

INSPIRATIONAL LEADERS AMONGST US

RECOGNISING EFFECTIVE LEADERSHIP BEHAVIOURS

AN INITIATIVE BY THE ICA PSYCHOLOGY DIVISION

At ICA, everyone is a leader.

Effective leadership comes in different shapes and forms. Sometimes, the small yet impactful actions of our colleagues can go unnoticed. You can make a difference by encouraging them. Shine a light on what they have done to lead and inspire.

In this issue, **SGT 2 Danish** shares how **INSP Jayan's** qualities of an inspiring and resilient leader (names changed for privacy) have positively impacted him.

Read on to find out more!



INSP Jayan (left) and SGT 2 Danish (right)

Image generated by AI for privacy reasons

Nominated by: **SGT 2 Danish**

Nominee: **INSP Jayan**

Both officers are from Tuas Checkpoint

“ INSP Jayan is someone whom I greatly respect. Although we are of different ranks and educational backgrounds, INSP Jayan never lets these factors affect our working relationship, and there is mutual respect between us. He always takes the time to listen and learn from my experiences.

Since I am only a SGT, giving instructions to higher-ranking officers is a challenge as I am afraid of making mistakes or offending others. When INSP Jayan found out about this, he encouraged me to set aside my fears and to do what I have to do in critical situations. INSP Jayan's support and encouragement gave me the confidence to think and react quickly to incidents.

I am also impressed by INSP Jayan's ability to take charge of incidents. I recalled when he was still relatively new and unfamiliar with the processes, a panic alarm rang. INSP Jayan was alone in the Control Room, but he quickly took charge and handled the situation independently. In another incident, INSP Jayan also took it upon himself to learn some Malay words so that he can communicate with our Malaysian counterparts.

INSP Jayan has inspired me to be a good leader myself, now that I am appointed as a Deputy Team Leader for my sub-team. I believe his good qualities and capabilities make him an asset to ICA. Much respect to INSP Jayan.

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THE NOMINATED LEADER'S PERSPECTIVE

We reached out to INSP Jayan to hear his thoughts on being nominated!



Did you encounter any challenges in the events described by your colleague, and what went through your mind?

INSP Jayan (J): In the Control Room, there will be frequent busy periods, especially during public holidays and the long weekends. However, keeping our borders safe and secure is of the utmost priority, and officers in the Control Room often have to make swift and critical decisions to ensure that operations are effectively carried out in a timely manner. For the panic alarm incident, although I had to manage the incident alone as others were engaged with other work, I knew that I had to act decisively to manage the incident promptly. Hence, I took charge and liaised with ground officers to manage the incident.



How do you feel about this nomination?

J: I feel incredibly grateful and humbled. There is a sense of achievement and this has motivated

me to improve myself further.

One of the most rewarding things about working in ICA is the opportunity to mix with people from different backgrounds, expertise and personalities. Despite our differences, everyone is still on the same page when it comes to serving the organisation.

SGT 2 Danish may have nominated me as an inspirational leader, but I too have learnt a lot from him. I admire his perseverance, quick-wittedness and team spirit. It was a joy working with him and I wish him success in his future endeavours.



Do you have any words of encouragement/advice for others who are looking to develop their leadership capabilities?

J: Be the kind of leader that you would follow.

Thank you SGT 2 Danish for the sharing, and congratulations to INSP Jayan! Both officers were presented with tokens of appreciation.