

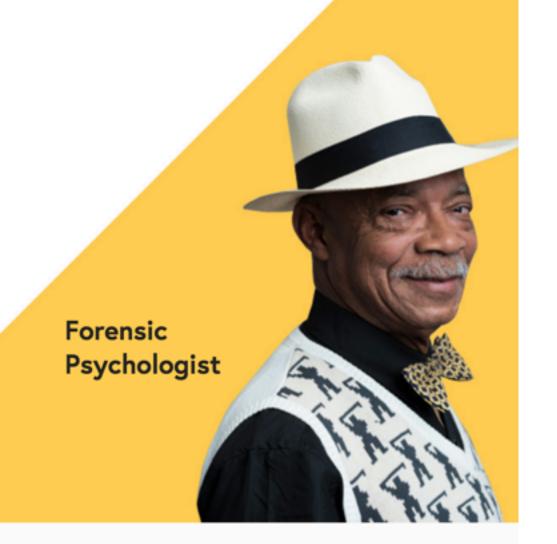
### Learning through blameless reviews

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AT LONDON CTO MEETUP
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#### Most of us are very lucky

#### We will make mistakes



## How do we react to mistakes?





## Fundamental attribution error

You view your own mistakes as a result of circumstance and other people's mistakes as a result of incompetence

#### What does our team learn?

## To avoid getting caught making a mistake

#### Stop taking risks

#### Hide their actions

## To avoid responsibility for mistakes





#### What does our team learn?



#### A better way?

#### 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 Review

## STEP 1 Involve everyone

## STEP 2 Understand what happened

#### Be curious

# STEP 3 Decide on changes for the future

## Choose actions your team can control

#### Keep the list short

#### What does our team learn?

## How to improve and trust one another

"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 your team react the next time a mistake is made?

#### Thank you

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