

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, **INSP Barry** shares how **INSP Victor's** qualities of a resilient and inspiring leader (both names changed for privacy) have positively impacted him. Read on to find out more!



INSP Barry
(Woodlands Command)

INSP Victor
(Woodlands Command)

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Nominated by: **INSP Barry**

Nominee: **INSP Victor**

“ INSP Victor displayed the qualities of an Adaptable and Inspiring leader.

I nominated Victor because I admire his ability to maintain his composure during stressful situations and adapt quickly to the situation at hand. In one memorable incident, I recall that tensions ran high between a traveller and our team of officers due to a misunderstanding. The traveller was instructed to return to the checkpoint where he faced further questioning.



The traveller was initially uncooperative and visibly disorientated. Understandably, he turned defensive, raised his voice, and challenged officers.

Being a relatively inexperienced TL, I would have made an impulsive judgement that the traveller harboured malicious intent and would have consequently adopted an interrogatory style of questioning.

On the other hand, INSP Victor kept his composure while managing the situation.

I was very impressed by how INSP Victor recognised the high tension and even accurately assessed how intimidated the traveller might have felt, having been surrounded by a large group of ICA officers. As such, he quickly took charge and de-escalated the situation by identifying the cause of the problem. Thereafter, he also managed to calm the traveller down by humbly apologising for the undue delay and inconvenience caused.

I admired how quickly INSP Victor assessed the situation by thinking on his feet, and his ability to look at the problem from different perspectives.



Given the circumstances, it was easy for one's judgement to be clouded and to treat the traveller as an offender. In contrast, INSP Victor stayed objective, sought to have clarity of the situation, and treated the traveller respectfully despite the situation. As such, I believe this was how he determined the best course of action and subsequently, managed the situation flawlessly.

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Additionally, INSP Victor is also someone who identifies with his fellow officers and embodies a strong team spirit. Having served as a SGT and SSGT prior to his appointment as an INSP, he has accumulated a wealth of experience which he would selflessly share with his officers. For instance, when his SGTs were tasked to present during a briefing, he worked alongside the team to prepare the materials and attended the briefings so as to provide moral support and guidance. This allowed his SGTs to hone their public speaking skills and showcase their potential. As a peer, he also shared helpful advice to better manage my work at the checkpoint. For instance, when I struggled with communicating on air, INSP Victor advised me to regulate my breathing and manage my stress levels before speaking. These small gestures reflected his sincere support to help others to overcome their challenges and achieve their tasks effectively.

Overall, INSP Victor's exemplary leadership style has earned my respect and captured the hearts of many fellow officers. He is someone whom officers and peers can count on and is a valued asset to ICA. He is truly a leader I want to emulate because his leadership style has inspired me to stay level-headed and objective, especially during hectic times at Woodlands checkpoint. ”



THE NOMINATED LEADER'S PERSPECTIVE

We reached out to INSP Victor 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?

Victor (V): It was a challenging process to calm the traveller, and to manage and resolve the incident. When I was notified and urgently called over to deal with the traveller, I was under-informed of the situation. I acted quickly to assess the situation and reacted accordingly when I had arrived at the site.

At that time, the traveller was uncooperative and agitated when being interviewed by my team of officers. Despite moving him to a more conducive environment for an interview, he was still uncooperative and tried to challenge my rights. Accordingly, I took a gentler approach by establishing my intention to render assistance to him which eventually calmed him down.



How do you feel about this nomination?

V: I felt honored and delighted to receive this nomination. I am thankful for the support I have received from my team. They have motivated me to work hard for the betterment of the team. I am also grateful for the trust and support given by my superiors, who entrusted me with the duties and responsibilities as a Team Leader.



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

V: A good leader must understand that "we" is more powerful than "me". It is not always about being right, but rather, to listen to your officers to make better informed decisions. In doing so, your officers will feel empowered and validated. This approach will promote a culture of open communication and help improve the operations.

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