

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, **SGT(2) Yan Xing** shares how **INSP Amanda's** qualities as an adaptable and inspiring leader (both names changed for privacy) have positively impacted her. Read on to find out more!



INSP Amanda
(Woodlands Command)

SGT(2) Yan Xing
(Woodlands Command)

Image generated by AI for privacy reasons

Nominated by: **SGT(2) Yan Xing**
Nominee: **INSP Amanda**

“ INSP Amanda is someone whom I look up to. In my opinion, she has exhibited inspiring leadership traits, such as serving others with a heart and guiding her colleagues in decision making. She has also shown the ability to plan as a leader so that she can deliver her tasks.

As a staff officer, INSP Amanda often receives queries from officers regarding both work and personal matters.



However, despite her piling workload, she still makes sure that their queries are dealt with no matter how long it takes, while remaining high-spirited. For instance, I have often observed INSP Amanda displaying her empathetic side as she listened to officers in distress. Officers may be sharing about their challenges at work or conflicts in their personal life. Regardless of the distress that officers are in, INSP Amanda would composedly guide them through their decision-making process by weighing the pros and cons patiently. This significantly

alleviated their concerns as they were able to obtain valuable input from an empathetic and trustable source. Her generosity in offering her time to help and support others is a trait that is lauded by my colleagues and me.



In view of her busy schedule, I often wonder how Amanda organised herself to attend to her core work and everybody's queries. As we were attending a training course together, I observed how she manages her tasks even during lunch time. She had a notebook containing a to-do-list where she jotted down the queries of others alongside her usual daily assignments, and she was reading through her list while having her lunch. This observation was memorable because I remember being touched by her diligence and sincerity in helping us. Moreover, her commitment to work and ability to plan her schedule so well in spite of the abrupt requests she received was equally impressive.

Overall, the team and I appreciate INSP Amanda for all she has done for us. Even though the help she renders can sometimes go unnoticed, she continues to carry out these actions regardless. Her resilience, personal mastery, and care for others are traits I believe truly shape a heartwarming and efficacious environment.

I am inspired by her leadership qualities and aspire to be like her. She is a valued colleague and team member and I would like to take this opportunity to recognise and applaud her effective leadership. ”

THE NOMINATED LEADER'S PERSPECTIVE

We reached out to INSP Amanda to hear her thoughts on being nominated!



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

Amanda (A): : Being a Team Leader that is relatively new into service, it was a challenge for me to ensure that I was able to provide officers with the best advice and to help them in any way I could. Moreover, with the re-opening of borders and high traffic volumes at the checkpoint, keeping morale high has definitely not been an easy feat. This is something that I am still learning along the way.

During those encounters, my top priority was always to think of the welfare of the officers and provide them with the soundest advice. I never wanted to influence their thoughts but rather to guide them along the way and to allow them to look at their current situation from different perspectives.

How I am as a leader has definitely been influenced by my SAC Ms Sandra (name changed for privacy). Although she might have a tough exterior, she is a leader that truly cares for her officers and would go out of her way to ensure that officers' welfare is well taken care of. I aspire to be like her and her advice on how to be a better leader is definitely something that I keep in mind.



How do you feel about this nomination?

A: I am grateful for Yan Xing's kind words and thoughts of me as a leader. Reading through what she had shared, it has touched me and motivated me to want to become a better leader. I hope that my small actions can be of help to more officers in the future and to inspire them to be the best versions of themselves.



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

A: I still have a long way to grow and develop as a leader but one thing that I have learnt throughout my leadership journey is the importance of interpersonal communication. A good leader is someone that is able to communicate with others in a way that feels genuine; to demonstrate empathy, engage in active listening and building meaningful working relationships with those around you. I also feel that a good leader is one that understands the importance of ensuring that your staff has the direct support they need to thrive in the work environment.

Thank you SGT(2) Yan Xing for the sharing, and congratulations to INSP Amanda!

Both officers were presented with tokens of appreciation.

