

## **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 new 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**

# The Hive

Transforming working cultures to  
deliver results that matter

## Beeline Podcast Series 2 Episode 2

**Guest:** Judith Klerks, psychologist,  
coach and leadership trainer

Notes and Resources



Beeline





If you want positive change in your organisation and an environment where giving and receiving feedback is part of your learning culture:

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



- › Feedback isn't used as an instrument for growth but to put people in their place (blame culture)
- › Individuals retreat in order to protect themselves
- › People don't go that extra mile for fear of failure
- › People tend to respond in a defensive manner
- › Small issues can fester and grow out of proportion
- › People feel insecure and are judging rather than supporting each other
- › There's a 'Them and us' mentality and a lot of unhealthy gossip
- › Confidence dwindles as there is little room for error
- › Growth and innovation is impeded
- › One size fits all mentality
- › Rather than embracing development, change is feared



A white rectangular sign with a yellow diamond-shaped warning symbol in the center. The symbol has a black border and the words "WORK IN PROGRESS" written in black capital letters. The sign is attached to a metal fence with two green grommets. The background is a blurred outdoor scene with greenery and a building.

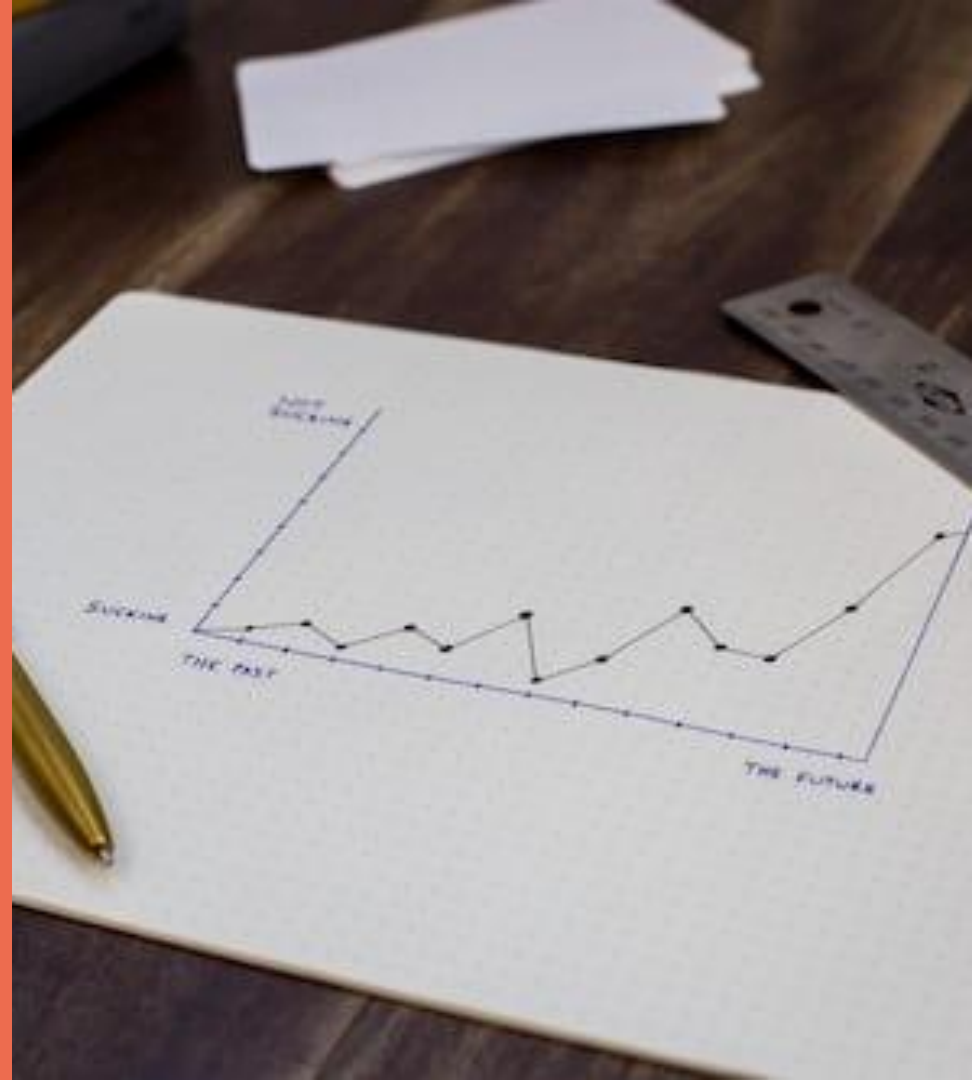
WORK IN  
PROGRESS

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





- › Feedback is welcomed and listened to
- › Feedback is geared towards growth not performance review
- › People are confident and a willing to try new things
- › There is a willingness to be vulnerable
- › There is excitement about growth and change
- › Growth and development is encouraged
- › Honesty is praised
- › Communication is tailored to the individuals
- › Feedback is appropriate and useful and offers development opportunities
- › Feedback is part of the growth culture of the organisation
- › In general, people give more positive than negative feedback
- › Teams hold each other accountable
- › There is a feeling of trust, support and transparency



So, what is the **Beeline** to positive change in your organisation and an environment where giving and receiving feedback is part of your learning culture?



**Beeline**

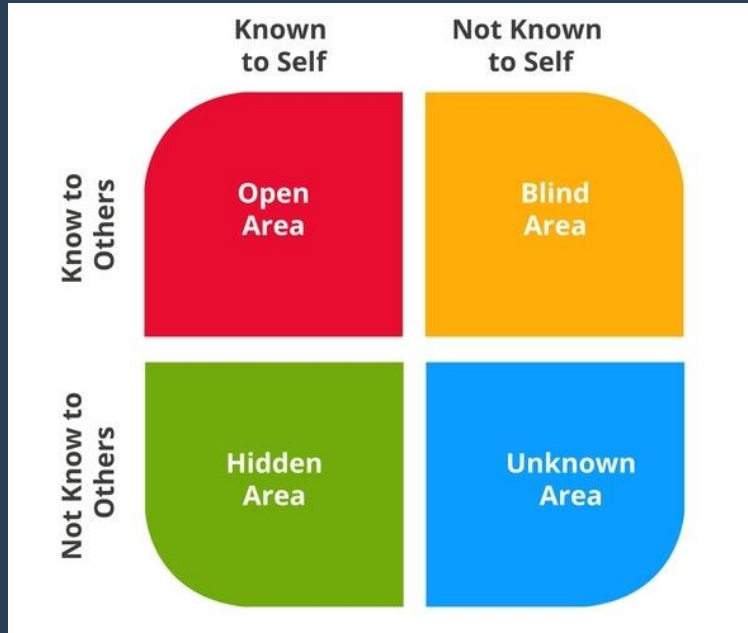
**The Beeline to** positive change and an environment where giving and receiving feedback is part of the learning culture:

- › Regularly and consistently practice giving and receiving feedback
- › Give 6 times more positive than negative feedback
- › People don't necessarily know what they are good at; so take the time to find out what the individual does that is good and be specific when you give feedback
- › Positive feedback about behaviour means you'll get more of this behaviour
- › Be prepared when you give feedback, and make sure that your feedback is realistic and actionable
- › When receiving feedback, ask relevant questions so you understand where it comes from and can action your response
- › Remember feedback can be triggering; if you think it has been, check and be supportive to the individual; give them time and/or ask what they need
- › Be respectful: Ensure you have chosen the appropriate environment and time to give them your feedback





## Reference:



[The Johari Window Model](#): Is a framework for understanding conscious and unconscious bias that can help increase self-awareness and our understanding of others. It is the creation of two psychologists, Joseph Luft and Harrington Ingham, who named the model by combining their first names.

This model is based on two ideas- trust can be acquired by revealing information about you to others and learning yourselves from their feedbacks. Each person is represented by the Johari model through four quadrants or window pane. Each four window panes signifies personal information, feelings, motivation and whether that information is known or unknown to oneself or others in four viewpoints.

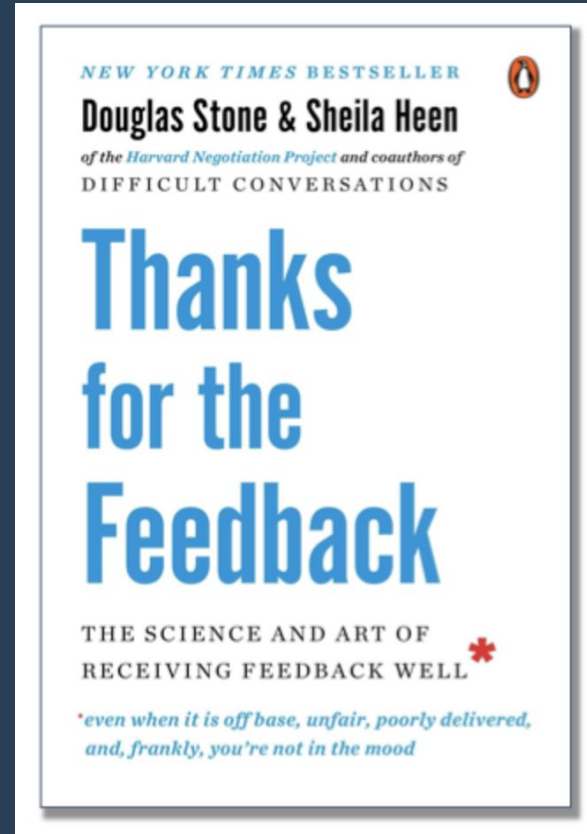


## Reference:

<https://www.stoneandheen.com/>

How to learn from feedback with curiosity and grace.

New York Times & Washington Post Best Seller. Books for a Better Life Award Winner, 2015.



If you would like to know more or contact Judith about the work she does:

**You can find her on LinkedIn here:**

<https://www.linkedin.com/in/judith-klerks-coach-psychologist/>

And you can access her website here:

<http://judithklerks.com/>

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

Contact - Consult The Hive

