

Beeline - Lead the way

How to lead with purpose and clarity to drive change, create thriving working cultures and deliver business results that matter

Welcome to our leadership podcast from The Hive Change Consultancy, hosted by our CEO, Andrew Tilling

These conversations with experts in organisational performance are specifically for people looking to lead transformation. If you want to help your organisation make a better impact, this is for you.



Beeline

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Transforming working cultures to
deliver results that matter

Beeline Podcast Season 2 Episode 1

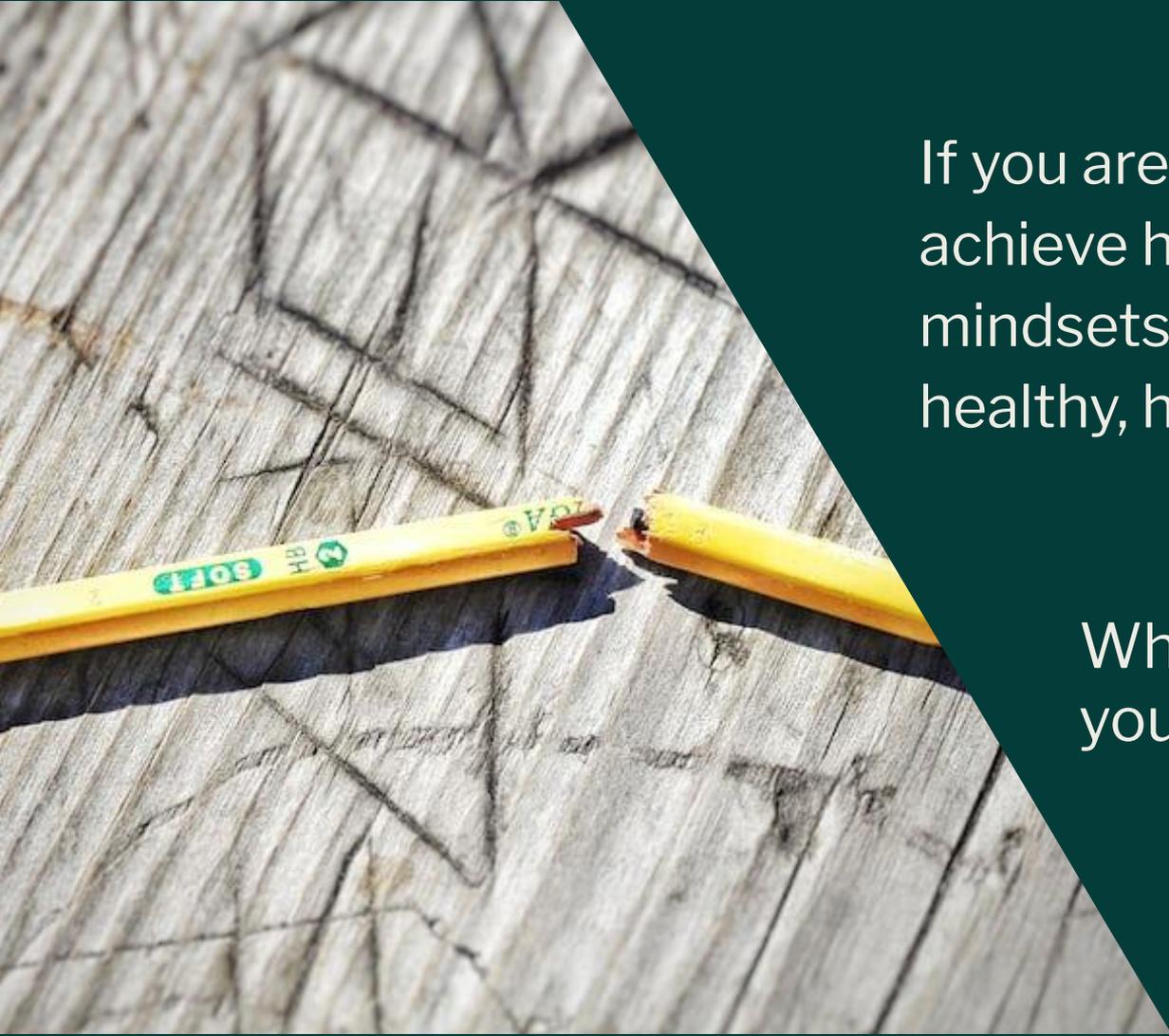
Guest: Chris Hatfield
Coach and Founder of
Sales Psyche

Notes and Resources



Beeline





If you are a leader wanting to achieve high performance mindsets whilst maintaining a healthy, happy working culture:

When it's **not** working, you'll see these things:



- › There is no space or time to talk openly about feelings in meetings
- › Wellbeing questions are typically framed as afterthoughts
- › ‘How are you?’ is not a question, but a statement
- › When new targets and goals are set without any extra emotional support
- › When you are being asked to use the same tools for a new task
- › Holes get patched after they appear and fixing things becomes time consuming
- › Questions are asked that suggest concern for wellbeing but are then used to lay blame
- › A dominant management style that breeds fear
- › Mistrust amongst team members
- › A lack of social interaction amongst teams
- › No space to share without someone hitting the alarm button
- › Mental health first aiders are used as scapegoats and become just another unofficial HR representative.
- › ‘One size fits all’ mentality



A photograph of a white rectangular sign with a yellow diamond-shaped warning symbol in the center. The sign is attached to a metal fence with two small metal fasteners at the top corners. The background is a blurred outdoor scene with green foliage and a building in the distance. A dark teal diagonal shape overlaps the right side of the image.

WORK IN
PROGRESS

When it **is** working.
You'll see these
things:



- › Feeling unable to face work is not scrutinised but dealt with concern and support
- › Your teams have friends they talk to and talking is encouraged
- › Laughter is abundant
- › Mental health is considered a positive not a negative subject
- › Mental health first aiders are used to raise awareness and dissipate stigmas
- › Teams take responsibility for each others health and wellbeing
- › Failures are celebrated as learning opportunities
- › Not feeling ok, is ok
- › There is a consistent attitude to wellbeing across the entire organisation
- › Permission is given to check in with each other on a regular basis
- › Wellbeing check-in meetings are conducted separately to progress check-in meetings and are given as much importance
- › Social activities are encouraged and supported
- › Dual accountability is accepted



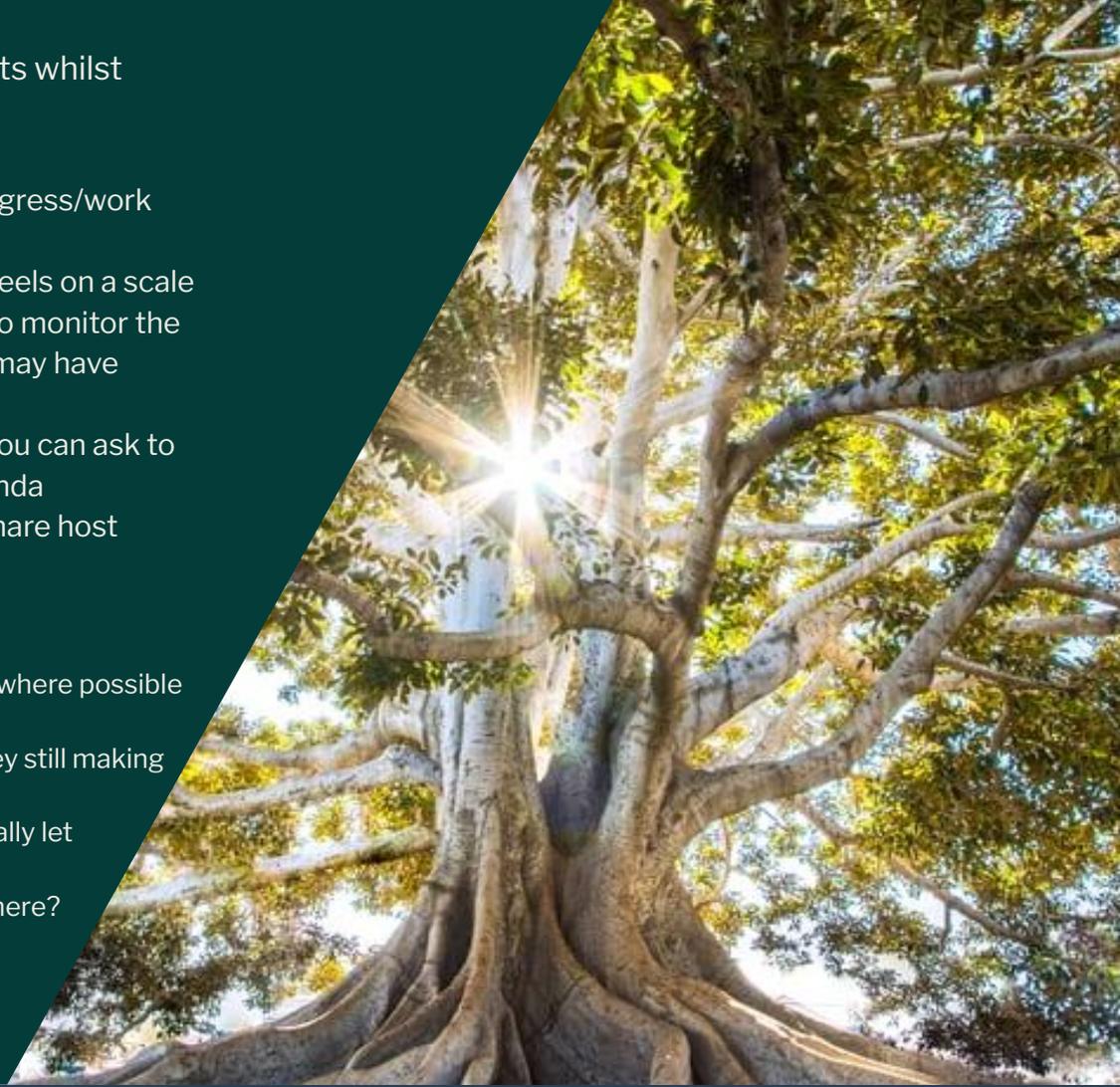
So, what is the **Beeline** to achieving high performance mindsets whilst maintaining a healthy, happy working culture?



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The Beeline to achieving high performance mindsets whilst maintaining a healthy, happy working culture:

- › Specific wellbeing 1:1's that are not related to progress/work meetings
- › At these meetings start by asking how a person feels on a scale of 1-10. Find out why and ask why and continue to monitor the change in the scale and ask why those numbers may have changed
- › Encourage mental health buddies - people who you can ask to check in with you - giving permission without agenda
- › Create a space/environment for people to talk, share host activities
- › Encourage a best friend at work
- › **USE the acronym: AEIOU:**
 - A** = And - Use the word AND instead of the word BUT where possible (accept and build)
 - E** = Effort - they may not be reaching target but are they still making the effort? Is there something more to find out?
 - I** = Intention - It is unlikely that someone has intentionally let things go or chosen to fail- don't assume
 - O** = Opportunity - what are the opportunities to learn here? How can we move forward?
 - U** = You - How you show up matters: are you carrying preconceptions and negativity with you in the room?



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A little bit of Beeline Gold from Chris:

There are three types of failure:

- 1) **Preventable:** One when we have knowingly strayed from the tried and tested process
- 2) **Complex Failure:** One that is out of our control.
- 3) **Intelligent Failure:** One that arises from thoughtful actions or experiments and result in useful learning, allowing us to move forward more wisely.



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Chris Haltfield Coach and Founder of Sales Psyche <https://www.salespsyche.co.uk/>

You can find Chris on LinkedIn here:
<https://www.linkedin.com/in/chrisatfieldsalespsyche/>

Reference:

Chatter by Ethan Kross

The Fearless Organisation by Amy Edmonson .

Amy Edmonson did the original research that Google built upon with Project Aristotle, where they found that psychological safety - the ability to be vulnerable and take risks with your team - was the one thing that linked all of their high-performing teams.

3 Types of Failure -

<https://www.linkedin.com/pulse/three-types-failure-you-focusing-wrong-one-danae-shell/>



Need some support?

We have created some useful and insightful resources to help you combat Burnout and find a way to resilience [HERE](#)

Contact us at the Hive, we're here to help.

[Contact - Consult The Hive](#)