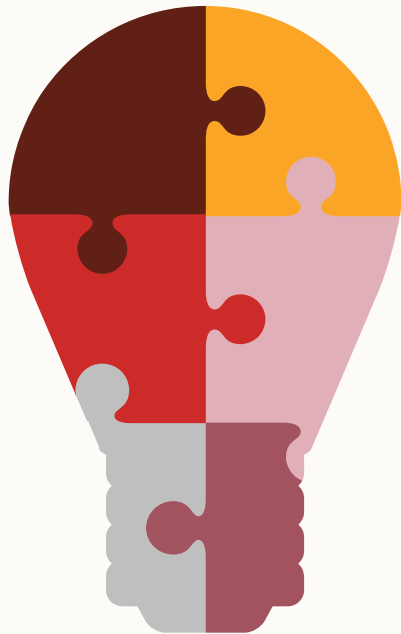




The people who do the work
are the people who best
understand the work.



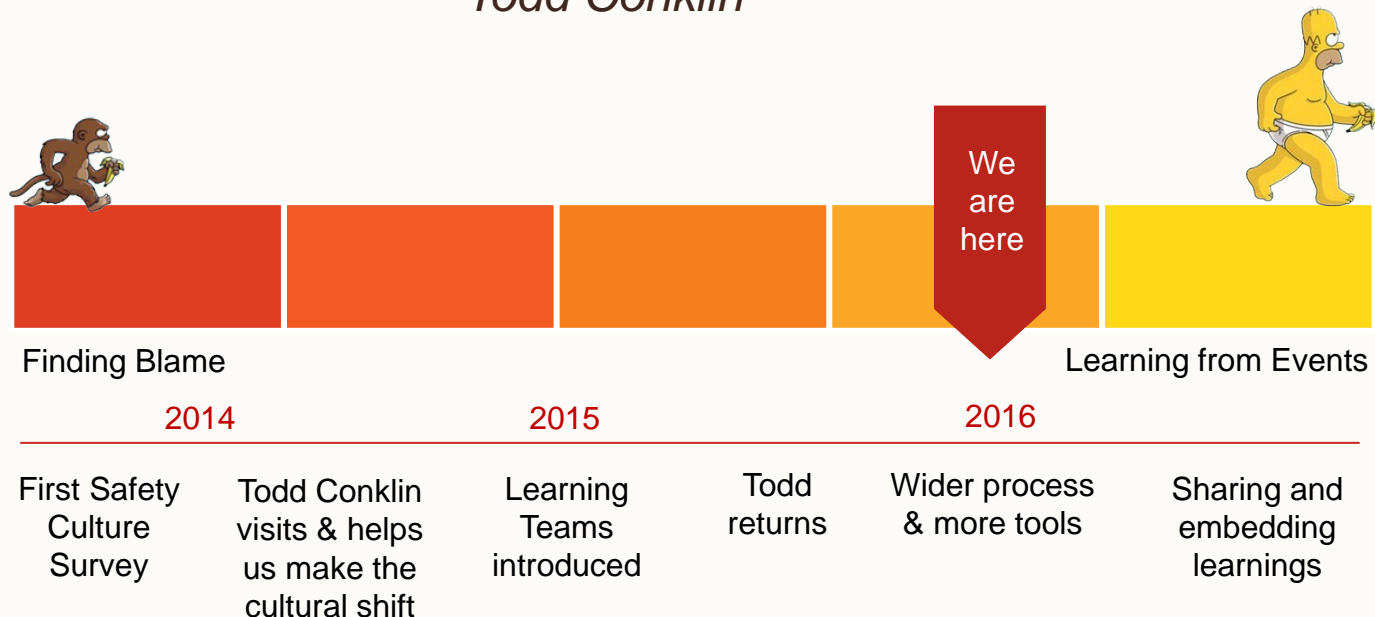
Learning?

Learning from the good,
and not so good stuff,
that happens every day.

It started with a mind shift

“You can blame and punish safety problems away, or you can learn and improve.”

Todd Conklin





We've now changed our approach



What will make the real difference is YOU!

“Leaders create culture, and
culture drives behaviour.”

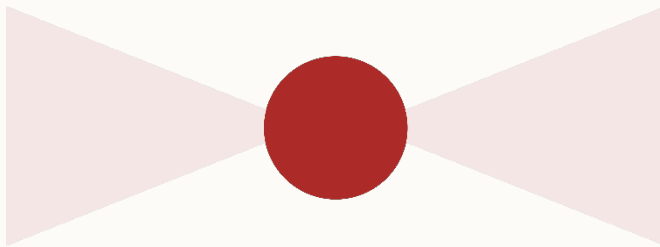
Todd Conklin



A word, or two, about making fair calls

- Mistakes happen.
- We need to understand what's behind them.
- But we need to treat people fairly and consistently as we go.

Learning Teams one size doesn't fit all



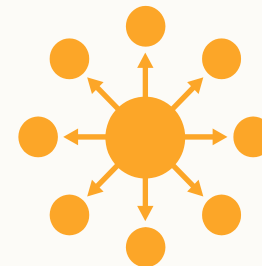
Bowtie Method



Timeline Method



Continuum Method



Performance Shaping Factors



STORY

Sharing – who doesn't like a good story?

If we don't share, we miss an opportunity to learn and improve.