Servant-Leadership Across Cyberspace

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Approaching Dilemmas: Navigating Strategic Tensions

To Create Wealth is to combine Viewpoints that are not easily joined.
Therefore scarce...
Therefore profitable...

And that is what servant-leaders do.

Servant-Leadership (Greenleaf)

“Servant-Leadership is enabling others to perform better”

Servant Leadership (Greenleaf)

“Social Media are enabling Servant-Leaders to perform better”

Servant versus Leader
Dependence versus Independence
High Tech versus Hi Touch
Control versus Let Go

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Servant versus Leader
Dependence versus Independence
Control versus Let Go
High Tech versus Hi Touch
Unbalanced scorecard III

Lord versus Servant

What You Do  Who You Are

STATUS ?

The most important thing in life is to act as really suits you, even if you don’t get things done

Achievement versus Ascription

Lost democratic leadership

Follow the Leader

-Related status by seniority or role

-Related status by seniority or role

Achievement versus Ascription

-Related status by seniority or role
Achievement versus Ascription

Attributed status by seniority or role

Performance Status

The Servant-Leader (10,10)

Servant or Leader?

Servant versus Leader

Dependence versus Independence

Control versus Let Go

High Tech versus Hi Touch

Dependence

INDEPENDENCE

EXPERT INPUT

INDEPENDENCE

EXPERT INPUT

HEAT WITHOUT LIGHT

INDEPENDENCE
Internal versus External Control

A. What happens to me is my own doing.

B. Sometimes I feel that I do not have enough control over the direction my life is taking.
Core Proposition

"Servant-leaders have the propensity and competence to help organizations reconcile dilemmas across cyberspace for better performance."

HIGH TECH versus HIGH TOUCH

The Unaffordable Relationship

Managing for Value

IS THERE SOME WAY OF RECONCILING HI-TECH WITH HI-TOUCH?
Part II of Introduction by Fons Trompenaars and Sylvia van de Bunt-Kokhuis
3 October 2011

Building online (learning) communities: a call for servant-leadership

Building community
Sense of belonging
Trust
Awareness

Followers and their servant-leaders; sense of belonging

Arab Open University – case

* Bridging the Gap in Digital Divide, by dr Ahmad Fadlallah, Arab Open University, Lebanon Branch
* Fourteenth Cambridge International Conférences on Open, Distance and e-Learning, 26 September 2011 (slides courtesy)
Arab Open University – Some facts

- Some facts
  - NPO
  - Supported by AGFUND (Arab Gulf Program for United Nations Development Organization)
  - Seven branches
  - Five faculties
    - Business Studies
    - Computer Studies
    - Language studies
    - Education studies
    - General studies

ODEL vs. digital divide: who wins?

- AOU–Lebanon vs. UKOU students
  - Internet accessibility

AOU case: finally

- The internet access barrier hinders ODEL’s role in promoting social justice at (inter)national levels.

- One can find it legitimate to think that to profit from ODEL, one should live on the “right side” of the digital divide.