

LEARNING FROM KILLERWHALES

Kenneth Blanchard is the author of bestselling books like *The One Minute Manager* (1983), *High Five* (2001) and *The Leadership Pill* (2003). He is a great public speaker on subjects like management, leadership and motivation.

When Kenneth Blanchard together with his family visited Sea World in 2002 he was intrigued. How could it be that dangerous Killerwhales could be coached to perform as they did?

After the show, he had a talk with the trainers, and they told him that working with the Killerwhales, they had found four different types of respons. Not only did Blanchard see the funny and logic side of the four responses, he also recognized the similarity between respons and results when it came to both Killerwhales and humans.

Four types of responding

1. No Respons

If you don't hear anything, you are probably doing just fine! As long as there is a silence around you, almost as if they haven't seen you, just keep on as now... The problem is though, that No Respons actually is a way of responding. It does make an impression if you work hard at something, but no one notices. It is like not catching people at all.

2. Negative Respons

"I would like to see you in my office in 15 minutes!" You just know that isn't a good sign, don't you? Usually if somebody wants to talk to you, you sense that something is wrong. Most often we know that if someone wants us, its probably not for the better. This is catching people doing things wrong.

3. Re-direction

When you try hard at something, and it just wont work for you, it usually isn't a good idea to keep on trying for hours. Let it go for a while, and return to it when your mind and temper is working for you, and not against you. The expression "sleeping on it", refers to the fact that re-direction your energy at periods might be the smartest thing to do.

4. Positive Respons

In this form of responding you catch people doing things right. This means someone actually noticed your talent. It will be like the teacher who acknowledges you skill, the coach who pads you on the bag, or the leader who praises you achievements in front of the whole department. Positive respons comes in many shapes and form, the important thing is that we really get motivated by it.

Whether working with Killerwhales or humans doesn't matter. The first two are the ones we see the most, and they work the least! Focus on Re-directing and on the positive Respons, and you will be on your way to a reaching a "Sea World" level.

Good luck

"Whale Done" – 2002.