**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 a year is cancelled a day before the event.

Action had to be taken quickly. I had no time to lose. Instantly, I jumped on my phone quickly contacting all stakeholders of the event. Sponsors, Event Organizers, Hotel staff trying to preserve the partnerships for the subsequent year. This tested my skills of negotiation as I was keen to keep a good relationship with these parties.

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

Simultaneously, running around the school campus hectically. My disappointment was suppressed by the adrenaline rushing through my veins. The panic and pressure knowing that I am the one accountable for mistakes made.

I took a deep breath before entering our rendezvous. I knew that if I were to show that I was stressed, it would create a domino effect and further chaos. To a room of disappointed faces, I split the tasks. The sales team to process refunds; the marketing team to make announcements; and the finance team to negotiate with the sponsors and hotel. Constantly reminding them of the importance of keeping our spirits high because everything depended on us.

Over the next few weeks I oversaw my team successfully executing their roles. Amidst the adjustments to online learning and the lockdown, my team mimicked my calm nature. There were disputes between parents, students who complained about the last-minute decision. I kept reminding my team that “customer satisfaction is important and that we had to act in their favor regardless”. I watched them respond kindly to each complaint, explaining the situation calmly. Keeping their heads up and a friendly face on and putting on thick skin.

No one had fully understood the implications that Covid would have had. I knew how frustrating and disappointing this situation was for my team. Yet, they pulled through, and I could see how my words of advice mirrored into their actions. A moment where I felt that I succeeded as a leader.

**Overall comment:**