

LEARNING FROM MISTAKES

Helps team members give valuable feedback on tasks performed which helps the team to continuously improve

THE VALUE OF THIS TOOL



To create a systematic way for the team to learn from mistakes and successes



To avoid the cost of making the same mistakes twice



To help build a culture of continuous improvement

USE THIS TOOL WHEN

1

The same mistakes are being repeated

2

You want feedback on a task you performed but are unsure how to ask for it

3

You are unsure how to approach a colleague if their work is below par

THE PROCESS

STEP 1

Set the **criteria & standards**

- General feedback like "You did a good job" or "That is poor work" is ineffective. Instead,
 - Ensure the **criteria for delivery are clear** beforehand
 - Establish clear, team-agreed **standards for evaluation**
 - Focus on **priority items** (e.g. quality, punctuality)
 - Get as **specific** as time allows

This helps clarify expectations, improves the feedback process and prevents unnecessary conflict.

STEP 2

Learning is the goal

- Begin the feedback session by emphasising that **the goal is to learn and improve**, not to police or manage performance.

Conduct the session promptly after completing the task or project to ensure timely and effective debriefing, which contributes to the team's growth and continuous improvement.

STEP 3

Self-evaluate

- After the task/project has been completed, have the person(s) self evaluate by reflecting on the following:
 1. **Did I meet the criteria?**
 2. **Why or why not?**

THE PROCESS

STEP 4

Recalibrate

➤ Pre-established group norms gives a chance for the team to recalibrate against those standards.

1. **Did you meet the criteria?** Either affirm what the self-reflection was, or give a different point of view
2. **Why or why not?** It is important to discuss if there is a big gap between the perception of the reviewer and the feedback receiver
3. Give **recommendations** on what could be done better. Make sure that character is not being attacked. Clarify the severity of each recommendation using the following framework:

RED RECOMMENDATION

Critical issues that require urgent attention

YELLOW RECOMMENDATION

Yellow recommendation: areas that can be improved on.

BLUE RECOMMENDATION

Small, easy corrections or slight improvements is needed.