Ministry of Communications and Information Technology

DIGITAL EGYPT YOUTH

NTI
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Leadership


Goals
success
Motivation
Contribution
Support
Teamwork
Leadership

Leadership

A leader inspires others to act while simultaneously directing the way that they act.

They must be personable enough for others to follow their orders, and they must have the critical thinking skills to know the best way to use the resources at an organization's disposal.

Leadership

- Leadership styles

- ❑ Autocratic leaders
- ❑ Democratic leaders
- ❑ Laissez-faire Leaders

Leadership

- Democratic leaders

Leadership

- Democratic leaders
  - This style encourages participation in its various degrees in the accomplishment of tasks and the development of individuals. This encouragement is achieved through the sharing of information and its contribution to the decision-development stages, with full opportunity for skills development and employee empowerment.

- Disadvantages of democratic leadership style
  - Lots of objections and suggestions.
  - Too much democracy sometimes hinders decision-making

Leadership

- Democratic leaders
  - Characteristics of a democratic leader:
    - Sharing is allowed
    - Listens to subordinates' opinions
    - Team spirit prevails
    - The leader is one of the group.

Leadership

- Autocratic leaders

Leadership

- Autocratic leaders
  - In this style, the leader works with complete dominance in the field of issuing decisions, supervising work and developing policies, as he is closer to individual tendency and far from collective participation.
  - Disadvantages of autocratic leadership style
    - This leads to poor interaction between individuals.
    - Low morale of individuals.
    - Incoherence is common and bonding weakens.
    - Shows hostile situations, which reduces the motivation to work.

Leadership

- Autocratic leaders
  - Characteristics of an autocratic leader:
    - Bossy in dealing
    - Participation is not allowed.
    - Decisions are individual and superior
    - Control is very tight
    - Trust is not available

Leadership

- Democratic leaders VS Autocratic Leaders

Democratic

- High quality
- High degree of job satisfaction
- The rate of work does not change much if the leader is absent
- Decide with the group what to do
- Gives an opportunity to express an opinion
- It is very important for everyone to know and understand the long-term plan

Autocratic

- lower quality
- Less job satisfaction
- The average changes a lot if the leader is absent
- He decides on his own what each person does and then watches
- He doesn't care much about explaining goals and plans

Leadership

- Laissez-Faire “ free rein” leaders

Leadership

- Laissez-Faire “ free rein” leaders
  - The laissez-faire leadership style suits scientific environments that are highly specialized, as it is based on the absence of a single leader who does his best and in the best formulas so that he does not need direction or follow-up and without the slightest interference in the work of subordinates.
  - Disadvantages of laissez-faire leadership style
    - Weak direction and control
    - A cause for carelessness and irresponsibility

Leadership

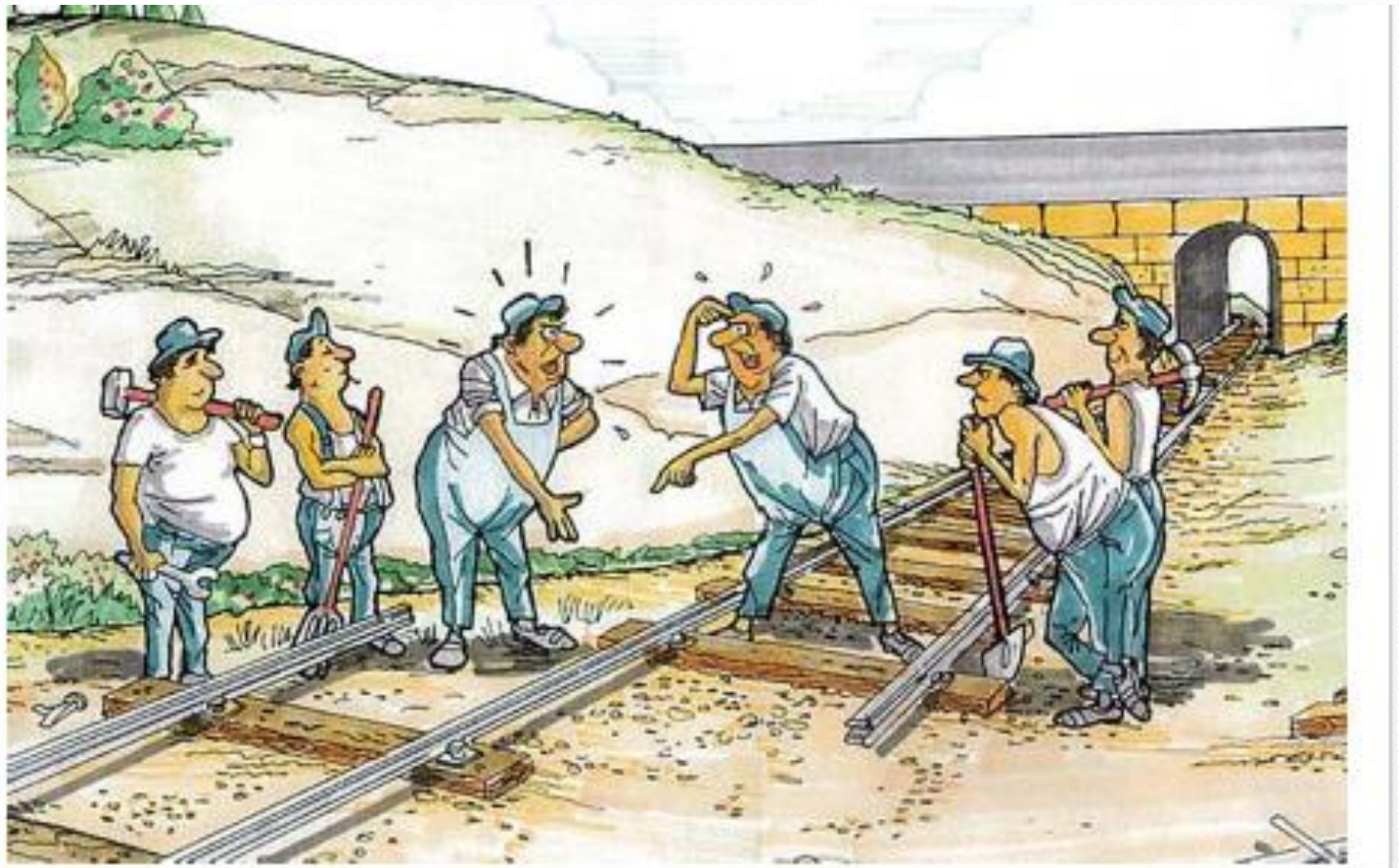
- Laissez-Faire “ free rein” leaders

Characteristics of a laissez-faire leader:

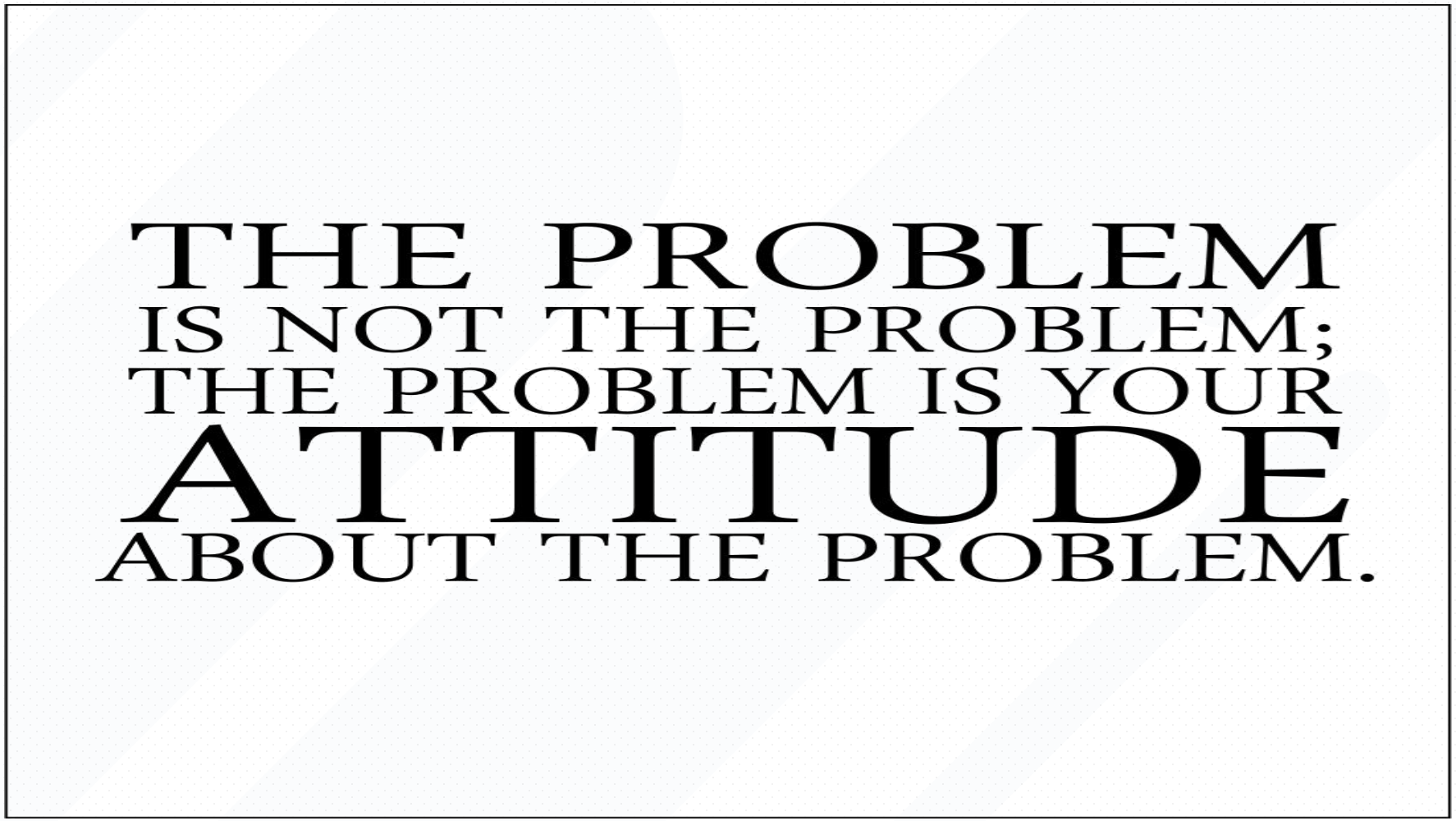
- Leave the rope on the west
- dead routing
- There is no close control
- The leader is far from the group

Leadership

- Trolley Problem



Problem Solving



Seven Step to make Problem Solving perfectly

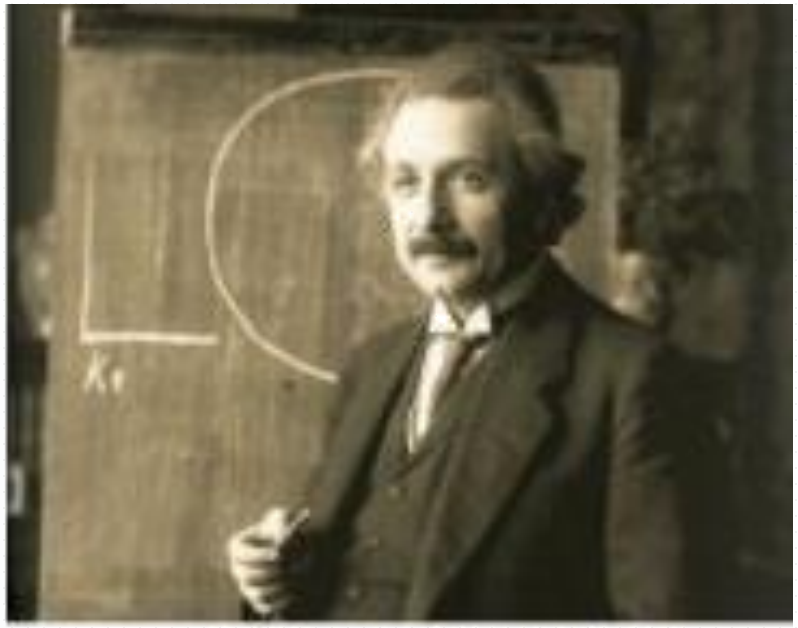
- Defining the problem
- Set goals
- Determine the root causes
- Developing alternative solutions
- Selecting the best solution
- Implementing
- Evaluating the outcomes

Define the Problem

- Identifying the problem, is a broad review of the current situation a fitting together of information, like pieces of a puzzle.

- If he had one hour to save the world, he would spend *fifty-five minutes defining the problem and only five minutes finding the solution*.

55 Minutes



Albert Einstein

Determining where the problem originated?

1. What is the problem?
2. Is it my problem?
3. Is this the real problem, or merely a symptom of a larger one?
4. If this is an old problem, what's wrong with the previous solution?
5. Does it need an immediate solution, or can it wait?
6. Can I risk to ignoring it?
7. Does the problem have ethical dimensions?
8. Where did the problem start ?

Determining where the problem originated?

7. What causes it?
8. What results I seek?
9. How is this problem affecting me?
10. How is it affecting others?
13. Who else experiences this problem?
14. What do they do about it?
15. What do I know about the problem?
16. How is it happening?

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Set goals

- Once you have thought about the problem from different angles you can identify your goals.
  - What is it that you want to achieve?
- Sometimes you may become frustrated by a problem and forget to think about what you want to achieve

Seven Step to make Problem Solving perfectly

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Determine the Root Cause(s) of the Problem

- Once you defined the problem, you can begin to collect information about the nature of the problem.

Determine the Root Cause(s) of the Problem

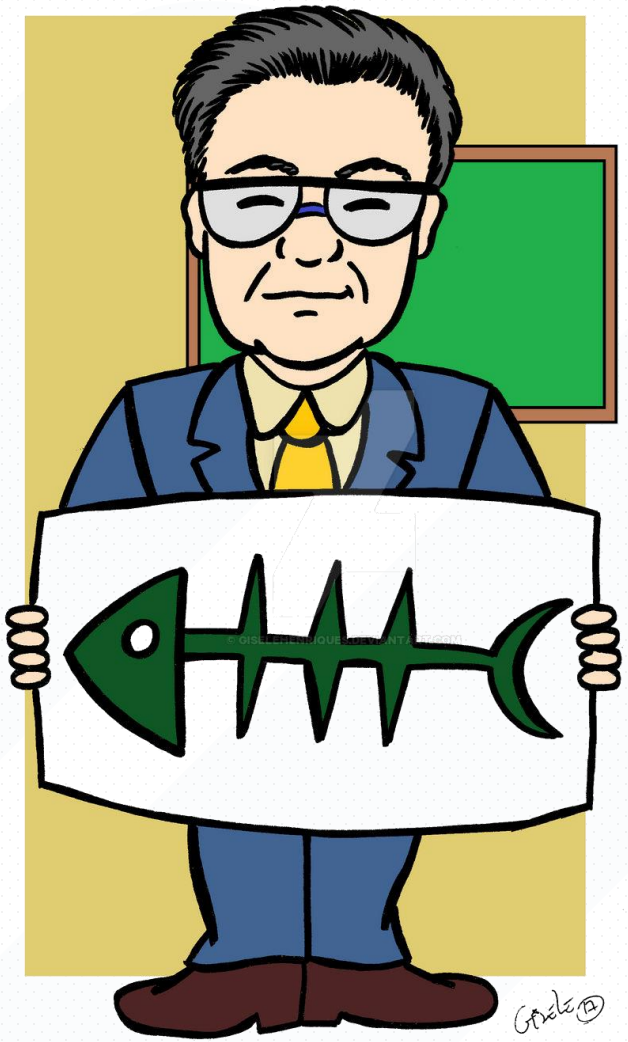
- Identify causes of your problem look at the current situation, rather than its history do not consider the "trouble" it creates whether now or in the future.

1. 5-Whys Technique.
2. Fishbone Diagram.
3. Mind Mapping.

5-Whys Technique

- Quickly Getting to the Root of a Problem.
- Look at any problem and asking: "Why?" and "What caused this problem?"
- The answer to the first "why" will prompt another "why" and the answer to the second "why" will prompt another and so on.

2. Fishbone Diagram



Kaoru Ishikawa

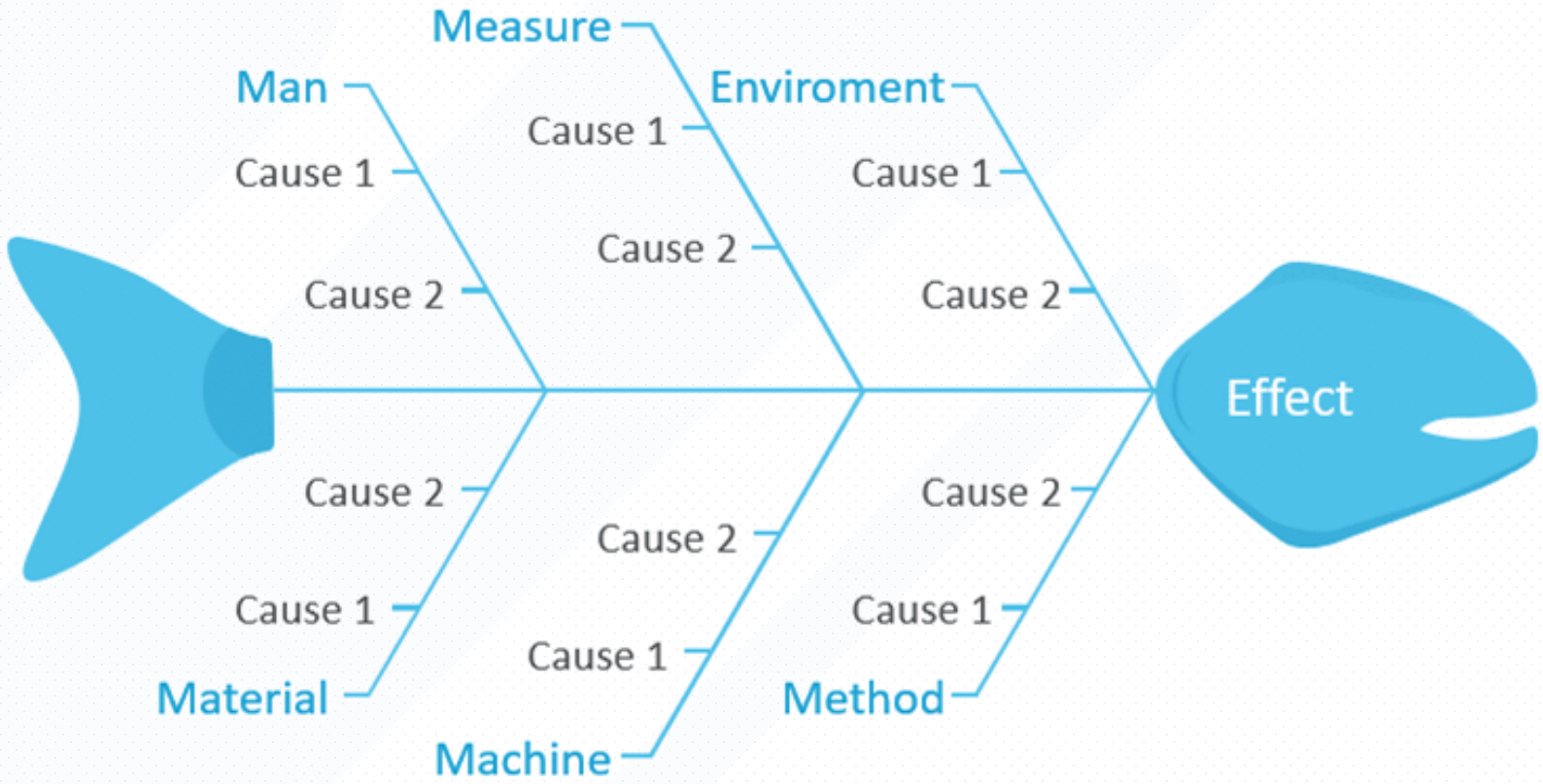
2. Fishbone Diagram

- **Objective:**
  - Root cause analysis.
    - Possible causes.
    - Filtrate those causes to get the Root Cause.
    - Then reach to the Best Solution.

2. Fishbone Diagram

4M 5M 6M

- **4M:**
  1. Man
  2. Material
  3. Machine
  4. Method
- **5M:**
  5. Measure
- **6M:**
  6. Mother Nature (Environment)



2. Fishbone Diagram

4M 5M 6M

1. Man (People):

Anyone involved with the process

Ex.:

Poor supervision

Lack of concentration

Need Training

2. Fishbone Diagram

4M 5M 6M

2. Material:

Raw materials used to produce the final product Measurements: Data generated from the process that is used to evaluate its quality

Ex.:

System issue

Defective from vendor

2. Fishbone Diagram

4M 5M 6M

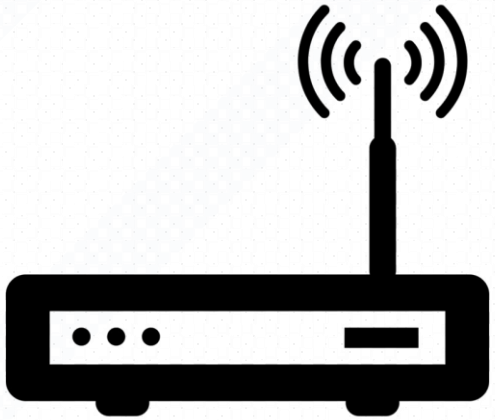
3. Machine:

Any equipment, computer etc. required to accomplish the job.

Ex.:

Tooling Problem

Old Machine



2. Fishbone Diagram

4M 5M 6M

4. Method:

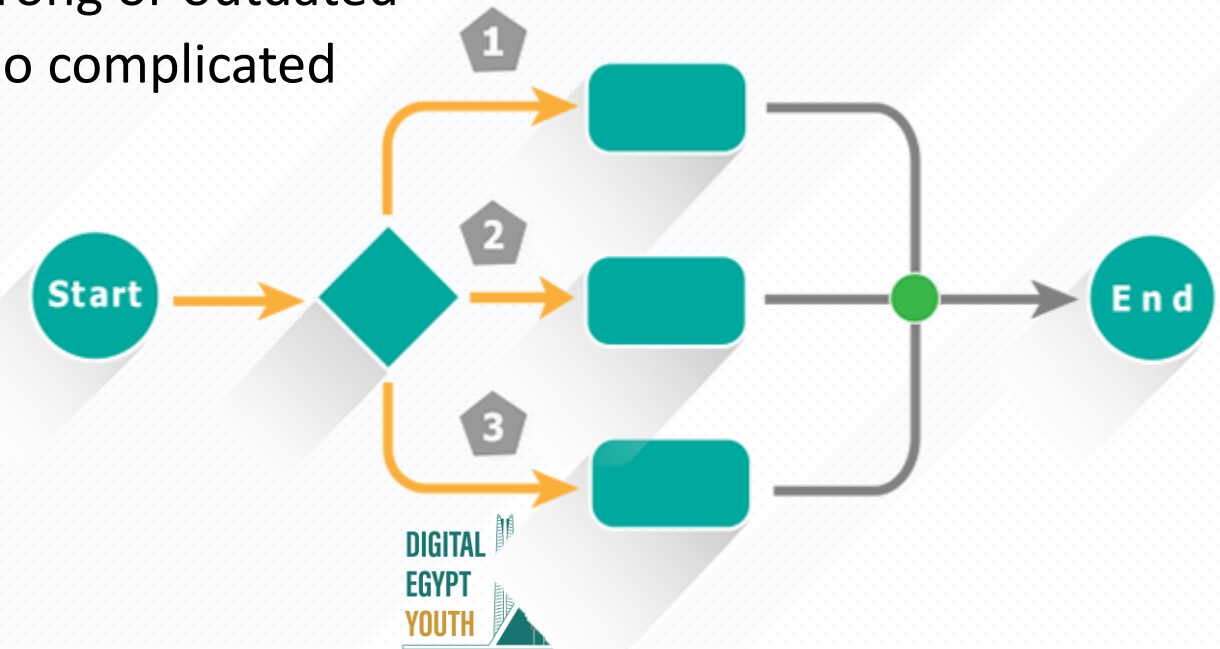
How the process is performed and the specific requirements for doing it, such as policies, procedures, rules, regulations and laws

Ex.:

No clear Process

The process is wrong or outdated

The process is too complicated



2. Fishbone Diagram

4M 5M 6M

5. Measure:

How is the process measured and monitored to evaluate quality?

Ex.:

Quality Score

Target

KPI

2. Fishbone Diagram

4M 5M 6M

5. Mother Nature (Environment):

This includes anything outside the company's control that may impact on results.

Ex.:

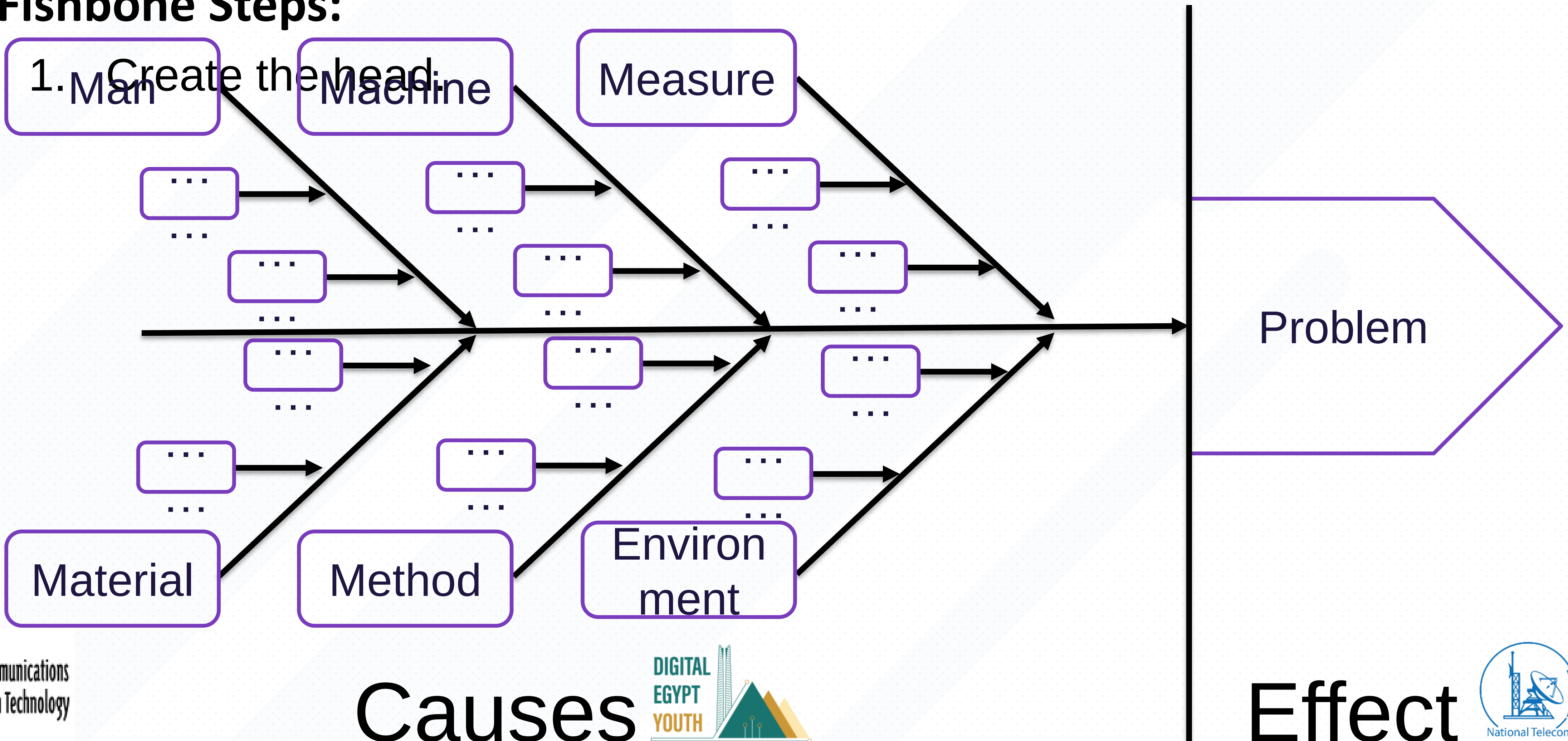
THE conditions, such as location, time, temperature, and culture in which the process operates.

2. Fishbone Diagram

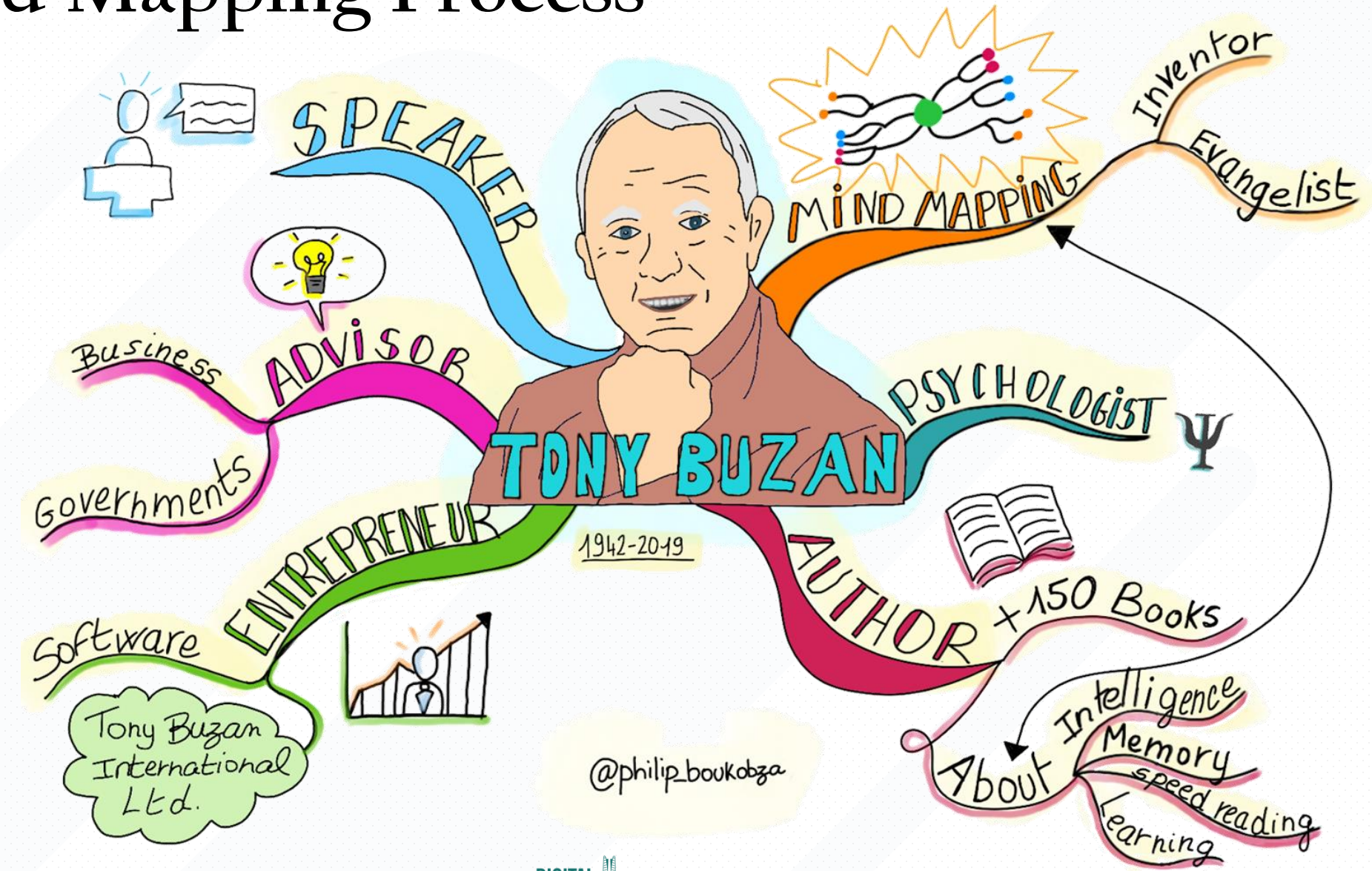
4. Put your possible causes under each M.

- **Fishbone Steps:**

1. Create the head.



3.Mind Mapping Process



3.Mind Mapping Process

1. Start in the center with an image of the topic.
2. Connect your main branches to the central image and connect your second- and third-level branches to the first and second levels, etc.
3. Use one key word per line.
4. The lines should be connected, starting from the central image.
5. The central lines are thicker, organic and thinner as they radiate out from the center.
6. Make your branches Curved rather than straight-lined
7. Use multiple colors throughout the mind map, for visual stimulation


MIND MAP LAWS
WORDS
BIG
CENTRE
one
per branch
Formulae one word
E=mc²
F=ma
V=u+at
Small
OUTER
PICTURES
FUN
Codes
Dimensions
Symbols
Street Signs copy
COLOUR
use throughout
map underground London
PAPER
Blank
Landscape
A3/A4
BRANCHES
centre thicker
outer thinner
Length = word
connected zero gaps
STRUCTURE
Arrows
BOI
Basic
ordering
Ideas
connections
connections
"Quotes can go in speech bubbles"
or post-it notes

Seven Step to make Problem Solving perfectly

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Best
Good
Better

Develop Alternative Solutions

- At this stage, you are still not ready to select the best solution. You simply want to reduce redundancy and eliminate any possibilities that don't address the causes you identified earlier. Force field analysis is a good tool for preliminary screening of this solution field.

Seven Step to make Problem Solving perfectly

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Select a Solution

- Evaluate each potential solution for its strengths and weaknesses. Selecting a solution entails searching for the most effective solution by applying two general criteria. An effective solution:
  - Is technically feasible
  - Is acceptable to those who will have to implement it

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Implement the Solution

- The implementation stage requires action planning.

- The best questions always start with:

- **What?** **Why?** **When?**
- **Who?** **Where?** **How much?**

- What must be done?
- Who will do it?
- When will it be started?
- When will key milestones be completed?
- How will the necessary actions be carried out?
- Why are these actions a solution?

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MEASURE SUCCESS

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Evaluate the Outcome

- Just because you have implemented the best possible solution, you may not have automatically solved your problem, so evaluating the effectiveness of your solution is very important. You can ask yourself (and others):
  - How effective was that solution?
  - Did it achieve what I wanted?
  - What consequences did it have on my situation

Barriers to creative problem solving

- Narrow thinking.
- Time.
- Usually don’t need to be creative.
- Habit.
- Routine.
- Haven’t been taught to be creative.
- Resistance to change.
- Individual insecurity.
- Fear of success or failure.
- Jumping to conclusions.
- Perceptions.


Any Questions


Thank
You