**Describe an example of your leadership experience in which you have positively influenced others, helped resolve disputes or contributed to group efforts over time. (350 words)**

“Indonesia confirms its first Coronavirus Case”. Just like that, the annual Prom I have been planning for an entire year was cancelled a day before the event.

As devastated and heartbroken I was that all that meticulous planning did not come to fruition, I had no time to lose. Wiping my tears away and putting my professional stance on, I promptly got in touch with all stakeholders of the event. Sponsors, event organizers, hotel bookings. All I had in mind was to try preserve the partnerships for the subsequent years. This was ultimately a test of my negotiation skills and how quickly I could get on my feet with the slightest bit of prep time.

“Meet me at lunchtime in the Secondary Foyer”, I quickly texted my committee members.

Like a group of elite spies about to rendezvous for an urgent meeting, I imagined my team running to the foyer with major disappointment on their faces to meet me. I took a deep breath before entering the meeting room. I knew that if I were to show even the slightest hint that I was stressed, it would create a domino effect and further chaos.

“Sales team to proceed with refunds; marketing team to sound off the situation; and finance team to negotiate with sponsors and the hotel,” I asserted all the while reminding them of the importance of keeping our spirits high as whether everything will remain intact depended on ourselves.

Despite the disputes raised by parents or students who complained about the last-minute decision, I kept reminding my team that “customer satisfaction is important and that we had to approach it with a humble and understanding stance.” I would watch them respond kindly to each complaint, explaining the situation calmly even way past school hours.

No one could fully comprehend the implications that Covid would have had. I knew how frustrating and disappointing the situation was for my team. Yet, they pulled through and I could see how a subtle stance was mirrored in their actions: a reflection where I felt that I have succeeded as a leader.

**Overall comment:**