

CASE STUDY

Foundation Academy Mandarin Cohort



SITUATIONAL LEADERSHIP

Project Manager,
Manufacturing



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THE CHALLENGE

I observed and analysed that one of my team members has strong technical ability, but lacks communication skills. I did trust that he can handle the daily task however, he still needed to be motivated via impactful feedback and positive motivation.

THE ACTION

I adopted a "Supporting" leadership style. I listened more and offered him positive reinforcement whilst at the same time, increasing our interactions. He gradually realised the areas he needed to work on and has signed up for some training related to improving communication skills.

THE OUTCOME

The effect is immediate and positive. I'm so pleased to see that I'm gradually moving from the "Supporting" model to the "Delegating" model, which is my goal as a leader!



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"Through the study, I have learned that leaders could adjust their style according to the environment they're in, and that I could adopt a leadership style more suitable to the team member's ability and attitude."