

Our Favorite Mistakes:

Creating a Culture of Learning from Mistakes

Slides & More: MarkGraban.com/Mater2022

Mark Graban

Mark@MarkGraban.com

2 years

2 years

200 people

One Question

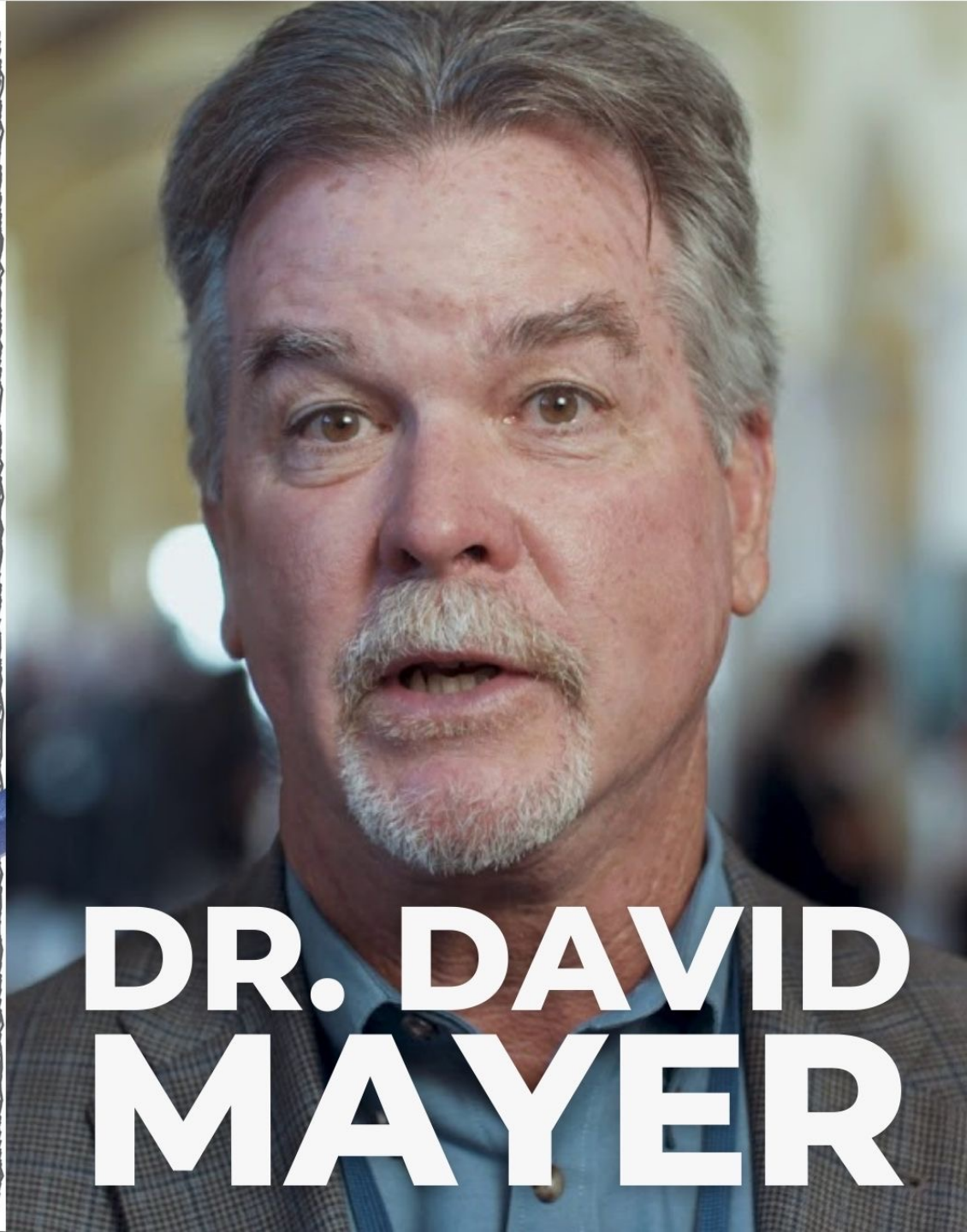
What's your
favorite mistake?

MY FAVORITE MISTAKE

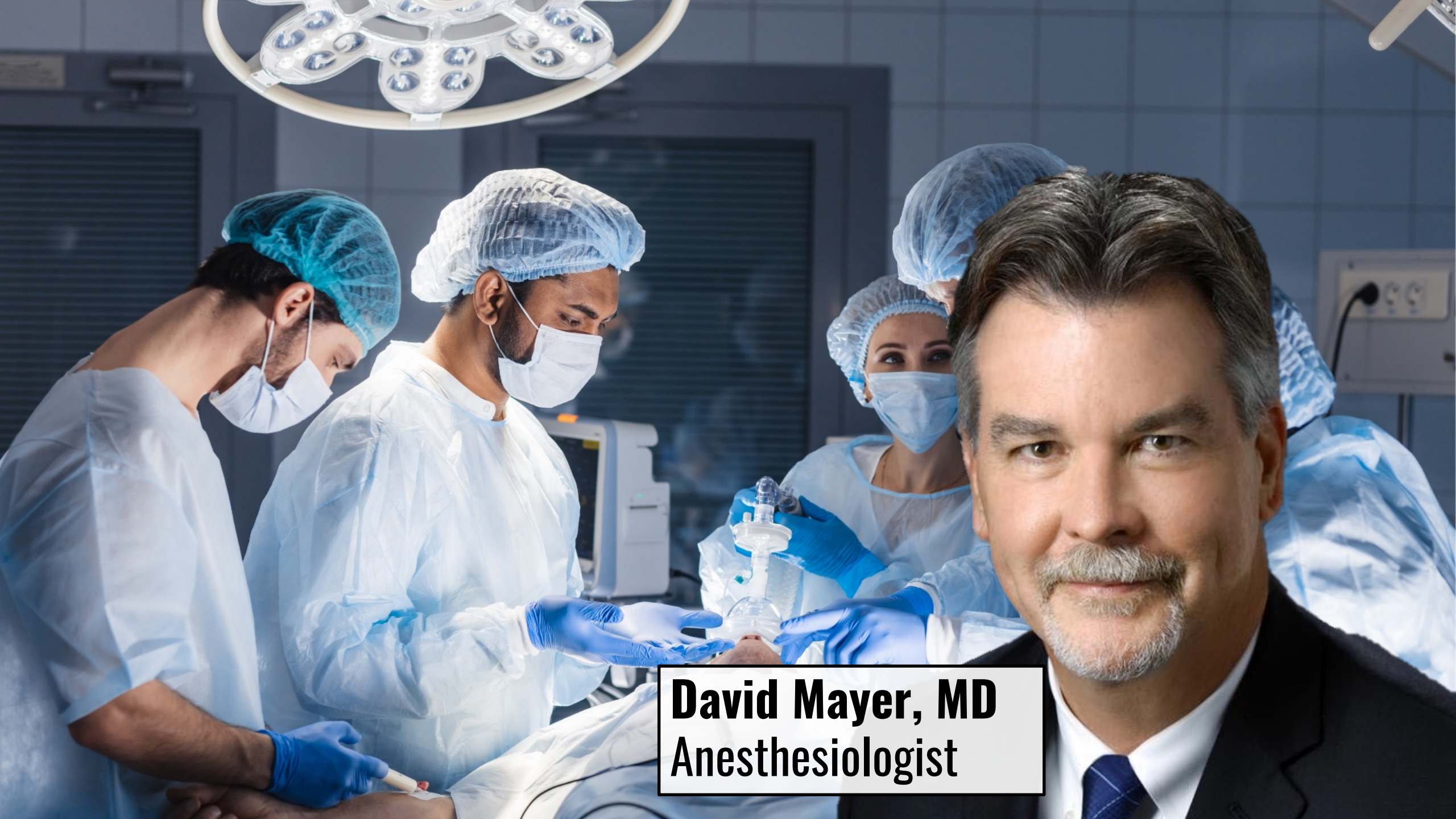
MARKGRABAN.COM/MISTAKE70

HOSTED BY
**MARK
GRABAN**

EPISODE
70



**DR. DAVID
MAYER**



David Mayer, MD
Anesthesiologist



Patient Safety MOVEMENT



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

**What is a
“favorite mistake”?**

A Favorite Mistake May 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?**

DR. KELLY
HENRY



EPISODE 34

MY FAVORITE MISTAKE

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EPISODE 50

MY FAVORITE MISTAKE

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PHYLLIS
QUINLAN



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.”

Lesson:
**It's a matter
of culture**

**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





- “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.”

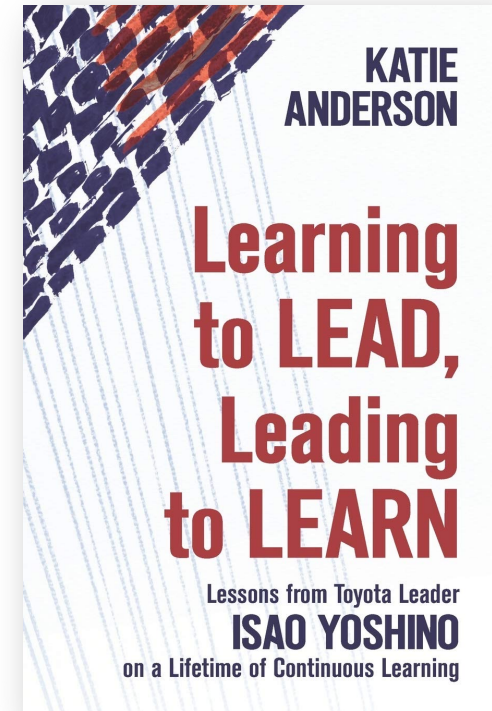
Isao Yoshino

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**



KaiNexians
make mistakes

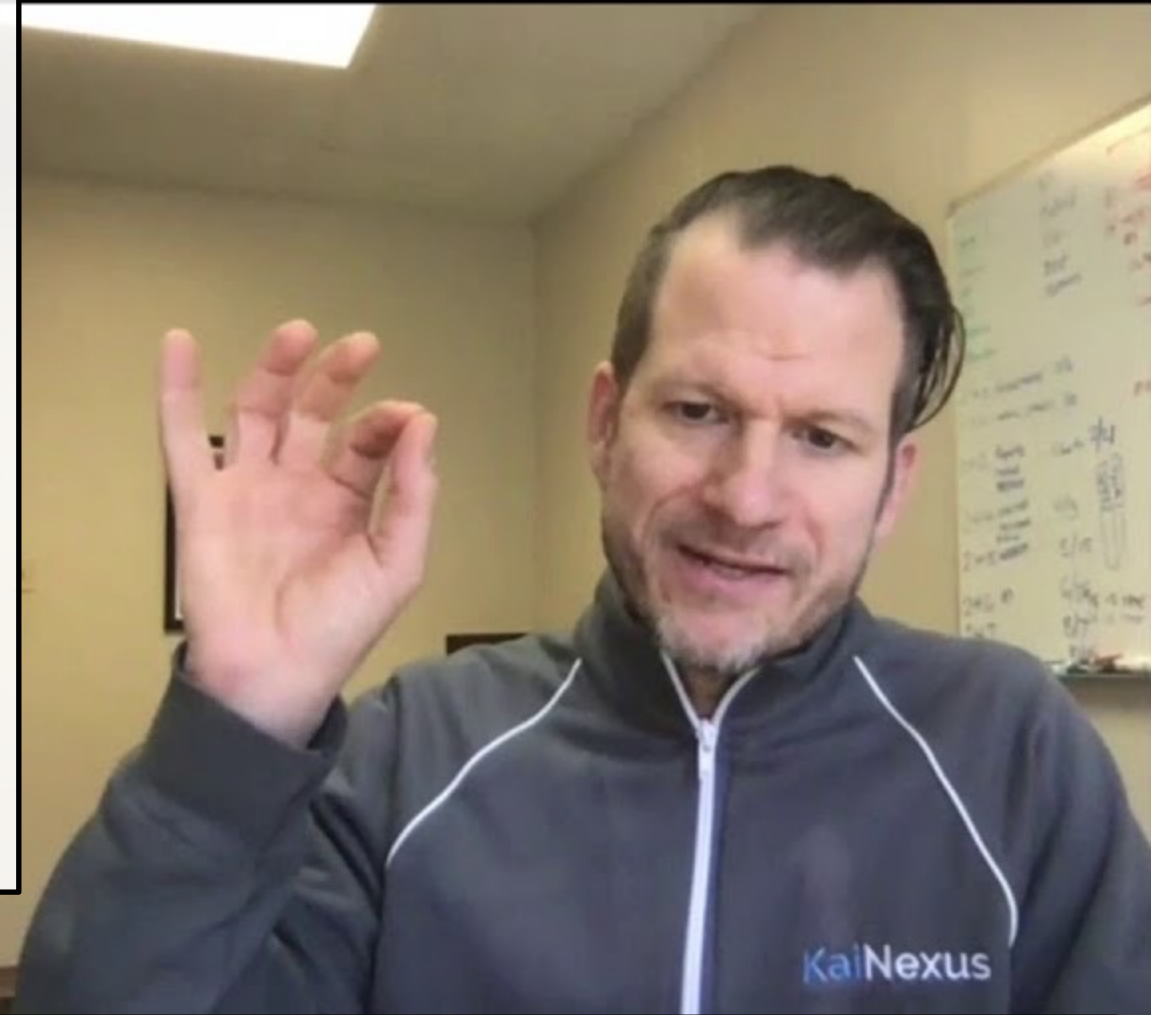
**Our CEO makes
mistakes**

Lesson:

Leaders lead
by example

“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

**I make
mistakes**

BEFORE & AFTER | webinar checklist

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1	A	
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 https://info.kainexus.com/webinar-survey	MG
27	https://info.kainexus.com/webinar-survey	
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 /

DAY OF | webinar checklist

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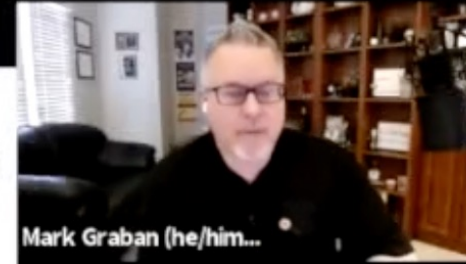
A1	fx	TASK	
39		Keep meeting in "Practice Mode" (don't click "start webinar" yet) - advise presenter of that	Host
43		Put links to the slides (via SlideShare) in the chat box, if available	Host
44		Be mindful about not using filler phrases, um, ah, you know, etc.	All
46		RESOLUTION- Make sure you are using your laptop screen or a monitor set to XXX by XXX	
47		Click to start recording -- record to Cloud	Host
48			
49		STARTING THE WEBINAR	
57		Make sure that cursor is in middle of screen (to avoid showing desktop via hot corner)	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

DONE

Presented by
KaiNexus

#RootCauseRacism: “The Colors of Love”



Mark Graban (he/him...)

Our Panelists:

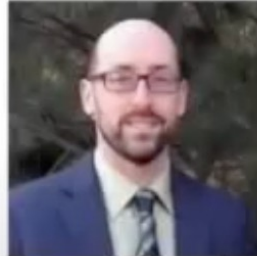
Alexus Bertrand



Scott Bogan



Paul Critchley



Madison L. Mobley



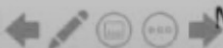
Karla Parker

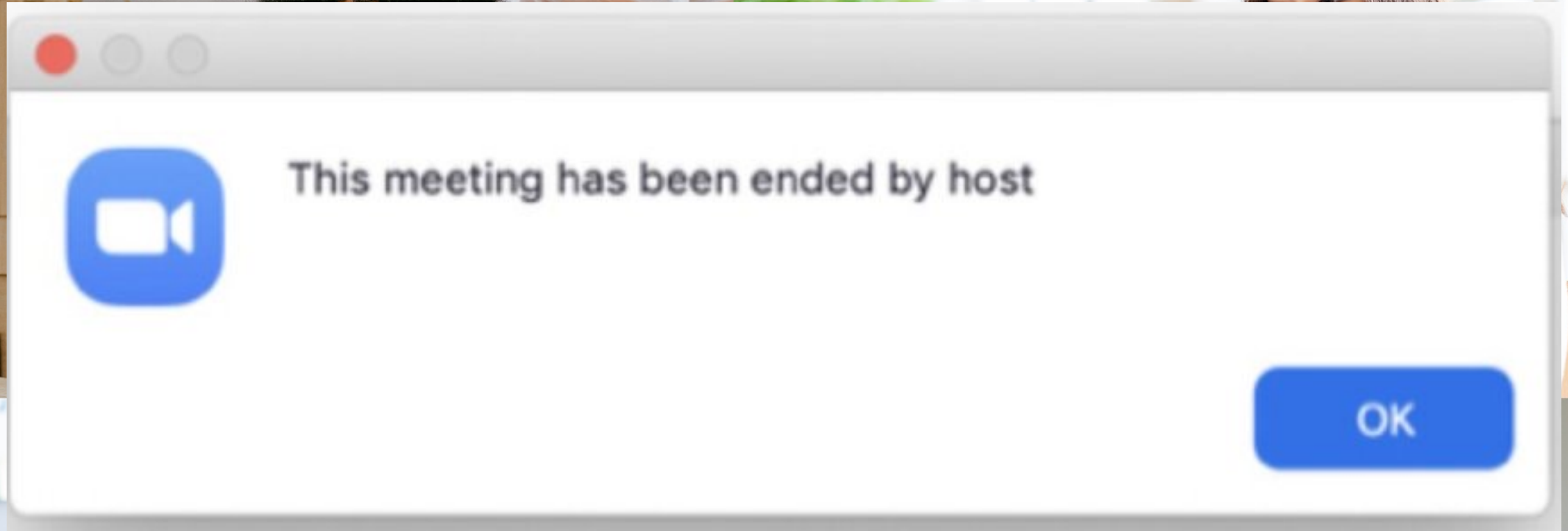


Jeff Welch



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”

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.”

David Meier
Former Toyota leader



Lesson:

People need to feel
safe to admit
mistakes

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 whisky. In the center, a bottle of Garrison Brothers whisky 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

“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

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

**We all make
mistakes**

What's YOUR
favorite mistake?



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**

Be kind to yourself

Nobody is perfect

We all make mistakes

What's important is
learning from our
mistakes!

#MyFavoriteMistake

**What actions can
YOU take now?**

Thank You!

- **Slides & More:**

<http://www.markgraban.com/Mater2022>

- **Future Book:**

<http://www.mistakesbook.com>

- **Email:**

Mark@MarkGraban.com

- **Podcast:**

MyFavoriteMistakePodcast.com

