., Ma, C. M. S., & Liu, T. T. (2015). Adolescent developmental assets and service leadership. <i>International Journal on Disability and Human Development</i>, 14(3), 275-283.</p> <p>Shek, D. T. L., Ma, C. M. S., Liu, T. T., & Siu, A. M. H. (2015). The role of self- leadership in service leadership. <i>International Journal on Disability and Human Development</i>, 14(4), 343-350.</p> <p>Shek, D. T. L., Siu, A. M. H., Leung, H., & Merrick, J. (Eds.). (2016). <i>Higher education in Hong Kong: Nurturing students to be caring service leaders</i>. New York, NY: Nova Science.</p> <p>Shek, D. T. L., Sun, R. C. F., & Liu, T. T. (2015a). Character strengths in Chinese philosophies: Relevance to service leadership. <i>International Journal of Disability and Human Development</i>, 14(4), 309-318.</p> <p>Shek, D. T. L., Sun, R. C. F., & Liu, T. T. (2015b). Evolution and realms of service leadership and leadership models. <i>International Journal on Disability and Human Development</i>, 14(3), 243-254.</p> <p>Shek, D. T. L., & Yu, L. (2015). Character strengths and service leadership. <i>International Journal of Disability and Human Development</i>, 14(4), 299- 307.</p> <p>Shek, D. T. L., Yu, L., & Fu, X. (2013). Confucian virtues and Chinese</p>
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adolescent development: A conceptual review. *International Journal of Adolescent Medicine and Health*, 25(4), 335-344.

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Supplementary References

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Chung, P.P.Y. (2001). *Hong Kong Institute of Service Leadership & Management (HKOI-SLAM) curriculum framework* Unpublished manuscript.

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Chung, P. P. Y., & Bell, A. H. (2015). *The 25 principles of Service Leadership*. New York, NY: Lexingford Publishing.

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	<p>of service quality and its implications for future research. <i>Journal of Marketing</i>, 49, 41-50.</p> <p>Park, N. (2009). Building strengths of character: Keys to positive youth development. <i>Reclaiming Children and Youth</i>, 18(2), 42-47.</p> <p>Peterson, C., & Park, N. (2006). Character strengths in organizations. <i>Journal of Organizational Behavior</i>, 27(8), 1-6.</p> <p>Rose-Krasnor, L. (1997). The nature of social competence: A theoretical review. <i>Social Development</i>, 6(1), 111-135.</p> <p>Rozuel, C., & Kakabadse, N. (2010). Ethics, spirituality and self: Managerial perspective and leadership implications. <i>Business Ethics: A European Review</i>, 19(4), 423-436.</p> <p>Shek, D. T. L. (2010). Nurturing holistic development of university students in Hong Kong: Where are we and where should we go? <i>The Scientific World Journal</i>, 10, 563-575.</p> <p>Shek, D. T. L. (2012). Development of a positive youth development subject in a university context in Hong Kong. <i>International Journal on Disability and Human Development</i>, 11(3), 173-179.</p> <p>Shek, D.T.L., Chung, P.P.Y., Yu, L., & Merrick, J. (Eds.) (2015). Service leadership curriculum and higher education reform in Hong Kong [Special issue]. <i>International Journal on Disability and Human Development</i>, 14 (4), 297-406.</p> <p>Shek, D. T. L., Ma, C. M. S., & Merrick, J. (Eds.) (2016). Promoting leadership and intrapersonal development in university students [Special issue]. <i>International Journal on Disability and Human Development</i>, 15 (2), 125-239.</p> <p>Shek, D. T. L., & Sun, R. C. F. (2012). Promoting leadership and intrapersonal competence in university students: What can we learn from Hong Kong? <i>International Journal on Disability and Human Development</i>, 11(3), 221- 228.</p> <p>Stoltz, P. G. (2004). Building resilience for uncertain times. <i>Leader to Leader</i>, 2004(31), 16-20.</p> <p>Undung, Y., & De Guzman, A.B. (2009). Understanding the elements of empathy as a component of care-driven leadership. <i>Journal of Leadership Studies</i>, 3(1), 19-28.</p> <p>Vandervoort, D. J. (2006). The importance of emotional intelligence in higher education. <i>Current Psychology</i>, 25(1), 4-7.</p> <p>Waterman, H. (2011). Principles of 'servant leadership' and how they can enhance practice. <i>Nursing Management</i>, 17(9), 24-26.</p> <p>Wong, K.-C. (2001). Chinese culture and leadership. <i>International Journal of Leadership in Education</i>, 4(4), 309-319.</p>
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