

# Chapter 6

## Chatbots for Leadership Support: Decision–Making and Advisory Roles

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### **ABSTRACT**

*This chapter addresses the rising use of chatbots in leadership, notably their utility in assisting decision-making and advising roles. As artificial intelligence (AI) continues to permeate organizational systems, chatbots are emerging as key tools in streamlining leadership responsibilities and delivering real-time advising support. The chapter digs into the methods by which chatbots aid leaders in complex decision-making processes, delivering analytical insights and recommendations based on data-driven techniques. Moreover, the advising role of chatbots is investigated, demonstrating how these AI systems increase leadership capacities by giving continual feedback, resource allocation techniques, and problem-solving support. By integrating chatbots into leadership frameworks, companies, particularly in educational contexts, can boost efficiency and develop more dynamic leadership structures. The chapter finishes by analyzing the technological constraints and potential future developments of chatbots in educational leadership and administration.*

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## INTRODUCTION

In recent years, the convergence of artificial intelligence (AI) and leadership has experienced remarkable growth, with chatbots emerging as one of the most significant innovations in this sector (Madasamy & Aquilanz, 2023). As businesses, particularly in educational settings, face rising complexity, the demand for tools that promote decision-making and leadership efficiency has never been greater. Chatbots, enabled by breakthroughs in machine learning and natural language processing (NLP), offer a disruptive solution, allowing leaders to offload repetitive chores, expedite communication, and increase the quality of their judgments (Meacham, 2020). This chapter addresses the expanding significance of chatbots in leadership, with a specific focus on their contributions to decision-making and advising roles. The expansion of AI technology in organizational management is not only a trend but a fundamental revolution in how institutions operate. Traditionally, leadership has been characterized by human intuition, experience, and judgment. While these attributes remain vital, the introduction of AI-driven solutions like chatbots is proven to be a game changer. Chatbots have grown from simple, task-oriented applications—such as customer service assistants—into sophisticated systems capable of storing large quantities of data, delivering real-time insights, and even forecasting outcomes based on previous experiences and trends (Suhaili et al, 2021). In a day where data is one of the most precious assets, the capacity of chatbots to process and analyze massive datasets has positioned them as crucial tools for modern leaders.

In educational leadership, the deployment of chatbots is highly promising (Okonkwo & Ade-Ibijola, 2021). Universities, colleges, and educational institutions are contexts where leadership decisions touch a wide spectrum of stakeholders, from students and professors to administrative personnel and external partners (Ruben et al, 2023). Chatbots can aid leaders by providing real-time data on student performance, attendance, and engagement, offering advice on resource allocation, and even forecasting potential dangers such as student attrition or poor academic performance (Tariq, 2024). Moreover, as educational institutions increasingly adopt online and hybrid learning models, chatbots can promote more effective communication between leadership and their teams, helping manage remote personnel and students while maintaining organizational coherence. Beyond decision-making, chatbots are also proven to be effective in advising roles, working as virtual advisers to leadership teams. They can take advice on strategic initiatives, examine the prospective repercussions of policy changes, and even produce scenario-based evaluations to help leaders foresee the ramifications of their decisions. This advisory power extends beyond the mechanical processing of data; modern chatbots can employ advanced algorithms to deliver individualized counsel that corresponds with an organization's goals and beliefs. This ability to operate as both a decision-making tool and an

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