# Learning through blameless reviews

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# Most of us are very lucky

We all make mistakes

# How do we react to mistakes?

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# 1. Blame someone

# This is attractive because it lets you off the hook

# Fundamental attribution error

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You view your own mistakes as a result of circumstances and other people's mistakes as a result of their incompetence
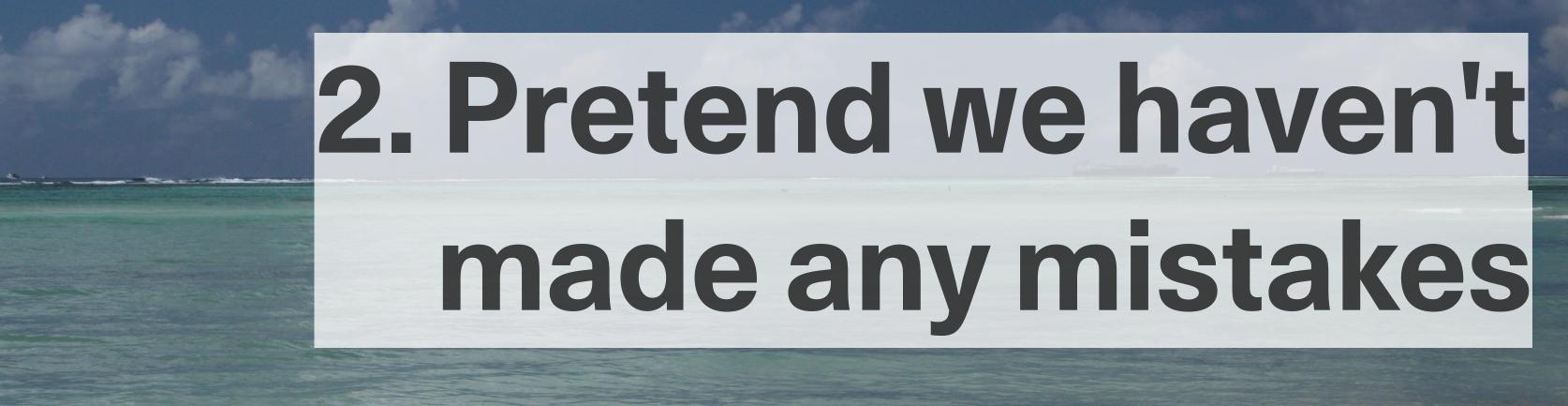
# What does our team learn when we blame people for mistakes?

# To hide their actions

# To avoid taking risks

# 2. Pretend we haven't made any mistakes

# What does our team learn when we pretend we have not made any mistakes?

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There must be a
better way

# A blameless review

# Prime directive of retrospectives

"Regardless of what we discover, we understand and truly believe that everyone did the best job they could, given what they knew at the time, their skills and abilities, the resources available, and the situation at hand."

- Norm Kerth
Project Retrospectives: A handbook for team reviews

# STEP 1
# Bring everyone together

# Stakeholders, those who worked on the project or incident etc.

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STEP 2
Understand what
happened

# Be curious

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# Give everyone space to share their thoughts

# Don't just focus on the negative

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# STEP 3
# Decide on changes for the future

# Focus on actions that those in the review can control

# Keep the list short

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What does our team learn?

The Unmade Team

# They learn to improve and to trust one another

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"There are two parts to any failure:

There is the event itself, with all its attendant disappointment, confusion, and shame, and then there is our reaction to it. It is this second part that we control.

Do we become introspective, or do we bury our heads in the sand?

Do we make it safe for others to acknowledge and learn from problems, or do we shut down discussion by looking for people to blame?"

- Ed Catmull
Creativity Inc.

# How will you and your team react the next time a mistake is made?

# Thank you

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