



Business Leadership Group

Kristen Hadeed, Permission to Skrew Screw-Up—Session 1 of 3

Kristen Hadeed founded a cleaning service that employs 600+. The lessons she learned when she barely survived the start-up, frame an enterprise where she is loved by her employees! Her story illustrates some Biblical principles of leadership that we should all profit from.

Have you ever encountered a time when the people you are leading become disheartened and want to quit because of your actions or inactions? [discuss]

Around time mark 10:29, Kristen recounts being clueless to why 75% of her employees had walked off the job. She engaged the remaining employees for counsel to understand what had happened, why, and how she should respond. How does this align with Proverbs 11:14, 15:22 & 24:6?

Around time mark 11:19, Kristen recounts standing before her entire workforce at an emergency meeting and humbly confesses her failures as she engaged them to return to work. 2 Corinthians 12:9 appears below. How does the turning point in her story illustrate that truth? [be prepared to discuss]

Kristen’s experience led her to an obsessive pursuit of making her workplace a place where people love to be—and find fulfillment in things that would otherwise be drudgery. We should all pursue the same ends, for the sake of the Kingdom. She goes on to attribute her persistence in the midst of failure to a life lesson she learned as a child: “Failure is a learning opportunity, not something that is bad.” What value do you think this approach brings to a work team? [discuss]

Select the item above that would make the most impact or warrants immediate attention and answer the following questions:

How should I apply this concept or practice to my business or personal life?

Comment:



Development Objectives:
Life,
Leadership,
Excellence,
Kingdom

But he said to me, “My grace is sufficient for you, for my power is made perfect in weakness.” Therefore I will boast all the more gladly of my weaknesses, so that the power of Christ may rest upon me.

2 Corinthians 12:9 ESV



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“What do you think you could have done differently that would have helped you finish first?” may be one of the greatest coaching questions of all time.

Kristen shared a time when she ignored great counsel from her Dad [also an attorney]. That error in judgment meant that she lost 90% of her \$10,000 start up money. Often, *valuable experience comes from expensive mistakes*. Have you ever made a similar mistake? If so, discuss in your group to build some collective wisdom.

In Kristen’s painful payroll story, she responded to the employee responsible for a \$40,000 error by saying “*Lizzie, what do you think we can do to fix this?*” Her query could have come straight out of Ken Blanchard’s great book *One Minute Manager Meets the Monkey*” Why do you think she took this tack to consider the counsel of an inexperienced payroll clerk who had just made this mistake? [Discuss]

Kristen outlined a bad decision that led to a half-million dollar loss due to her unhealthy approach to growing her business. After that ill-fated venture, she started shifting more energy toward growing her people. The examples she gave of young workers in need of very basic life skills is common in her workforce. Do you see ways that adopting her approach could help you in working with Millennial employees? Do you have any other ideas on how to do so? [Share with your group and discuss]

Select the topic above that would make the most impact or warrants immediate attention and answer the following questions:

1. Should I apply this concept or practice to my business or personal life?
2. Can I commit to a schedule to implement this application? [explain and discuss with the group, if necessary]

Comment:



Development Objectives:
Life,
Leadership,
Excellence,
Kingdom

Take the teachings that you heard me proclaim in the presence of many witnesses, and entrust them to reliable people, who will be able to teach others also. [2 Timothy 2:2 GNB](#)



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In Kristen’s reference to the article on resilience, 90% of high-school students and 80 % of college students feel that they are more loved by their parents when they bring home a high grade. She sees a link between love expressions and performance as an unhealthy pressure that often carries over in the workplace. **Contrasting that thought, some schools have moved toward no-fail grading scales.** Do you see workplace issues that could be rooted in one extreme or the other? [explain]

Kristen states that “**We need more companies where workers feel safe to fail and acknowledge failures.**” Juxtapose that statement against her great success in building a **high performance culture.** Do you see a way to have both in your work environment? [explain & discuss]

Kristen goes on to read a long passage from her book, challenging readers to change their perspective on failures and strongly consider making them a significant part of “their story.” Our pride drives us to focus on our successes, especially those that would raise our own esteem in light of the audience we address. Do you feel a stronger connection to speakers who tell “golden-boy” success stories or speakers who focus on what they learned from painful mistakes? [explain]

Kristen spoke of lots of Biblical principles, though she quoted no scripture. Consider the two verses below, in light of her story. How might they apply to her story?—to our own? [discuss]

Select the item above that would make the most impact or warrants immediate attention and answer the following questions:

1. Should I apply this concept or practice to my business or personal life?
2. Can I commit to a schedule to implement this application? [explain and discuss with the group, if necessary]

Comment:

He helps us in all our troubles, so that we are able to help others who have all kinds of troubles, using the same help that we ourselves have received from God. 2 Corinthians 1:4 GNB

“These are the ones I look on with favor: those who are humble and contrite in spirit, and who tremble at my word. Isaiah 66:2 (NIV)



Development Objectives: Life, Leadership, Excellence, Kingdom