

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 help make a difference by spreading positivity! Shine a light on their stories to inspire and motivate others.

In this issue, **INSP Leon** shares how **INSP Jason's** qualities as a thinking and inspiring leader (both names changed for privacy) have positively impacted him. Read on to find out more!

INSP Jason (left) & INSP Leon (right)



Image generated by AI for privacy reasons

Nominated by: **INSP Leon**

Nominee: **INSP Jason**

Both officers are from Woodlands Checkpoint

“ INSP Jason is a leader who exemplifies a thinking and inspiring leader. He enjoys learning and takes a keen interest in current and international affairs. When new work instructions are disseminated, instead of passively following it, INSP Jason draws from his knowledge of geopolitical issues to sense-make and to understand the rationale and the purpose of the new instructions. He shares this knowledge with his officers and peers, to help them better understand and implement new work processes effectively.

Due to COVID-19, our officers needed to quickly internalise and implement new work processes at the checkpoint. In one incident, INSP Jason noticed that there was confusion among his team members and peers on the implementation of a new process and the type of COVID-19 test required of travellers entering Singapore. So, INSP Jason took his own initiative to share more about the Polymerase Chain Reaction test and why it was selected over the rest. This helped all of us better understand the reason for implementing the new process and it also ensured that all officers were clear of what they were

required to do. Seeing INSP Jason putting in the effort to help officers has encouraged me to develop a deeper appreciation on why operations are planned and carried out in a certain manner.

I am also impressed by how meticulous and passionate INSP Jason is towards his work. Besides keeping track of those under his charge, he also looks out for his peers. For example, INSP Jason takes his time to clearly explain and update the latest process and work instructions to newly posted Team Leaders. He understands that it may have been difficult for them to apply what they have learnt during their Basic Course onto the field immediately.

INSP Jason's passion and self-driven attitude have inspired me to take a step further as a Team Leader. His actions have motivated me to shift my mindset from a passive learner to an active participant, where I take the initiative to learn and understand how things work, especially in our field of work. Kudos to INSP Jason for being an exemplary leader! ”

THE NOMINATED LEADER'S PERSPECTIVE

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



Did you encounter any challenges in the events described by your colleague?

INSP Jason (J): There were indeed challenges when trying to simplify the work processes and the instructions to brief the ground officers. There were constant changes to the instructions and implementation of the border control measures. Some of these measures were implemented within a short span of time, so there was a very short time period for us to make sense of it. Furthermore, the border control measures varied for different countries and types of travellers (i.e. those coming into Singapore vs. those coming through Singapore). In addition, some of the terms used in the measures were scientific terms, which was difficult for a layperson to understand. Hence, I had to simplify those terms for ground officers to understand more easily.



How do you feel about this nomination?

J: I am humbled and heartened that my fellow colleague, Leon, nominated me for the leadership story. I am happy to have made an impact on Leon and my colleagues and am very appreciative of their kind support.



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

J: Have a good understanding about your work and do your very best!



Thank you INSP Leon for the sharing, and **congratulations** to INSP Jason! Both officers were presented with tokens of appreciation.