

## **Leadership Dimensions and Expected Actions in Microweb Solutions: case study of an IT Firm**

**Microweb Solutions** is a rapidly growing technology company that specializes in software development and IT consulting services. The company has been in business for 10 years and has a workforce of 500 employees spread across multiple locations globally. **Microweb Solutions** has gained a reputation for providing high-quality services to clients and for being at the forefront of technological innovation.

The company has recently expanded its operations and added new services, which has resulted in a significant increase in the workload of the employees. The company's CEO, John, has noticed a decline in employee morale and productivity, which he believes is due to poor leadership. As a result, John has decided to implement a leadership development program to address the issue.

### ***Leadership Dimensions and Expected Actions:***

The leadership development program consists of five dimensions of leadership that the company believes are essential for its success. These dimensions are:

1. Visionary Leadership: The ability to create a compelling vision for the company and to inspire employees to work towards achieving that vision.

### ***Expected Actions:***

- Develop a clear and compelling vision for the company's future.
  - Communicate the vision effectively to all employees.
  - Ensure that employees understand and are aligned with the vision.
  - Continuously monitor and adjust the vision based on feedback and changing circumstances.
2. Transformational Leadership: The ability to motivate and inspire employees to go above and beyond what is expected of them.

### ***Expected Actions:***

- Develop a culture of innovation and creativity.
  - Encourage employees to take risks and experiment with new ideas.
  - Recognize and reward employees who demonstrate exceptional performance.
  - Provide employees with opportunities for growth and development.
3. Servant Leadership: The ability to serve the needs of employees and to create a positive work environment.

***Expected Actions:***

- Foster an inclusive and collaborative work environment.
  - Listen to employee feedback and act on it.
  - Provide employees with the resources they need to perform their jobs effectively.
  - Encourage a healthy work-life balance.
4. Authentic Leadership: The ability to lead with honesty, transparency, and integrity.

***Expected Actions:***

- Communicate openly and honestly with employees.
  - Model ethical behavior and decision-making.
  - Take responsibility for mistakes and learn from them.
  - Treat all employees with respect and fairness.
5. Situational Leadership: The ability to adapt leadership style to the needs of different situations and employees.

***Expected Actions:***

- Understand the unique needs and preferences of each employee.
- Adjust leadership style to match the situation and the employee.
- Provide coaching and support to employees who need it.
- Encourage autonomy and independence in employees who are capable of handling it.

**Additional Data:**

1. Employee morale has decreased by 15% over the past year, according to an internal survey.

2. Employee turnover has increased by 10% over the past year.
3. Customer satisfaction ratings have declined by 5% over the past year.
4. Employee productivity has decreased by 8% over the past year.
5. ABC IT Solutions' revenue has increased by 20% over the past year, but profits have

### **Assignment Questions:**

1. Based on the case study, what are the main leadership issues facing **Microweb Solutions**? and how can the leadership development program address these issues?
2. How can **Microweb Solutions** leadership team use the five dimensions of leadership to create a more positive work environment for employees?
3. What are the potential benefits and drawbacks of implementing a leadership development program in **Microweb Solutions**, and how can the leadership team mitigate these risks?
4. How can **Microweb Solutions** leadership team measure the success of the leadership development program, and what metrics can be used to evaluate its effectiveness?
5. What are the major lessons that other IT firms can learn from **Microweb Solutions** experience, and how can they apply these lessons to their own organizations?