

Week 35

Encourage Learning



8/31/26

Why it Matters: Experience alone does not guarantee growth. Exceptional teams create space to reflect on what happened, identify the lesson, and use what they learned to make better decisions the next time.

This Week's 1% Better Practice: The next time something does not go as planned, resist the urge to immediately fix it, assign blame, or move on. Instead, ask: "What did we learn from this, and what will we do differently next time?" Then make sure the answer results in one actual change, even if it is small.

Applying It:

Choose an Experience. Think of a recent project, decision, interaction, or initiative that did not go exactly as planned. What happened? Try to describe the situation without assigning blame. Focus on what occurred rather than who caused it. _____

Get Curious.

What did we expect to happen? _____

What actually happened? _____

What surprised us? _____

Find the Lesson. What contributed to the outcome?

- | | | |
|--|--|--|
| ☐ An incorrect assumption | ☐ Missing information | ☐ Unclear expectations |
| ☐ Process broke down | ☐ Communication breakdown | ☐ Unclear decision rights |
| ☐ Moved too quickly | ☐ Needed additional expertise | ☐ Circumstances changed |
| ☐ Other: _____ | | |

Complete the Learning Loop.

Because of this experience, we now know: _____

Next time, we will: _____

What is one thing you will actually change? _____

