



## **ERKIN AYTEKIN**

THE IMPORTANCE OF FEEDBACK AND FINDING A  
SHARED "WHY" FOR YOUR TEAM

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**LEADERSHIP MOMENTS PODCAST TRANSCRIPT**



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# EPISODE 1



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[Start of Transcription]

**MURRAY:** So I'm with Erkin Aytekin, GM of the Pullman Melbourne and we're talking about his leadership moment.

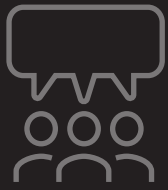
**ERKIN:** So my defining moment was years ago when I had the opportunity to take on a senior role... management role, leadership role and it was all made possible through people believing in me, providing me with the opportunity which then led me to gain the confidence through experience, through support and coaching and also clear expectations of what was required from me to be able to achieve and deliver the results that were expected and then gave me more confidence to then also look at other opportunities and possibilities of managing and leading in a larger team, a larger hotel. So those were some of the factors that influenced my leadership. Then down the track obviously, you know, seeking more input and coaching and structure and awareness as far as my own leadership skills and understanding where my gaps were and where I needed support and further development to make sure that I could perform in a way that I was comfortable with and where I was also recognized as a senior leader within an organization. So a lot of the developments and direction that we were provided was through a series of peak performance reviews with... I was given feedback from doing the 360 feedback and also getting some development plans in place to be able to upskill and create more confidence in our ability.

**MURRAY:** So which area is the biggest stretch for You? What was the area that you had to work the hardest on and how is it benefitting you?

**ERKIN:** Look it's all about interpersonal skills. I think the core values and the personality traits and learned leadership skills will certainly assist it. The stretch is obviously those difficult moments, the difficult conversations whether it be with your staff when it comes to performance management, determination or looking at organizational structure and alignment and making sure we have a team that's robust, harmonious and performing together to achieve the goals and keeping that in check can be a stretch.

**MURRAY:** So is there a message... it just came to me now because I think all leaders have them, is that failure is what you learn the most from.

**ERKIN:** Yes. The failures? There's failures are every day, all the time. So anytime you come across a setback or an obstacle, it's about seeking advice... seeking some direction or feedback to try to overcome those setbacks.



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**MURRAY:** So how has that shaped your approach and philosophy to your team today?

**ERKIN:** I was a lot more trusting and... but now you need to be able to trust and make sure that the team are empowered, they've got the right skills, that they understand, have a clear vision of the expectations. So recruiting the right people, you know, with multi disciplinary skills within the team. How then they are provided with motivation and targets and goals just to give them a sense of meaning in what they do as part of the team.

That answers the question?

**MURRAY:** Yeah. That's great. That's good. Thank you. It's a bit noisy here.

[End of Transcription]



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