

Leadership Experience – starting from my half-cup of coffee ...

My husband and I share a cup of coffee...
Wow, you may say, how romantic!
Not for a couple who has been married
for almost 20 years...but most importantly,
together we finish a full cup of coffee!

A good start is half the battle won. For the MAD
Convention, we experienced great teamwork.
*No one was left alone with work half done,
no one left the team with half done work.*



Tay Yiang Ping DTM

18 months before the Convention, we, The MAD Team started working diligently till the end of the event and everyone was filled with a great sense of fulfillment, satisfaction and happiness. More than that, we made many good friends!

Leadership is about sharing of experiences and knowledge, delegating the right job to the right person, and working with a positive attitude within a good team. Through the organization process, we unleashed the full potential of our members, and many of our MAD Team Leaders were doing their High Performance Leadership Program. Through this learning opportunity, many of our members have taken up new District and Club officer positions with confidence from the experience they've gained!

When IPDG asked, if I am interested to organize an even bigger event, my immediate reaction was...YES! We are MAD, we have Made A Difference for the Convention! What we did was beyond the expectation of our delegates... we have fulfilled our goal – Excellence Through Customer Delight beyond satisfaction.

We made mistakes too and we analyzed them in a fruitful Debrief Session, which was the promise we made at our very 1st MAD Team meeting. We wanted to share our experiences and knowledge with future convention organizing teams.

Let's continue to be MAD, and *together let's finish our full-cup of coffee! Cheers!*

Tay Yiang Ping DTM, Organizing Chair of MAD Convention

Convention website: www.makeadifference.sg/MAD2008

