

# 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, **SSGT Jack** shares how **CI (1) Eileen's** inspiring and compassionate leadership (both names changed for privacy) has positively impacted him. Read on to find out more!



From Left to Right:  
**SSGT Jack and CI (1) Eileen**

*Image generated by AI for privacy reasons*

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Nominated by: **SSGT Jack**

Nominee: **CI (1) Eileen**

Both from Air Checkpoint

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CI(1) Eileen is a strong representation of a compassionate leader. I nominated Eileen because her kindness left an impression on me.

For the past three years, I have been trying to pass a course multiple times to no avail. This is mainly due to my struggle with memorising the content. I have tried multiple studying techniques, such as writing down the important points on paper and receiving tips from Air Checkpoint. However, despite all the efforts, I was still unable to pass the test. This made me feel discouraged and I had given up all hope of passing.

Thankfully, I bumped into Eileen one day and recalled that she used to be a trainer at Training Command. Upon learning about my challenges, Eileen kindly and readily agreed to coach me for the test. Taking time out of her already busy schedule, she would patiently coach me in the office.

During these sessions, she would read my notes and filter through the myriad of information to highlight targeted points for my revision. This differed greatly from the style of studying that I was accustomed to, which consisted of mere reading and memorisation. With this renewed emphasis and focus provided by Eileen's coaching, I was able to study more effectively by concentrating on the topics of concern. Her coaching eased my understanding of the contents and enabled me to take full advantage of the time I set aside from work to study.

Eventually, with her kind guidance, I was able to pass the test- much to my delight. With this certification, I can also receive the additional allowance which certainly goes a long way in contributing to the care of my family. Therefore, through this nomination I hope to show my gratitude to Eileen and appreciate her efforts for selflessly going beyond her duty to coach a fellow colleague. I hope that this sharing can also encourage everybody to support their colleagues if it's within their ability to do so.



## THE NOMINATED LEADER'S PERSPECTIVE

We reached out to CI(1) Eileen to hear her thoughts on being nominated!



**Were there any challenges you encountered in the event described by your colleague?**

**Eileen:** I was a trainer for the mentioned course in my previous posting where I was part of the team that conducted trainings on passport and security features. I noticed that officers may find it difficult to memorise lengthy information/aspects of the course. Based on my conversations with SSGT Jack, he understood the concept but could not remember the correct security features. Hence, I guided him to understand the basic points in a simplified manner.



**As far as you can remember, what went through your mind during the event?**

**Eileen:** I understood the struggles that SSGT Jack was facing. So, instead of just memorising, I explained to him the three basic security features and ways to identify them.



**How do you feel about this nomination?**

**Eileen:** I was surprised to be nominated for this leadership story. I am grateful for this nomination and glad that I was able to assist a colleague in need.



**Do you have any words of encouragement or advice for ICA officers and staff who are looking to develop their leadership capabilities?**

**Eileen:** Do not give up! Keep trying until you succeed. Don't feel shy to seek assistance and let's work together to help our fellow colleagues in need!



**Thank you** SSGT Jack for the sharing, and **congratulations** to CI(1) Eileen! Both officers were presented with tokens of appreciation.