

Everyone's Smart University

Project (Spring 2021)

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Section	Date	Course Code
Master	Sunday 18 / 03 / 2021.	(PMG511)

PROJECT LEADERSHIP

Instructions:

- ☐ آخر موعد للتسليم هو يوم الخميس 20-05-2021 في تمام الساعة ٩ مساءً.
- ☐ الإجابة متاحة باللغة الإنجليزية أو اللغة العربية مع مراعاة أن تكون المصطلحات العلمية باللغة الانجليزية.
- ☐ يتم تسليم المشروع في صيغة ملف pdf مع الالتزام بنموذج الجامعة ولن تقبل أي مستندات أخرى.
- ☐ يجب مراعاة أقسام البحث الرئيسية (مقدمة Introduction، دراسات علمية سابقة Literature Review، طريقة البحث Methodology، النتائج والمناقشة Results and Discussion، وأخيراً المراجع References. وان كان هناك ملحقات Appendices يتم إضافتها)
- ☐ يجب الالتزام بـ Theme موحد كما يلي:
 - حجم الخط 12.
 - نوع الخط Arial.
 - لون الخط أسود.
 - المسافة بين الأسطر 1.5 line spacing.
 - عدد صفحات البحث (لا تقل عن ثلاث صفحات ولا تزيد عن ستة صفحات).

Instructor's Name: **Dr. Sara Adel**

THE IMPACT OF LEADERSHIP SKILLS ON PROJECT SUCCESS IN **YOUR ORGANIZATION**: A CASE OF YOUR OWN.

Different leadership styles are the key factor in the success of any project. Project Leaders are responsible and accountable for the success/failure of the project. There are numerous responsibilities that are assigned to a Project Leader during the leadership journey.

YOUR MISSION:

Your research/project must provide an overview of information and knowledge in a corporate environment with an underlying theme of **defining leadership styles within applying the hard and soft skills** for that style needed by the leader to ensure successful project delivery in your organization. (You are required to demonstrate your understanding of the relevant body of works to real-life business research).

Choose one only of the following project leadership skills using the tools that we learned during the project leadership course; starting from identifying and assess the case till executing the project.

- Prioritization (Using tools for Estimation – Scheduling – Tracking – prioritizing stakeholders).
- Team management (Using Team structures – Team development stages – Team needs).
- Embracing Accountability (Using RASCI)
- Conflict resolution (Using the Thomas-Kilmann conflict mode instrument).
- Motivation (Using one theory of motivation – Types of motivators).
- Communication in the project.
- Influencing (Using different sources of LEADER POWER).

What you have to do:

Your project task requires the preparation of a full project proposal that should contain the following components:

- **Introduction:** A detailed statement of the problem, research aim, and objectives that you would like to investigate and discuss. **(2 points)**

- **Literature Review and Conceptual framework:** An analysis of the literature relevant to the research topic that will give you the conceptual basis for conducting your research from the previous studies. **(2 points)**
- **Methodology:** Based on the conceptual framework, research aim(s), and objectives, you need to provide a detailed description of the data collection tools, data sources. **(2 points)**
- **Results and Discussion:** Description about the main findings of a research, outline your thoughts to defend your research and to emphasize the significance of it. **(4 points)**
- **References:** Lists all the resources you've used in your project, and your refereed journal articles as well. **(2 points)**
- **Appendices (If it is available in your study):** Any supplementary material you need to add. (Optional)

[Write the names of the chapters/sections of your research/ project and briefly discuss what you will write in those chapters/sections] .

Best of luck...

Dr. Sara Adel

تأثير مهارات القيادة على نجاح المشروع في مؤسستك: حالة عملية خاصة بالطالب.

أساليب القيادة المختلفة هي العامل الرئيسي في نجاح أي مشروع. قادة المشروع مسؤولون عن نجاح / فشل المشروع. وهناك العديد من المسؤوليات الموكلة لقائد المشروع خلال رحلة القيادة.

مهمتك:

يجب أن يوفر بحثك لمحة عامة عن المعلومات والمعرفة في بيئة المؤسسة الخاصة بك وهي موضع الدراسة مع تحديد أنماط القيادة في إطار تطبيق المهارات الخاصة بالقائد والمناسبة لهذا النمط الذي يحتاجه القائد لضمان تسليم مشروع ناجح في المؤسسة. (أنت مطالب بإثبات فهمك لما تم دراسته وتطبيقه بالأبحاث الواقعية في مؤسستك).

اختر واحدة فقط من مهارات قيادة المشروع التالية باستخدام الأدوات التي تعلمناها خلال مقرر القيادة في المشاريع.

- Prioritization (Estimation – Scheduling – Tracking – prioritizing stakeholders).
- Team management (Team structures – Team development stages – Team needs).
- Embracing Accountability (RASCI)
- Conflict resolution (The Thomas-Kilmann conflict mode instrument).
- Motivation (Using one theory of motivation – Types of motivators).
- Communication in the project.
- Influencing (Using different source of power).

ما عليك القيام به:

تتطلب مهمة مشروعك إعداد مقترح مشروع كامل يجب أن يحتوي على المكونات التالية:

- **مقدمة:** بيان تفصيلي للمشكلة محل الدراسة، تحديد هدف البحث والأهداف التي ترغب في التحقيق فيها ومناقشتها من خلاله.
- **دراسات علمية سابقة:** تحليل الأدبيات والدراسات السابقة ذات الصلة بموضوع البحث والتي ستساعدك في مجال الدراسة لإجراء هذا البحث.
- **المنهجية وطريقة البحث:** بناءً على أهداف البحث، تحتاج إلى تقديم وصف تفصيلي لأساليب وأدوات جمع البيانات ومصادر البيانات والأساليب / الأدوات التي ستستخدمها.
- **النتائج ووصف المناقشة حول النتائج الرئيسية للبحث:** شرح مفصل للمشكلة محل الدراسة.
- **المراجع:** تسرد جميع المصادر التي استخدمتها في مشروعك، ومنها مقالات المجلات المحكمة أو المواقع المستخدمة للبحث.
- **الملحقات** (إذا كانت متوفرة في دراستك): أي مواد تكميلية تحتاج إلى إضافتها. (خيارية).

{اكتب أسماء فصول وأقسام (البحث / المشروع) الخاص بك، وناقش بإيجاز ما ستكتبه في كل قسم}.

كل التوفيق لكم جميعاً.....

Dr. Sara Adel

THE IMPACT OF LEADERSHIP SKILLS ON PROJECT SUCCESS IN REPAIR AND MAINTENANCE IN HOSPITALITY INDUSTRY

Introduction

Having excellent management leaders will significantly impact the organization no matter what kind of businesses they are running. There are a lot of challenges that an organization faces to stay solid and competitive. The organizations try to do their best to achieve their objectives by implementing a magnitude of initiatives. Finding the right leaders who have the right leadership skills to deliver the required objectives is a huge challenge that organizations faced every day. Leaders' soft skills could play huge factors that could affect the projects that organizations want to achieve negatively and positively, such as conflict resolutions, motivation, and communication in the project life cycle. Since that, the soft skills are intangible, but they are utterly expressive. It is hard to measure it, but you can feel if the team has good or bad communication between them and their leader. According to ADAIR book, "communication is one of the three top successful attributes that leaders need" (Pg52). In the hospitality industry where I work, I found that the leader's inside the organization have adopted more than one style based on the situations. Some leaders preferred affiliative style, and some of them went with coaching style. In the hospitality industry is very important to have leaders who have a sense of passion and create an emotional connection between them and the team that positively reflects on the guests. Few traits of this style are as follow on below table:

Traits
A strong sense of togetherness and equality
Openness to innovation and creativity
An ability to cultivate an atmosphere of trust
A capacity for giving much-needed positive feedback
The ability to inspire open, positive communication
An innate sense of harmony

In this research, I will examine the impact of the leader's communication skills on the success and achievement of the project's objectives.

Literature Review and Conceptual framework

Kyu Khim Gar stated in his research about critical success factors of project management that "communication skills helps for the planning, directing, controlling, and coordinating the project's operations through its life cycle" (Pg 12), which can affect and determine the project success or failure. Also, it is stated in the same research that "the leader's style may have an impact on the success of the project"(pg18). Another research by IISSTE stated that "Leaders who can communicate with his team clearly and conveys enriched task information should expect that the outcome will be high and the work should be effectiveness" (pg16). Also, it stated that " the reports that indicate poor communication can cause misunderstandings, team conflicts, and poor team relationships which can be a major cause for project failure" the better communication we have, the better information can be most likely to reach each person in the project. In the research that Deborah J. Barretthe published, "leaders who have good communication skills enable, foster, and create the understanding and trust necessary to encourage others to follow the leaders" which can play a massive part in the project success factor. FAITH NZIVA MARY concludes in his research that " leadership skills such as communication, and problem-solving can affect the performance of the project". Also, it is stated in the same research that "leader styles had some kind of influence on the project's and the organization's performance"(Pg32). Another study by established by Cumberland University stated that "communication, sensitivity, and conscientiousness can be a significant factor that would lead to project's successful" (pg19).

Methodology

The approach that used in this paper is the secondary research method. The focus was on the research that was already existed and the published material related to

communication skills. All the papers were from trusted and well-known websites and publishers. The study's main goal was to determine if leadership communication skills can affect the project's negatively or positively. All the research papers have agreed that leadership communication skills are considered one of the main reasons for the success or failure of projects.

Results and Discussion

In this research, we found out that leaders can significantly impact the organizations and the projects by going over other papers and other research. The leadership style can affect the team mentally and physically, which can substantially impact the project's failure or success. Going over other research papers that have used different tools proved that communication skills are very important skills. Leaders must learn more about it and make sure that they improve themselves so that their team can work more toward the goals of the projects and the organization's objectives. One of the goals of leadership is to improve human beings and equipment and improve the standards of life and quality. Also, to ensure that there is a significant amount of delivery and order. Being a leader is a very big responsibility that leaders must understand to succeed in their leadership journey. In order for leaders to be successful, they must be flexible and they should use a wide range of skills and methods. Leaders should always have respect for other team members, be sensitive to their team, and always try to go beyond their ability to achieve the objectives.

Finally, I think that managers must motivate their team so that they can get the best out of them. The motivation is usually extrinsic or intrinsic, or both. Leaders who work in the hospitality industry should create personal connections between them and their employees to build a sense of community and trust.

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