

The Emerging Leader

Servant Leadership Case Study

Case Study

Karim is a community service group Leader, his team is working on developing their community in terms of technical education enhancement, they do various activities in regards to this topic:

* Some members work on enhancing the quality of materials with subject matter experts
* Other group work on enhancing the practical side by find a way with internships in factories and workshops
* The last group work on how to help teachers with the latest teaching methodologies

They are a very successful team, but at one of their projects they fail to achieve their goal, the project was specifically related to the teachers development, they were delivering a workshop for teachers about “Distance learning latest tools”, the instructor started to introduce a new tool which is “Microsoft Teams”, but by bad luck the internet wasn’t working properly this day, so the tool and the whole workshop didn’t go well, so the participants submitted a bad review about the session that it was a waste of time.

Once Karim checked the review he decided solely to stop using this tool as it is not efficient enough, on the other hand he decided to cancel the coming workshop with this instructor (which is one of Karim’s original team) at least for a while in order to study and improve his performance.

These decisions had a very bad impact on Karim’s team, as the group of teachers’ development declared that they won’t follow these decisions and the member who facilitated this workshop quit the community service group.

Identify where was the problem in terms of, which one of the antecedent conditions and Karim’s qualities that caused this failure.



