One such experience occurred during my previous internship at eBay, where I oversaw the development of the L7 Rule Configuration UI.

During the project, I encountered a team member who displayed a rather negative attitude due to him being pre-occupied by other tasks on hand (let’s call him Alex). Despite the initial friction, I took proactive steps to address the issue and ensure the team's ongoing progress. Here's how I approached the situation:

1. Choosing a Positive Attitude and Establishing Communication: Recognizing the importance of a positive mindset, I chose to maintain a positive attitude throughout the project. Additionally, I established a communication channel with Alex to foster understanding and build a closer working relationship. In an open and friendly environment, Alex has become more active.
2. Clear Task Definition and Distribution: To minimize friction and improve collaboration, I took the initiative to clearly define tasks for everyone involved in the project, including Alex. By establishing clear roles and responsibilities, we reduced ambiguity and prevented potential conflicts. This approach ensured that each team member had a clear understanding of their responsibilities and helped Alex better manage his work plans under his heavy workload.
3. Actively Seeking Support and Advice: Recognizing the need for additional guidance, I actively sought support and advice from my manager. I discussed the challenges we were facing within the team and asked for suggestions on how to address them, who later lifted some duties on Alex to relax the burden. By reaching out for assistance, I further increased Alex’s productivity and brought us closer.
4. Result-Oriented Approach: Throughout the project, I maintained a result-oriented mindset. I focused on the ultimate goals and objectives, ensuring that our efforts were aligned with achieving tangible outcomes. By emphasizing the importance of delivering results, I motivated the team to stay focused and work collaboratively towards a common goal.

By combining these actions, I successfully resolved the situation with Alex and encouraged ongoing progress within the team. Through effective communication, clear task definition, seeking support, and a result-oriented approach, we were able to overcome challenges and achieve our project objectives.

At Kaizntree, we developed a powerful one-stop management platform for small businesses. As a leader, not only did I focus on driving the success of the company, but I also prioritized the well-being and growth of my team members, which turned out to help me build a stronger team. My own handbook for leadership includes the following key elements:

1. Building Relationships: I actively fostered strong relationships with each team member. I made an effort to understand their individual strengths, interests, and career goals. By establishing open lines of communication and demonstrating genuine interest, I created a supportive and inclusive environment where team members felt comfortable sharing their thoughts and concerns.
2. Empathy and Support: I recognized that my team members had their own challenges and personal lives outside of work. I made it a priority to show empathy and provide support whenever necessary. Whether it was offering a listening ear, providing flexible work arrangements, or offering additional resources, I ensured that my team members felt cared for and supported throughout their professional journey.
3. Clear Definition of Tasks and Timelines for Collaboration: I understood the importance of clear communication and setting expectations. I worked closely with my team members to define tasks, establish timelines, and distribute work based on individual strengths. By ensuring everyone had a clear understanding of their responsibilities and deadlines, I promoted effective collaboration and minimized any potential confusion or delays.
4. Result-Oriented Attitude: I fostered a result-oriented mindset within the team. I set ambitious but achievable goals and motivated the team to strive for excellence. By providing a clear vision and aligning individual objectives with the company's goals, I created a sense of purpose and urgency. I encouraged a proactive approach, emphasizing the importance of taking ownership of tasks, finding innovative solutions, and delivering high-quality results.
5. Empowerment of Team Members: I actively supported and empowered my team members to reach their full potential. I provided the necessary resources, training, and guidance to enhance their skills and knowledge. By delegating responsibilities and trusting their abilities, I fostered a sense of ownership and autonomy, allowing them to excel in their roles.

In summary, I cared for my team while still maintained productivity with a result-driven mindset. These elements were instrumental in creating a positive and productive work environment, leading to the success of the project and the growth of the team.