

Our Favorite Mistakes:

Learning from Mistakes and Creating
Organizations That Do the Same

Slides & More: MarkGraban.com/LGO2022

Mark Graban

Mark@MarkGraban.com



2 years

2 years

200 people

**What's your
favorite mistake?**

**ARNOLD
BARNETT**



EPIISODE 169

**MY FAVORITE
MISTAKE**

**HOSTED BY
MARK
GRABAN**





Arnold Barnett

A18

Airliner Crashes Near Pittsburgh; All 131 on USAir Jet Are Killed

Prof. Arnold I. Barnett, a professor of operations research and statistics at the Massachusetts Institute of Technology who keeps statistics on airline safety records around the world, said: "USAir again? That's amazing. USAir, we all know, has had a lot more crashes lately per thousand flights than other major U.S. airlines."

**Why was it Arnie's
favorite mistake?**



Arnold Barnett

**What is a
“favorite mistake”?**

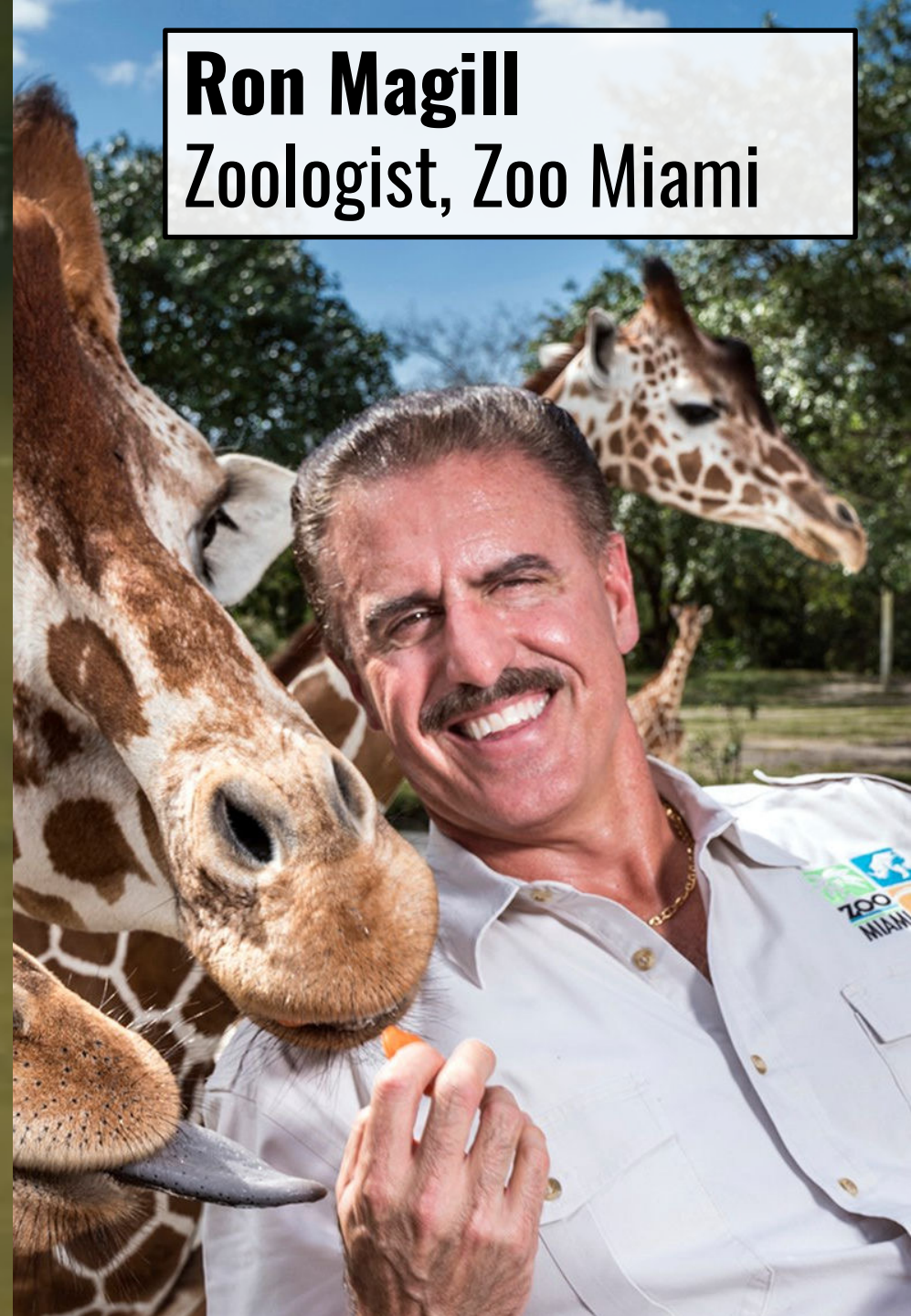
Happy accidents

vs.

life lessons



Ron Magill
Zoologist, Zoo Miami





Planning Mistakes
vs.
Execution Mistakes

Decisions

vs.

Slips

“I could be wrong”

A Favorite Mistake Might Be...

**Not necessarily
your “biggest
mistake”**

**Important
enough to stick**

**Learning that
helped your
career (or org)**

**Not repeated,
thanks to
learning**

**An unexpectedly
positive outcome**

What's YOUR
favorite mistake?

Kevin Harrington
“Shark Tank” / Inventor of the infomercial



Lesson:

Successful people
learn from mistakes

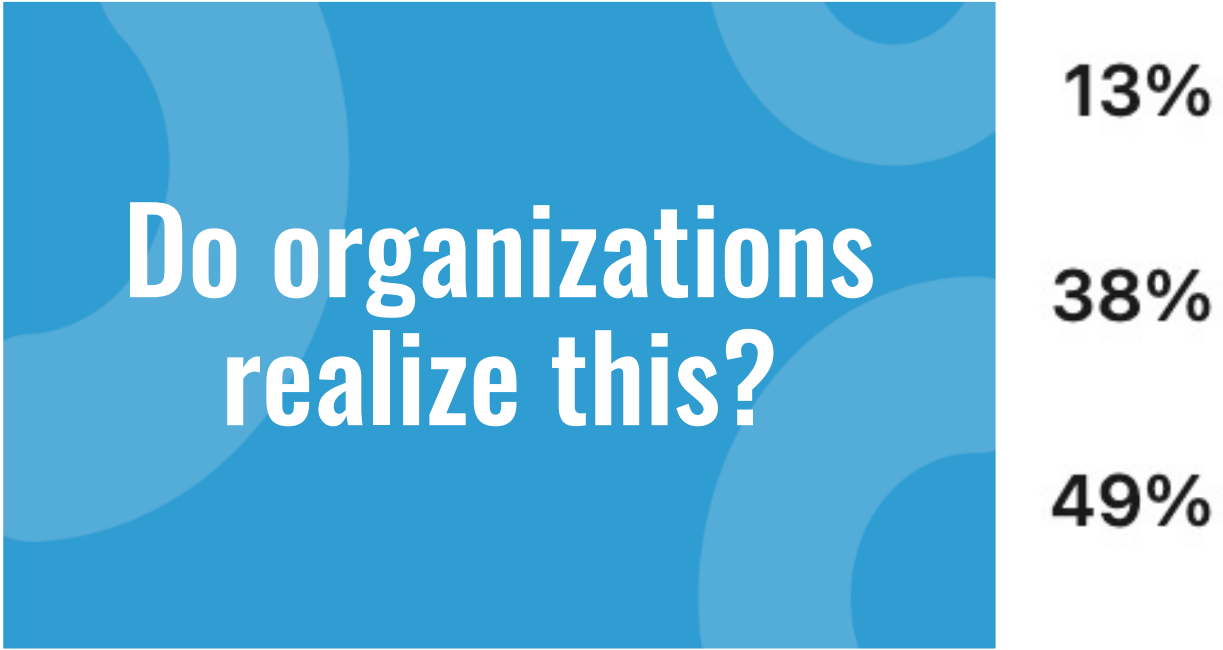
Former Rep. Will Hurd (R-TX)
U.S. House of Representatives



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
- Same # of mistakes, but learn
- More mistakes, more learning



1,306 votes • Poll closed

Lesson:

Reflect, but don't
agonize over it



Michele Parrish
LGO Alum

“... executives who are moving fast all the time. And they don't have that time to reflect.

So, we take a deep breath at the beginning and say, ‘Let's slow this down.

This is the idea of reflecting...”

A portrait of Katie Anderson, a woman with long, wavy brown hair, smiling. She is wearing a white blazer over a red top, a gold watch, and a silver bracelet. Her right hand is raised in a gesture.

Katie Anderson

Learning to Lead, Leading to Learn

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

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.”

Lesson:

It's a matter
of culture

The image is a composite. In the foreground, on the right side, is a close-up portrait of a middle-aged man with grey hair and a goatee, wearing a dark suit, white shirt, and blue tie. He is looking directly at the camera with a neutral expression. The background shows a surgical team in an operating room. Several people are wearing blue scrubs, blue bouffant caps, and white face masks. They are focused on a patient lying on a table. One person is holding a clear plastic container, possibly a syringe or part of an anesthesia machine. The room is lit with bright, circular surgical lights hanging from the ceiling. The overall color palette is dominated by blues and greys, typical of a clinical setting.

David Mayer, MD
Anesthesiologist



Patient Safety MOVEMENT

David Mayer, MD

Executive Director MedStar Institute for Quality and Safety



**Toyota people
make mistakes**

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

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.”



“They could have easily blamed me, but they didn’t.”

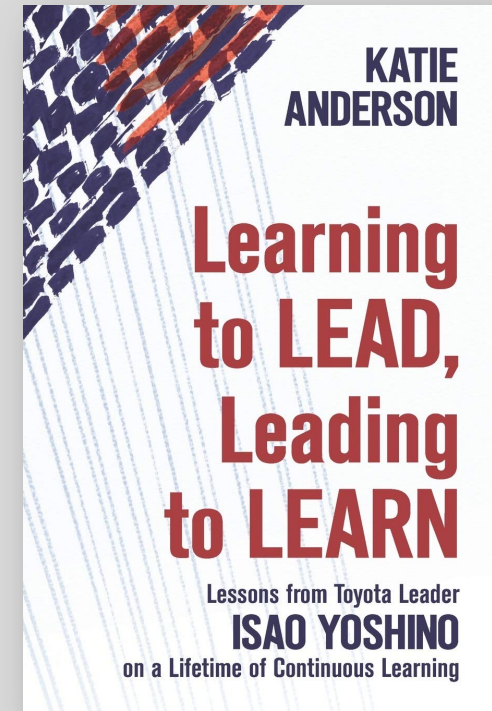


“They focused
on lessons
learned from
the mistakes.”



- “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**



KaiNexus

**KaiNexians make
mistakes**

**Our CEO makes
mistakes**

Greg Jacobson, MD

CEO, KaiNexus & Emergency Physician

“I don’t have a
problem talking
about my
mistakes.”

KaiNexus



KaiNexus

Lesson:

Leaders lead
by example

The 4 Stages of Psychological Safety, Clark

**Modeling
Vulnerable
Behaviors**



**Rewarding
Vulnerable
Behaviors**



Billy Taylor

Former Goodyear executive
Author, *The Winning Link*

“We use standards to shape the culture.”

I try to prevent
mistakes

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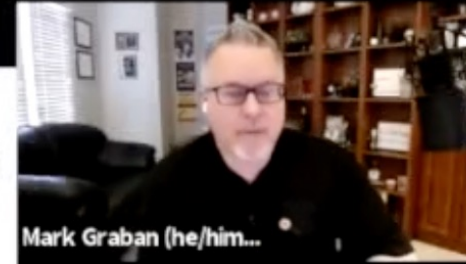
Mark Graban

Mark@MarkGraban.com

Web page is
not set up yet

Presented by
KaiNexus

#RootCauseRacism: “The Colors of Love”



Mark Graban (he/him...)

Our Panelists:

Alexus Bertrand



Scott Bogan



Paul Critchley



Madison L. Mobley



Karla Parker

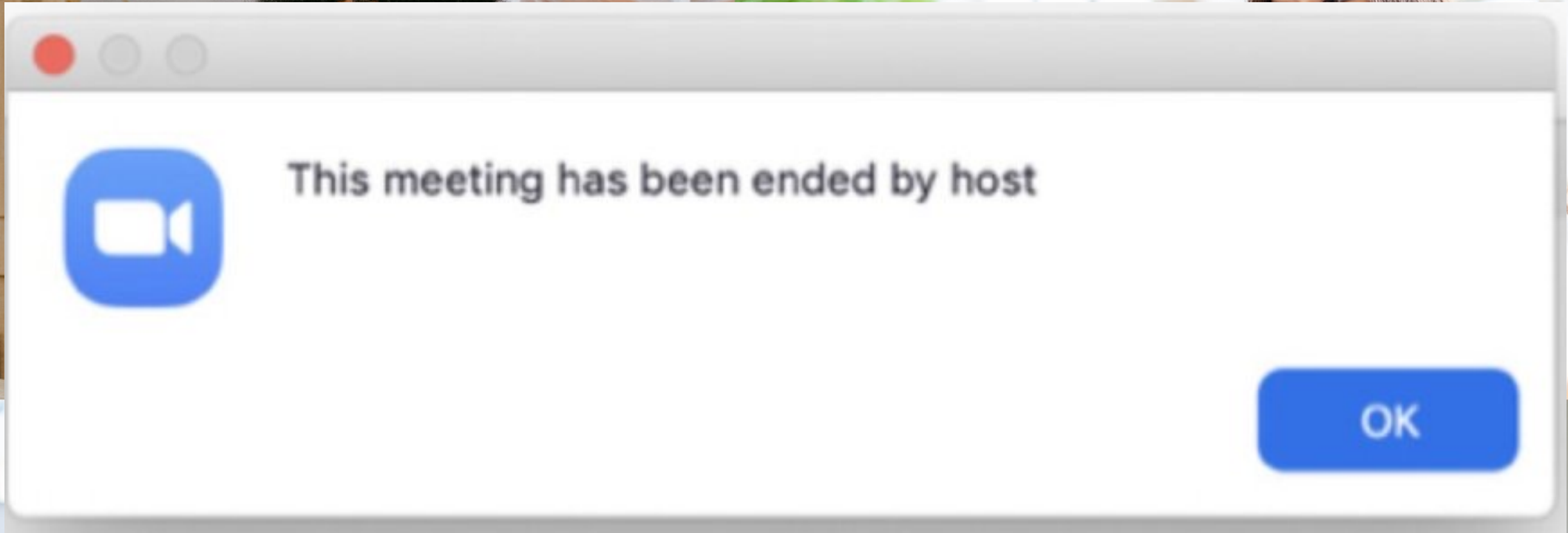


Jeff Welch



Host: **Deondra Wardelle**
www.deondrawardelle.com
www.RootCauseRacism.com
DWardelle@hotmail.com







Lesson:

Show grace when
mistakes are made

Lesson:

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

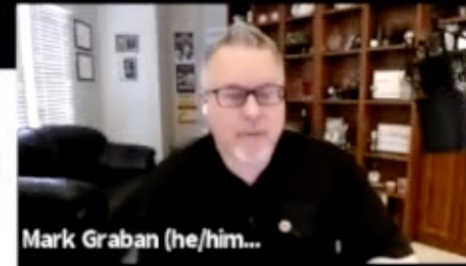
“I’m happy you and the team were able to pinpoint the issue. Poor [KaiNexian], I’m sure he feels horrible. Please let him know I’m not upset. We can classify what happened yesterday as an opportunity for learning and improving.”

Presented by
KaiNexus

m:
/e”



Host: **Deondra Wardelle**
www.deondrawardelle.com
www.RootCauseRacism.com
DWardelle@hotmail.com



Mark Graban (he/him...)

Lesson:

Small mistakes can
prevent big mistakes

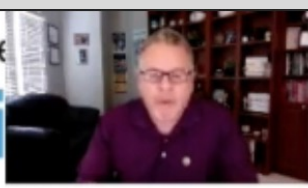
Lesson:

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

Lesson:

Small mistakes can
prevent big mistakes
IF YOU TAKE THE
RIGHT 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/
DWardelle@hotmail.com

Lesson:

Creating the culture takes effort, but is worth it

- “Toyota operates a no fault, no blame culture.”
- “It took me a couple of years to clear my brain of the impulse to blame the worker.”

A photograph of David Meier, a former Toyota leader, sitting at a bar. He is wearing a black polo shirt and has his arms crossed on the bar. In front of him are two bottles of Glenlivet Cognac. The background is a plain, light-colored wall.


David Meier
Former Toyota leader

Keith Ingels

The Raymond Corporation

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



A man in a distillery wearing a headset and a cowboy hat, talking on a phone while holding a bottle of Garrison Brothers whiskey. The background shows large copper distillation tanks and a mounted animal head.

“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

Lesson:

People need to feel
safe to admit mistakes

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

A portrait of Dr. Nicole Lipkin, a woman with long dark hair, smiling and wearing a dark grey top and black skirt. She has her arms crossed. The portrait is positioned on the right side of the slide.

Dr. Nicole Lipkin
Psychologist & Executive Coach

Lesson:

**You can't mandate
psychological safety**

**Psychological
Safety**



**Learning from
Mistakes**



**Performance
& Innovation**

**Leaders
Model
Behaviors**



**Psychological
Safety**



**Learning from
Mistakes**



**Performance
& Innovation**

**Leaders
Reward
Behaviors**



**Inclusion
Safety**



**Challenger
Safety**





“My mistake”

“I could be wrong”

**We all make
mistakes**

If you don't think you make mistakes...



Krista Hughes
Nurse & Patient Advocate

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/LGO2022>

- **Future Book:**

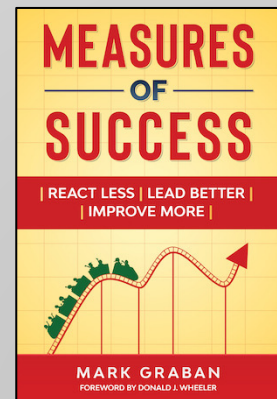
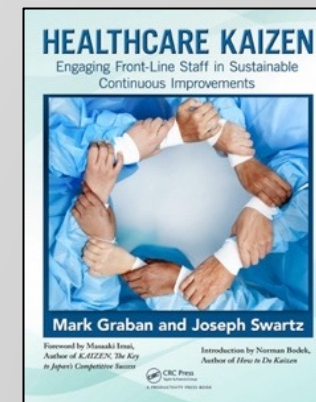
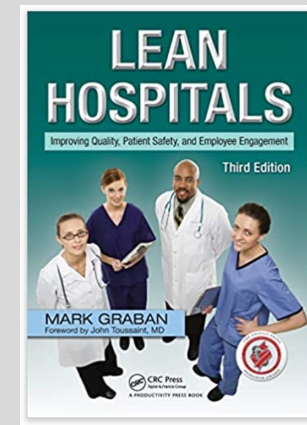
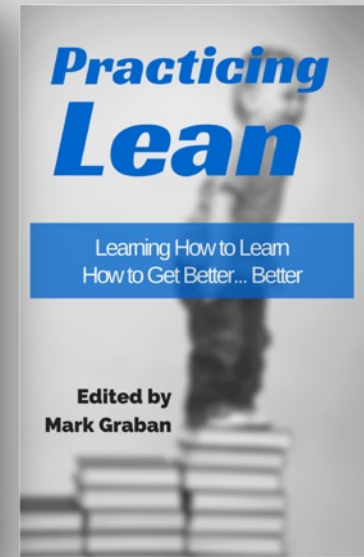
<http://www.mistakesbook.com>

- **Email:**

Mark@MarkGraban.com

- **Podcast:**

MyFavoriteMistakePodcast.com



California Sea Lions!

(a 5-minute walk from venue)















USC Information Sciences Institute

Marina Del Rey
4.3 (1714)
4-star hotel

Marina Del Rey Marina

Trader Joe's

Basin G

Mindanao Way

Admiralty Way

Waterside, Marina del Rey Mall Shopping mall

Anchorage 47

Marina Parking Lot 4

Fairwind Yacht Club Dock

Parking \$

Boat Launch Ramp

Santa Monica Windjammers Yacht Club

Buena Vista Park
Lush lawns, harbor views & free concerts

Restroom

Used Oil Collection Center

Fiji Way

Basin H

Dock 52

The Helmsman

The Boat Yard - Marina Del Rey

Fiji Way

MAKAN YACHT GROUP

ES MARINE SERVICES

5 minute walk