AI Detector

As a marketing officer at a medium-sized manufacturing company, I was informed to head a cross-functional project aimed at addressing the customer retention issue. This is a challenge of people management. Sales accused operations of delaying deliveries, and operations accused sales of making unrealistic promises to customers. My role as a junior employee was not officially authoritative; however, I had to collaborate across departments with conflicting priorities. For this purpose, I started arranging one-on-one meetings with the sales, logistics, and finance team members to learn about their limitations and issues. Rather than orienting myself as a problem-solver, I framed the problem as a collective responsibility associated with the longterm development of the company. Through customer feedback data, I organized a collective meeting where each team would view the impact of their decisions on the whole value chain. This changed the whole discussion of defensiveness to accountability. As a team, we settled on better communication guidelines and a reformed client commitment procedure. Notably, customer complaints reduced within three months, and retention improved tangibly. More importantly, the teams started playing proactively instead of reactively. This experience transformed my perception of leadership. I discovered that trust, listening, and information-driven alignment are essential in developing influence as opposed to position power. Leadership is about establishing transparency and psychological security to make others interested in a shared destination. This understanding will underpin my work at the Chicago Booth School of Business. The Booth's culture of questioning and respectful challenges aligned with my leadership style. Additionally, during classroom discussions, I will add value by sharing ideas based on evidence without limiting myself to accepting different views. I would encourage collaboration in student groups and leadership labs, where I would ensure that all voices are

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