

INSPIRATIONAL LEADERS AMONGST US

RECOGNISING EFFECTIVE LEADERSHIP BEHAVIOURS

AN INITIATIVE BY THE ICA PSYCHOLOGY DIVISION

At ICA, everyone is a leader.

Effective leadership can be found anywhere and everywhere. Sometimes, the small yet impactful actions of our colleagues can go unnoticed. You can help make a difference too by spreading positivity! Shine a light on their stories to inspire and motivate others.

In this issue, **SGT3 Haikal** shares how **INSP Gerry**'s qualities of an adaptable and inspiring leader (both names changed for privacy) have positively impacted him. Read on to find out more!



SGT3 Haikal (left) and INSP Gerry (right)
(Ports Command)

Image generated by AI for privacy reasons

Nominated by: **SGT3 Haikal**

Nominee: **INSP Gerry**

“ INSP Gerry displayed the qualities of an adaptable and inspiring leader.

In our team, INSP Gerry is an ‘unsung hero’ who places others before himself. This was especially so during the closure of the Jurong Fishery Port (JFP) during the COVID-19 pandemic in 2021, INSP Gerry had the responsibility of handling four teams of six ICA officers, and thus was facing much pressure from both his subordinates and supervisors.



Despite the immense pressure, INSP Gerry performed exceptionally well when he was alerted that officers may have been exposed to COVID-19 positive cases at JFP. He maintained his composure, adapted to changing conditions, and managed the needs of his officers effectively.

During the COVID-19 outbreak, a COVID cluster erupted at Jurong Fishery Port which led to its closure. Consequently, INSP Gerry, myself, and many of our officers had to be quarantined.

Concurrently, the Ministry of Health (MOH) was overwhelmed by the spike in COVID-19 cases and gave us limited information about our quarantine arrangements, which left many of us unsure as to what to expect. I remember that some colleagues also had personal commitments planned for the next few days, and they had to hurriedly make alternative arrangements. Some colleagues became new parents during that period and being quarantined meant that they were unable to spend time with their spouse and newborn. As such, many officers were understandably worried.



Amidst this critical period, though equally affected by the Quarantine Orders, INSP Gerry still prioritised our needs and concerns, and provided constant reassurance

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and timely updates on the situation. For example, he motivated us to follow through with the Quarantine Orders by reminding us that we are doing this so that our loved ones could be protected. He also addressed any confusion by checking in with MOH and updated us individually that our quarantine arrangements were delayed due to MOH's manpower constraints. During the quarantine period, he also routinely organised online meetings to keep our morale high and to monitor our health status. Although he was deluged with questions from us, he addressed each one diligently. We were reassured under his empathetic leadership during this trying time. On hindsight, I don't know how INSP Gerry managed this situation so effectively as I assumed that he would also be equally worried and confused.



Having gone through this under INSP Gerry's leadership, I would like to thank and appreciate INSP Gerry for leading us through the entire ordeal. His constant care and encouragement for our mental and physical well-being were the main sources of support for many of us during our quarantine. Kudos to you INSP Gerry! ”



THE NOMINATED LEADER'S PERSPECTIVE

We reached out to INSP Gerry 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 then?

Gerry (G): As the team leader, I had to be the voice of the officers to feedback and update the higher management regarding the officers' concerns and needs during their Quarantine Order. This is to ensure that every officer is being cared for and no one is being left behind in such difficult times. However, such a responsibility is often accompanied with great challenges as it is tough to account for and look into every concern of the officers.

Despite that, the one thing that keeps me going is my priority of keeping the officers' morale high. Knowing that majority of them are young parents and had to take care of their families, I was determined to render my full support to the officers, in hopes of bringing them out of this ordeal and allowing them to return back to their families safely.



How do you feel about this nomination?

G: I am greatly heartened to see that the collective efforts of the management were being recognised and appreciated by the officers.



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

G: Be yourself and always have a heart for your officers.

Thank you SGT3 Haikal for the sharing, and congratulations to INSP Gerry! Both officers were presented with tokens of appreciation.