

# My Favorite Mistake, Your Favorite Mistake?

## Learning From Mistakes as Individuals and Organizations

Slides & More: [MarkGraban.com/KaiNexus2022](https://MarkGraban.com/KaiNexus2022)

# Mark Graban

**Senior Advisor, KaiNexus**  
**[mark@KaiNexus.com](mailto:mark@KaiNexus.com)**

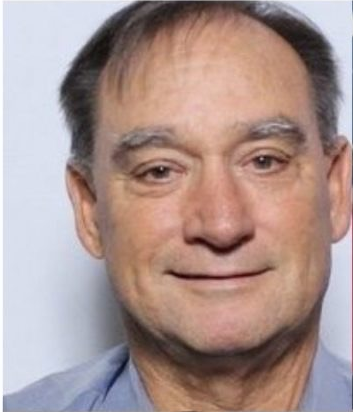
**18 months**

**18 months**

**180 people**


# MY FAVORITE MISTAKE

HOSTED BY  
**MARK GRABAN**





What's your  
favorite mistake?

A photograph of Jen Welter, PhD, looking upwards and to the right with a thoughtful expression. She has long dark hair and is wearing a dark blue polo shirt. The background is a dark blue wall with the Arizona Cardinals logo and the words "CARDINALS" repeated in a grid pattern.

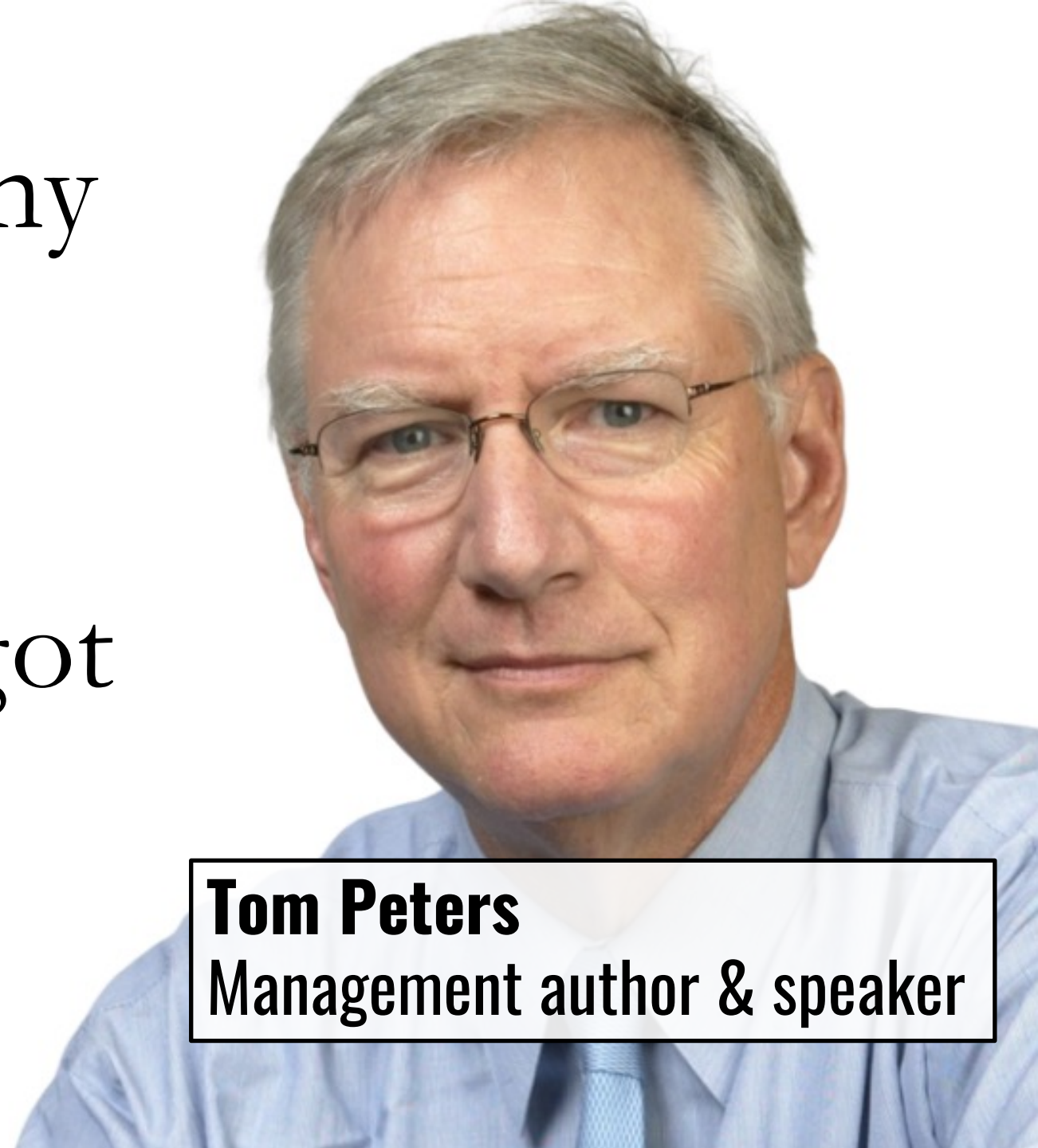
”Gosh, there  
are so many.”

**Jen Welter, PhD**

First female assistant NFL coach

“I've made so many mistakes...

I presume we've got a minimum of an hour and a half?”



**Tom Peters**  
Management author & speaker



“What an odd phrase.

It’s an oxymoron.

Why would I consider a mistake to be something cherished and favorited?”

**Greg Cote**

Columnist, The Miami Herald





**What is a  
“favorite mistake”?**

# A “Favorite Mistake”:

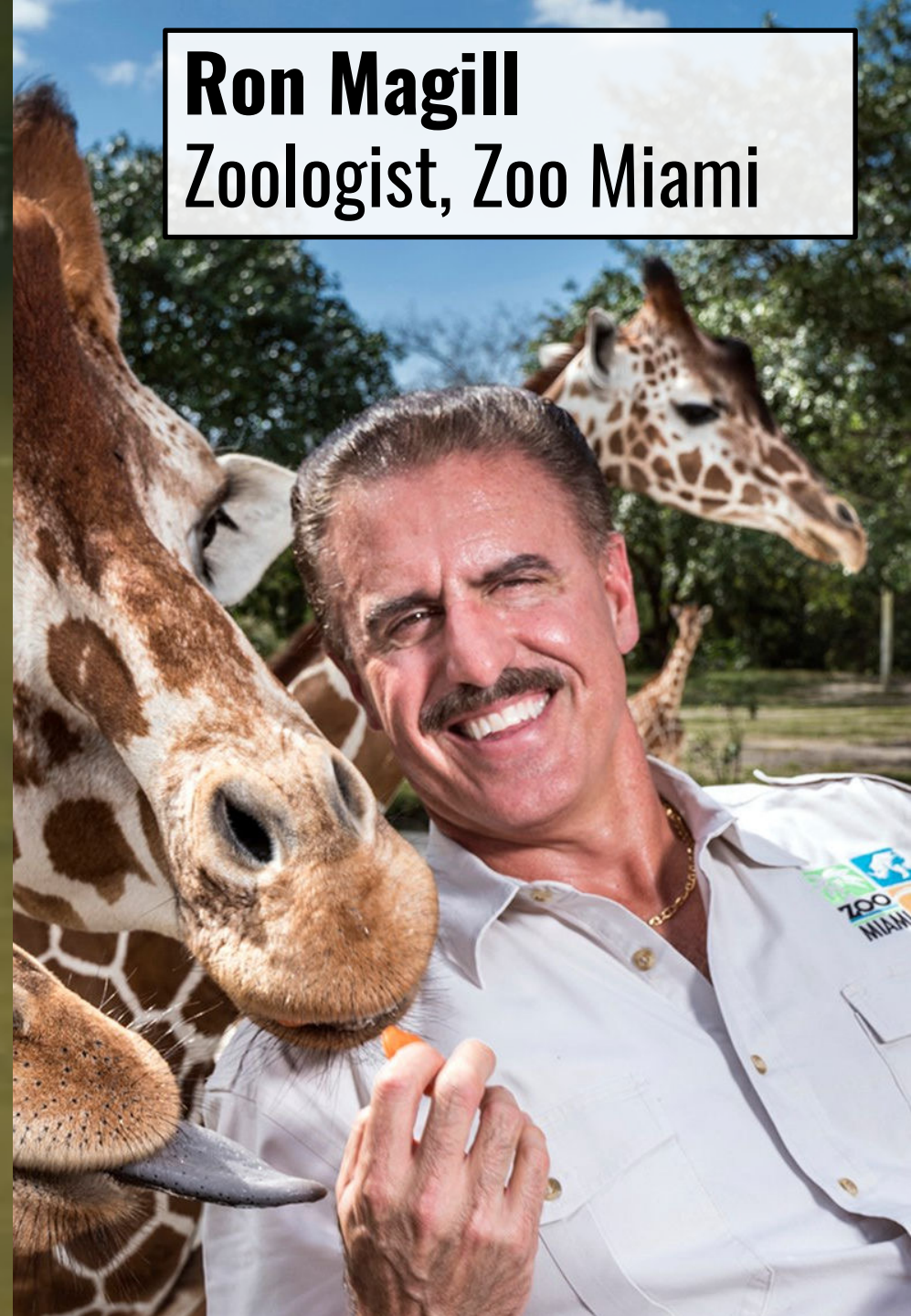
- Learning that helped your career (or organization)
- You’ve learned to avoid repeating
- An unexpected positive outcome







**Ron Magill**  
Zoologist, Zoo Miami





**Happy accidents**

**vs.**

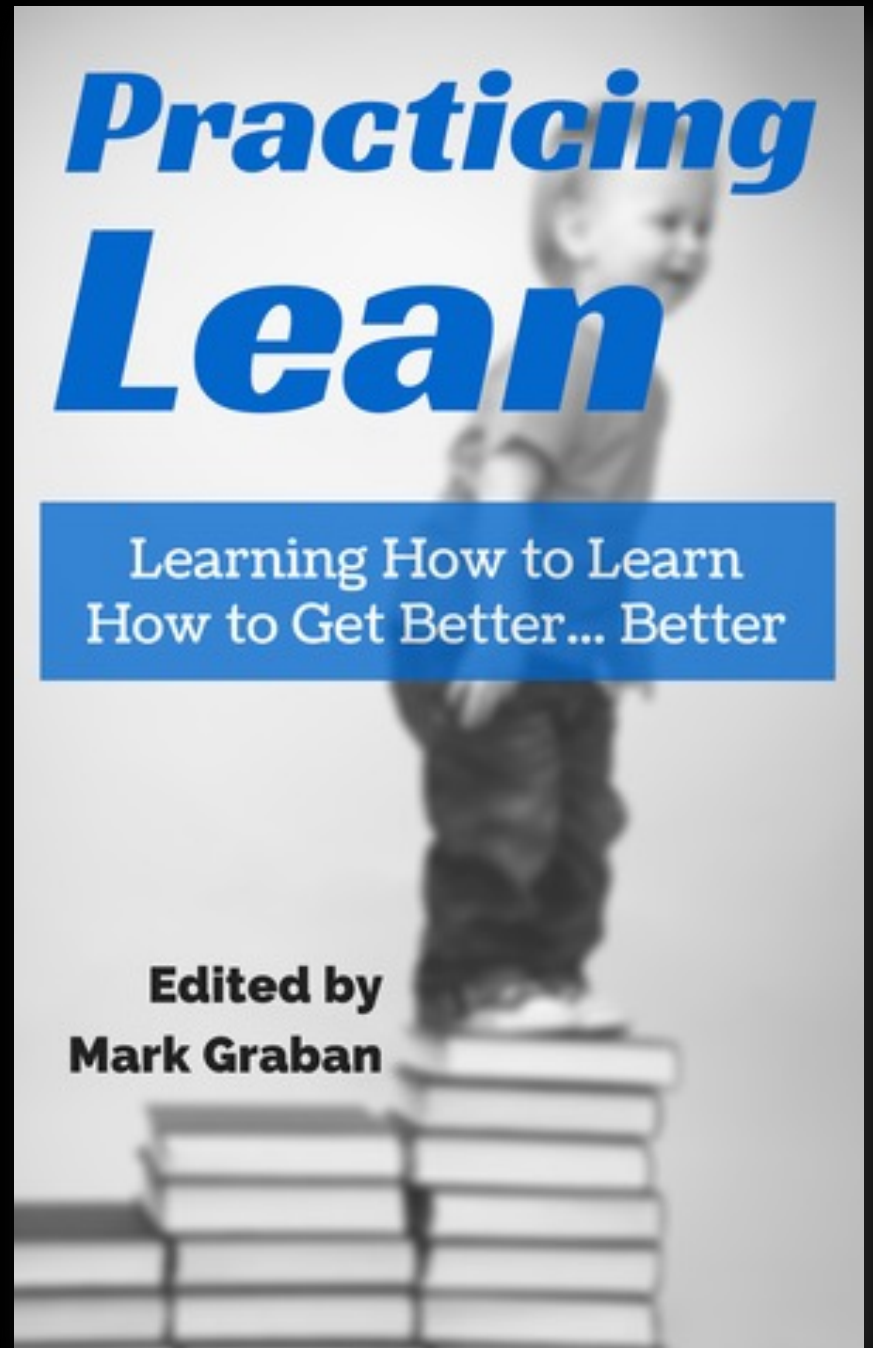
**life lessons**



# ***Practicing Lean***

Learning How to Learn  
How to Get Better... Better

**Edited by  
Mark Graban**



# A “Favorite Mistake” Is

- Not necessarily your “biggest mistake”
- Something important enough to stick with you



**Matthew Boos**

**Vice President, Sales & Consulting Leader**



“Why do I cherish this particular mistake? It’s a mistake I think about all the time — probably every day, probably multiple times a day.”



What's your  
favorite mistake?



**Kevin Harrington**  
“Shark Tank” / Inventor of the infomercial





**Rep. Will Hurd (R-TX)**  
U.S. House of Representatives



Lesson:

Successful people  
learn from mistakes



## Which statement do YOU think is more accurate about the most highly successful people in your life, compared to the average person?

You can see how people vote. [Learn more](#)

|                               |     |
|-------------------------------|-----|
| Manage to make fewer mistakes | 13% |
| Same # of mistakes, but learn | 38% |
| More mistakes, more learning  | 49% |

**1,306 votes** • Poll closed

**Do organizations  
realize this?**

Lesson:

Reflect, but don't  
agonize over it





“If you keep  
dwelling on it,  
then that’s  
counterproductive.”

**Katie Anderson**

*Learning to Lead, Leading to Learn*

Lesson:  
Reflect, but  
at the right time



**Lenny Walls**

Entrepreneur, former NFL cornerback

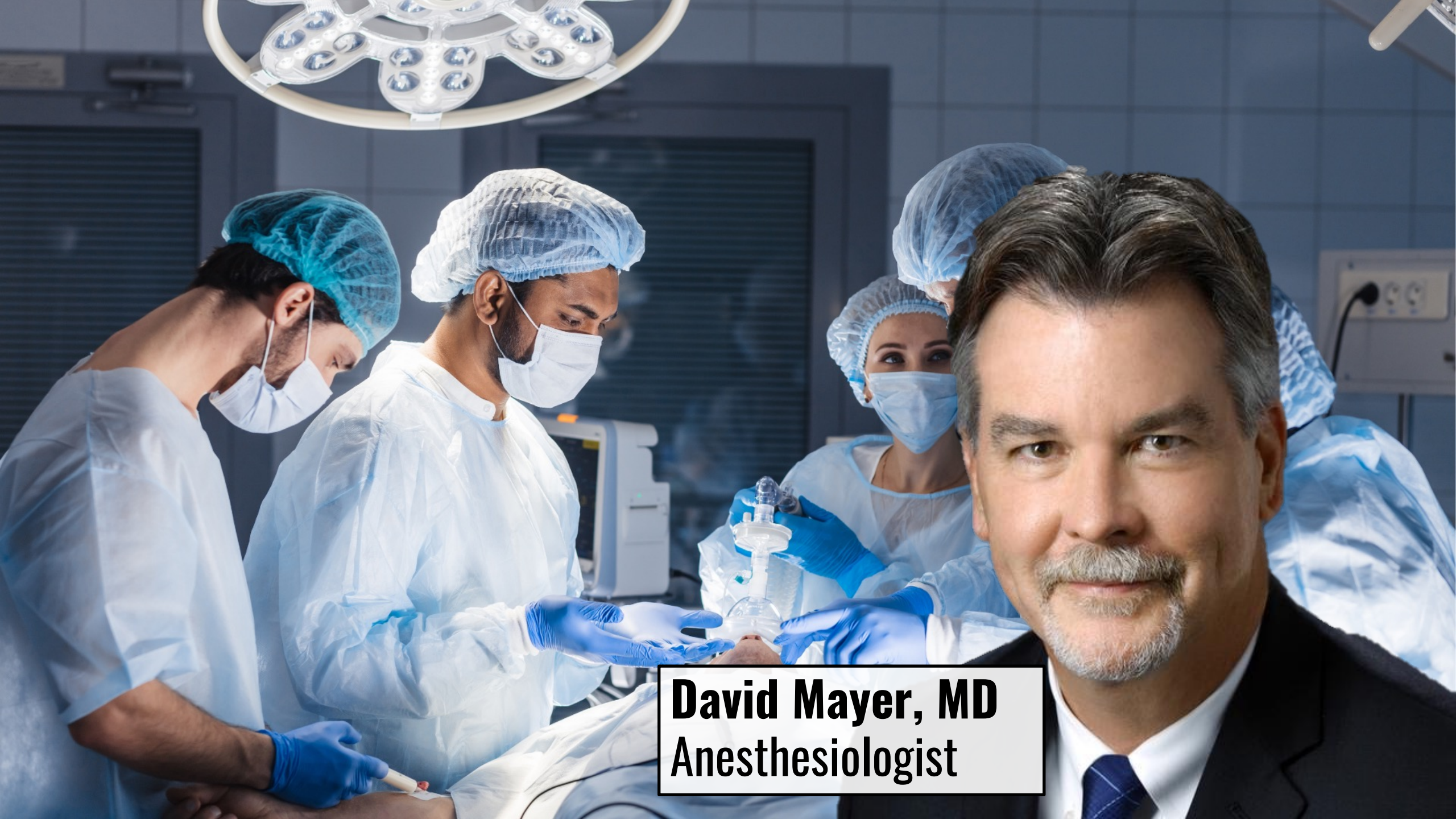
“We were taught to have a short-term memory.

It taught me a lot about bouncing back [from] failures:

Stepping stones towards winning.”



**It's a matter  
of culture**



**David Mayer, MD**  
**Anesthesiologist**



# Patient Safety MOVEMENT



**David Mayer, MD**  
Executive Director MedStar Institute for Quality and Safety



# The culture at Toyota

- “I've made so many mistakes in my entire life... big and small!”

**Isao Yoshino**

Retired after 40 years at Toyota







- “Nobody ever blamed me... they came to find the real cause of the problem.
- They could have easily blamed me, but they didn’t.
- They focused on lessons learned from the mistakes.”

**Isao Yoshino**

Retired after 40 years at Toyota



- “It is our mistake, because we did not give you the detailed instruction.
- Don’t worry... we have to figure out how to stop the same thing from happening again.”

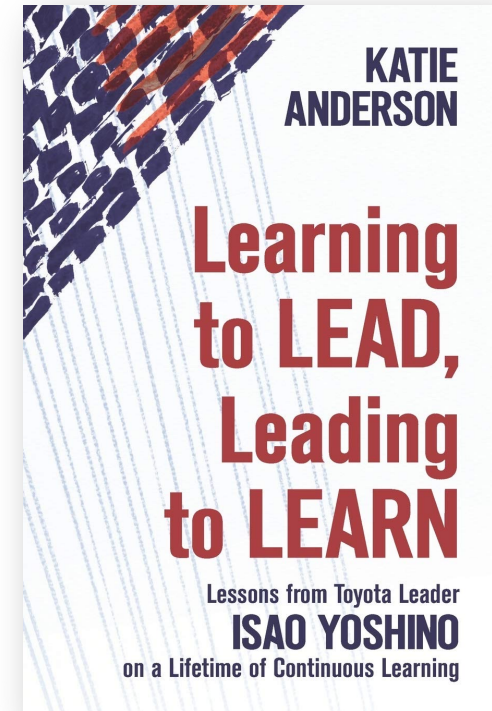
**Isao Yoshino**

Retired after 40 years at Toyota



- “The only secret to Toyota is its attitude towards learning... its people-centered culture and culture of learning.”
- “And that's about learning from mistakes and looking at the process, not just the outcome.”

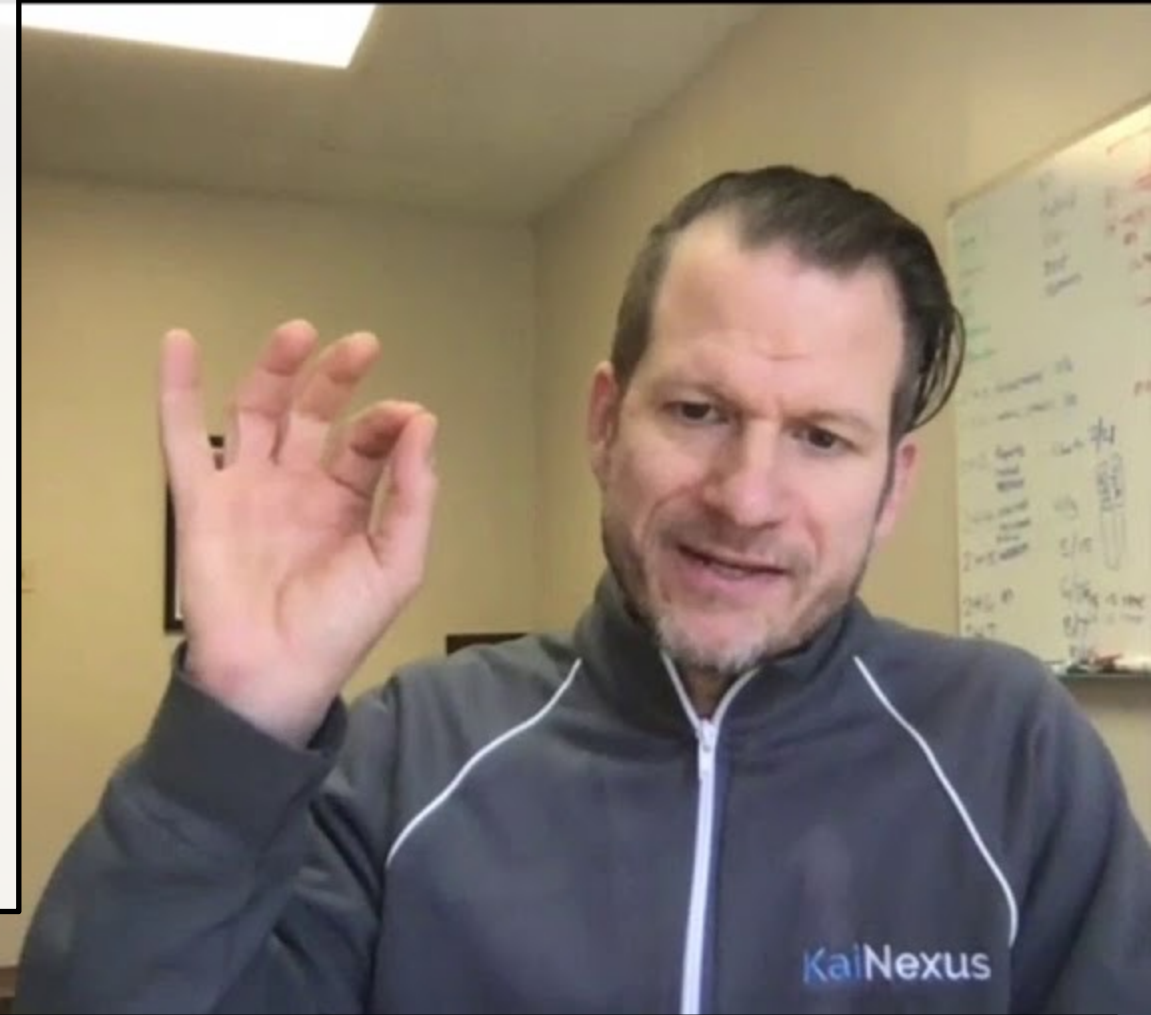
**Isao Yoshino &  
Katie Anderson**





“85% of defects or errors are caused by an inadequate process and only 15% are true human error.”

KaiNexus



**Greg Jacobson, MD**  
CEO, KaiNexus & Emergency Physician

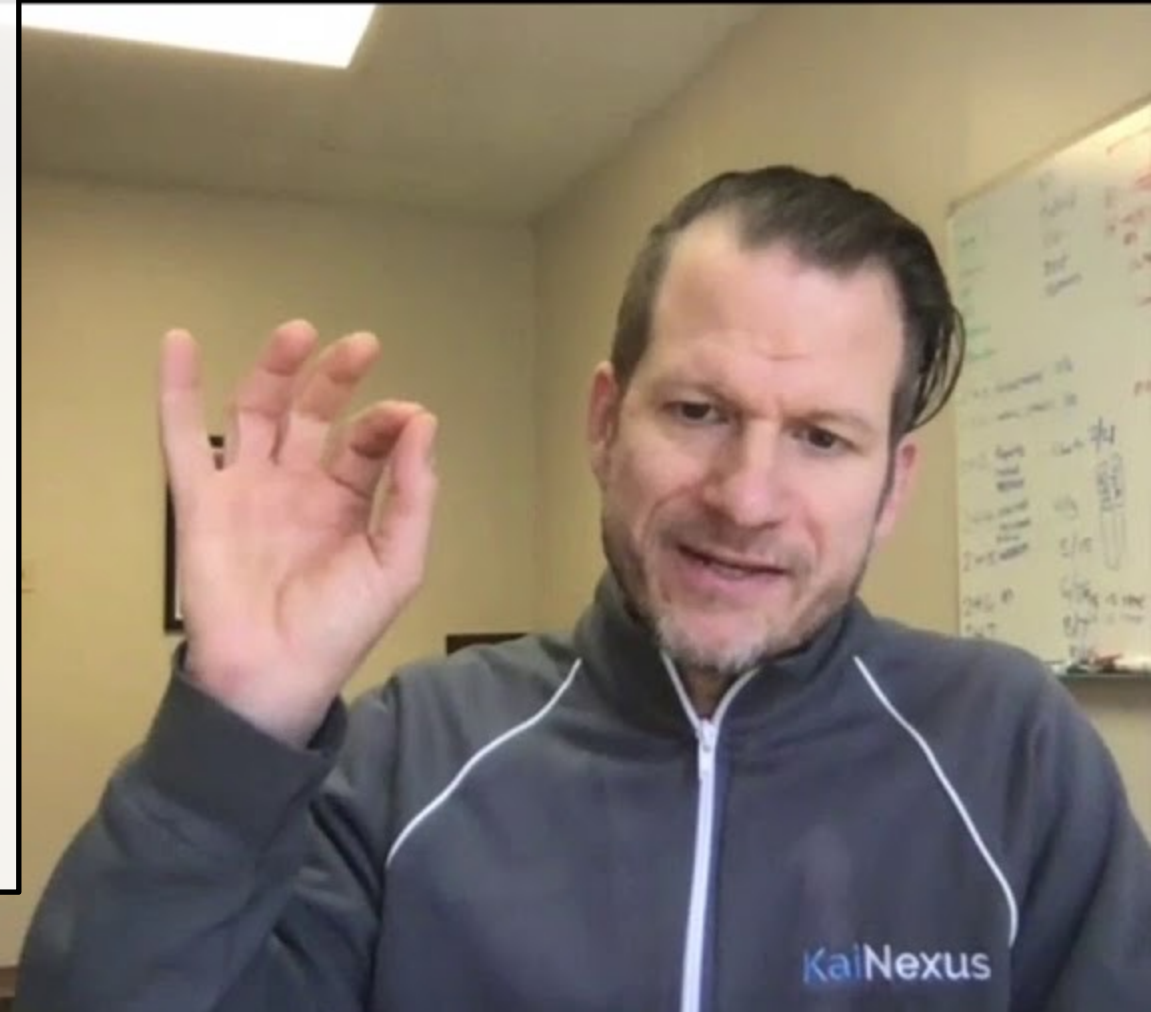
**KaiNexians  
make mistakes**

**Our CEO makes  
mistakes**



“I don’t have a problem talking about my mistakes. I’m glad you gave me a month to think about all the different mistakes people could learn from.”

KaiNexus



**Greg Jacobson, MD**  
CEO, KaiNexus & Emergency Physician



**Daniel H. Pink**  
*The Power of Regret*

“I think there's something healthy about leaders talking about their regrets with their team.”

The background of the image consists of several overlapping, semi-transparent blue shapes that create a wavy, organic pattern. These shapes vary in size and shade, ranging from a medium blue to a slightly lighter, more saturated blue. The overall effect is a textured, fluid background.

**I make  
mistakes**



A1

fx

i

|    | A  |       |
|----|--|-------|
| 1  | i  |       |
| 2  | TASK   | WHO   |
| 17 | --- Check registration & reminder emails ("Emails")  | MARK  |
| 19 | --- Check panelists and images ("Branding")  | MG    |
| 20 | --- Add MG and/or host as a panelist so you have the panelist email to forward as backup   | MG    |
| 21 | --- Make sure follow up email HAS the link to this webinar's TY: WR page   | MG    |
| 22 | --- Make sure no password is required  | MG    |
| 23 | --- Put time zone in Eastern and confirm correct time  | MARK  |
| 24 | --- Confirm that audio is configured properly (internet and phone)   | MG    |
| 25 | --- Make sure "Registration Required" is on in Zoom  | MG    |
| 26 | --- Confirm that the Hubspot KaiNexus.com page is there for survey <a href="https://info.kainexus.com/webinar-survey">https://info.kainexus.com/webinar-survey</a> | MG    |
| 27 | <a href="https://info.kainexus.com/webinar-survey">https://info.kainexus.com/webinar-survey</a>  |       |
| 28 | -- and make that the ending page also  | MG    |
| 29 | Set up Registration page in Hubspot  | DANIE |
| 30 | Set up WR:TY page in Hubspot   | DANIE |
| 31 | Schedule practice session with outside presenter   | MG    |
| 32 | Ask presenter about doing a podcast preview  | MG    |
| 33 | Post the podcast into the KaiNexus feed  | MG    |
| 34 | Do a blog post about the podcast / webinar   | MG /  |

A1

fx

TASK

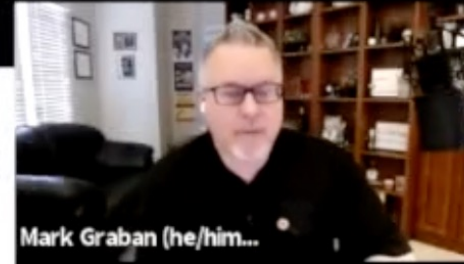
|    | A  | B         |
|----|--|-----------|
| 39 | <b>Keep meeting in "Practice Mode" (don't click "start webinar" yet) - advise presenter of that</b>  | Host      |
| 43 | Put links to the slides (via SlideShare) in the chat box, if available   | Host      |
| 44 | Be mindful about not using filler phrases, um, ah, you know, etc.  | All       |
| 46 | RESOLUTION- Make sure you are using your laptop screen or a monitor set to XXX by XXX  |           |
| 47 | Click to start recording -- record to Cloud  | Host      |
| 48 |  |           |
| 49 | <b>STARTING THE WEBINAR</b>  |           |
| 57 | <b>Make sure that cursor is in middle of screen (to avoid showing desktop via hot corner)</b>  | Host      |
| 58 | Share screen and make sure full screen slides are showing (not presenter notes)  | Presenter |
| 59 | Make sure the intro "sound check" slide is showing   |           |
| 60 | 3 minutes before the top of the hour, click START WEBINAR to do sound test   | Host      |
| 61 | Confirm recording is starting... -- if Mark, record to computer, others record to Cloud  | Host      |
| 62 | "Hi, thanks for joining... we are just doing a quick sound test for a few minutes until we start for real at the top of the hour"  | Host      |
| 63 | Ask the presenter, "[Presenter], how are you today?" - where are you located?  | Host      |
| 65 | Say, "We always like to know where attendees are located... please enter your location in the Chat area."  | Host      |
| 66 | Read some of the locations out loud and acknowledge places out loud  | Host      |
| 67 | Confirm it's recording   | Host      |
| 68 | At the top of the hour, say "we'll get started formally in a second" and leave a few seconds pause (this helps edit the recording)   | Host      |
| 69 | Welcome to today's webinar titled "TITLE HERE" I'm [name], [title] for KaiNexus. Today, I'm very happy to be joined by [PRESENTER NAME(S)], as our presenter(s) today.   | Host      |
| 70 | Advance slide  | Presenter |
| 71 | "Before I introduce [PRESENTER], let's quickly mention some of the logistics for today's webinar. The presentation will go for about 40 minutes, then we will have some announcements and Q&A at the end. Please submit questions at any point along the way by using the Q&A functionality of Zoom (please do | Host      |

[leanblog.org](https://leanblog.org)

DONE

# #RootCauseRacism: “The Colors of Love”

Presented by  
**KaiNexus**



Mark Graban (he/him...)

## Our Panelists:

Alexus Bertrand



Scott Bogan



Paul Critchley



Madison L. Mobley



Karla Parker

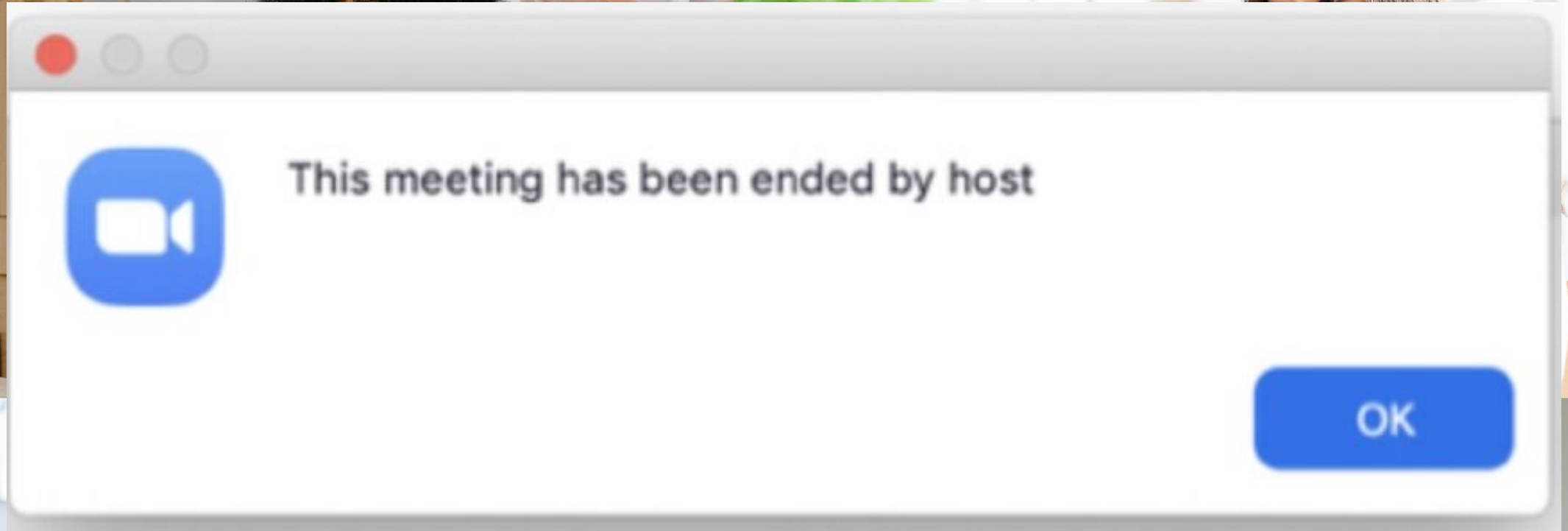


Jeff Welch



**Host: Deondra Wardelle**  
[www.deondrawardelle.com](http://www.deondrawardelle.com)  
[www.RootCauseRacism.com](http://www.RootCauseRacism.com)  
[DWardelle@hotmail.com](mailto:DWardelle@hotmail.com)









Lesson:

Show grace when  
mistakes are made

“I’m happy you and the team were able to pinpoint the issue. Poor [KaiNexian], I’m sure he feels horrible. Please let him know I’m not upset and we can classify what happened yesterday as an opportunity for learning and improving.”

Presented by  
**KaiNexus**

m:  
/e”



**Host: Deondra Wardelle**  
[www.deondrawardelle.com](http://www.deondrawardelle.com)  
[www.RootCauseRacism.com](http://www.RootCauseRacism.com)  
[DWardelle@hotmail.com](mailto:DWardelle@hotmail.com)



Mark Graban (he/him...)



Lesson:

Ask “how are you  
feeling?” before  
jumping into “5 whys”

Lesson:

**Small mistakes can  
prevent big mistakes**

Lesson:

Small mistakes can  
prevent big mistakes  
**IF YOU TAKE ACTION**



Pre  
Kai



# When Brothers Meet at Gem

## Our Panelists:



Mark Graban



Hugh Alley



Christopher Chapman



Aric Ho



Sam Morgan



Jeff Welch



Host: Deondra Wardelle  
[www.deondrawardelle.com/](http://www.deondrawardelle.com/)  
[DWardelle@hotmail.com](mailto:DWardelle@hotmail.com)

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**From:** Mark Graban <[mark@markgraban.com](mailto:mark@markgraban.com)>

**Sent:** Tuesday, October 20, 2020 4:13 PM

**To:** Deondra Wardelle <[DWardelle@hotmail.com](mailto:DWardelle@hotmail.com)>

**Subject:** Zoom issue

Hi Deondra -

 and I figured out what happened. He thought he was joining as a guest, but he was logged in so it made him a panelists. He apologizes. I told him it was no big deal. He'll probably just watch the recordings, going forward...

Mark

Lesson:

Creating the culture  
takes effort



- “It’s a lot of work...
- But it’s worth it.”



**Keith Ingels**  
The Raymond Corporation

Lesson:

People need to feel  
safe to admit  
mistakes

Lesson:

You can't just tell  
people they should  
feel safe

- “You have to promote and invest in the behaviors that lead to psychological safety.”
- “It’s not a one-and-done” initiative.



**Dr. Nicole Lipkin**  
Psychologist & Executive Coach






**Billy Taylor**  
Former Goodyear executive

“We use  
standards  
to shape  
the culture.”



A composite image featuring two men in a distillery. On the left, a man in a dark shirt and tan pants wears a headset. On the right, a man in an orange shirt and cowboy hat holds a bottle of Garrison Brothers whiskey. In the center, a bottle of Garrison Brothers whiskey sits on a metal table. The background is filled with large copper distillation tanks and wooden barrels.

“Dan has always been willing to give me the time to learn from my mistakes.”

**Donnis Todd**  
Master Distiller, Garrison Brothers

**Dan Garrison**  
Founder / CEO, Garrison Brothers



- “Toyota operates a no fault, no blame culture.”
- “[Kids] are brought up with this idea of ‘find fault and place blame.’”



**David Meier**  
Former Toyota leader

“It took me a couple of years to clear my brain of the impulse to blame the worker.”

A photograph of David Meier, a middle-aged man with dark, wavy hair, wearing a black polo shirt with a small logo on the left chest. He is seated at a wooden table, with his hands resting on it. In front of him are two bottles of Glenlivet Cognac. The background is plain white.

**David Meier**  
Former Toyota leader



“We have a process of unlearning, and we teach that mistakes are positive.”

A portrait of Keith Ingels, a middle-aged man with short brown hair, wearing glasses and a red jacket over a white shirt. He is smiling and looking towards the camera.


**Keith Ingels**  
The Raymond Corporation

“Our plant president would ask ‘What have we learned today?’”

A photograph of David Meier, a middle-aged man with dark, wavy hair, wearing a black polo shirt with a small logo on the left chest. He is seated at a wooden table, with his hands resting on it. In front of him are two bottles of Glenlivet Cognac. The background is a plain, light-colored wall.

**David Meier**  
Former Toyota leader



A man wearing a black shirt, a patterned bandana, and a headset microphone is speaking in a distillery. He is standing in front of large copper distillation equipment. In the foreground, there are two bottles of Garrison Brothers whiskey and a metal spigot with red handles. The background shows more distillery equipment and a wooden barrel.

“There’s something about your character growing when you own up to your mistakes.”

**Donnis Todd**  
Master Distiller, Garrison Brothers

**We all make  
mistakes**





**Krista Hughes**  
Nurse & Patient Advocate

“Well, if you don't think you make mistakes then, oh gosh, bless your heart.”

**Some of us lead  
people who  
make mistakes**





**Karyn Ross**  
*The Kind Leader*

“We all have  
the opportunity  
to lead with  
kindness.”

Be kind to yourself

Nobody is perfect

We all make mistakes

What's important is  
learning from our  
mistakes!

#MyFavoriteMistake



# Thank You!

- **Slides & More:**

<http://www.markgraban.com/KaiNexus2022>

- **Email:** Mark@MarkGraban.com

- **Podcast:** MyFavoriteMistake.com

