Our Favorite Mistakes:

Learning from Mistakes and Creating Organizations That Do the Same

Slides & More: MarkGraban.com/ASQDetroit

Mark Graban

Mark@MarkGraban.com

SOUTH ENTRANCE

Livonia Operating Philosophy

A Changing Business Environment Requires that:

TOGETHER through trust, communication, and respect for the individual, WE WILL BUILD an organization supportive of all employes in the development and utilization of their knowledge, ability, and skill towards the achievement of personal as well as organizational goals.

Inherent in these goals is the production of a high quality, competitive product in a clean and safe plant, contributing to the success of Cadillac and its employes.

In committing to the above philosophy, we recognize the development of the Livonia Plant environment to be a dynamic process. Our success will be dependent upon support from the entire Cadillac organization in the consistent and patient application of this philosophy.

SOUTH ENTRANCE

2 years

2 years
200 people

What's your favorite mistake?

Kevin Harrington
"Shark Tank" / Inventor of the infomercial

What's a mistake?

Planning Mistakes
vs.
Execution Mistakes

What is a
"favorite mistake"?

A Favorite Mistake Might Be...

Not necessarily your "biggest mistake"

Important enough to stick

Learning that helped your career (or org)

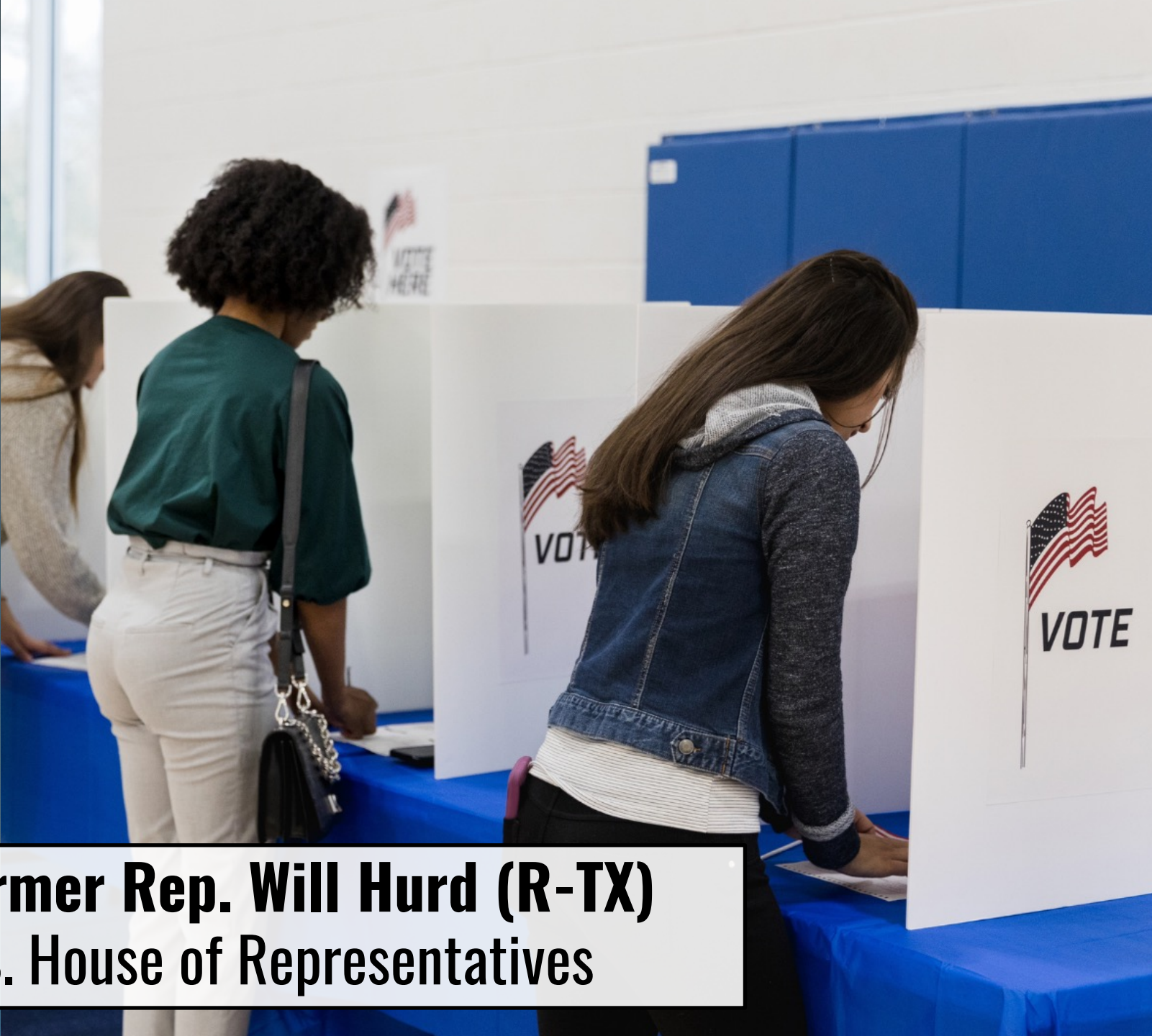Not repeated, thanks to learning

An unexpectedly positive outcome

Lesson:
Successful people learn from mistakes

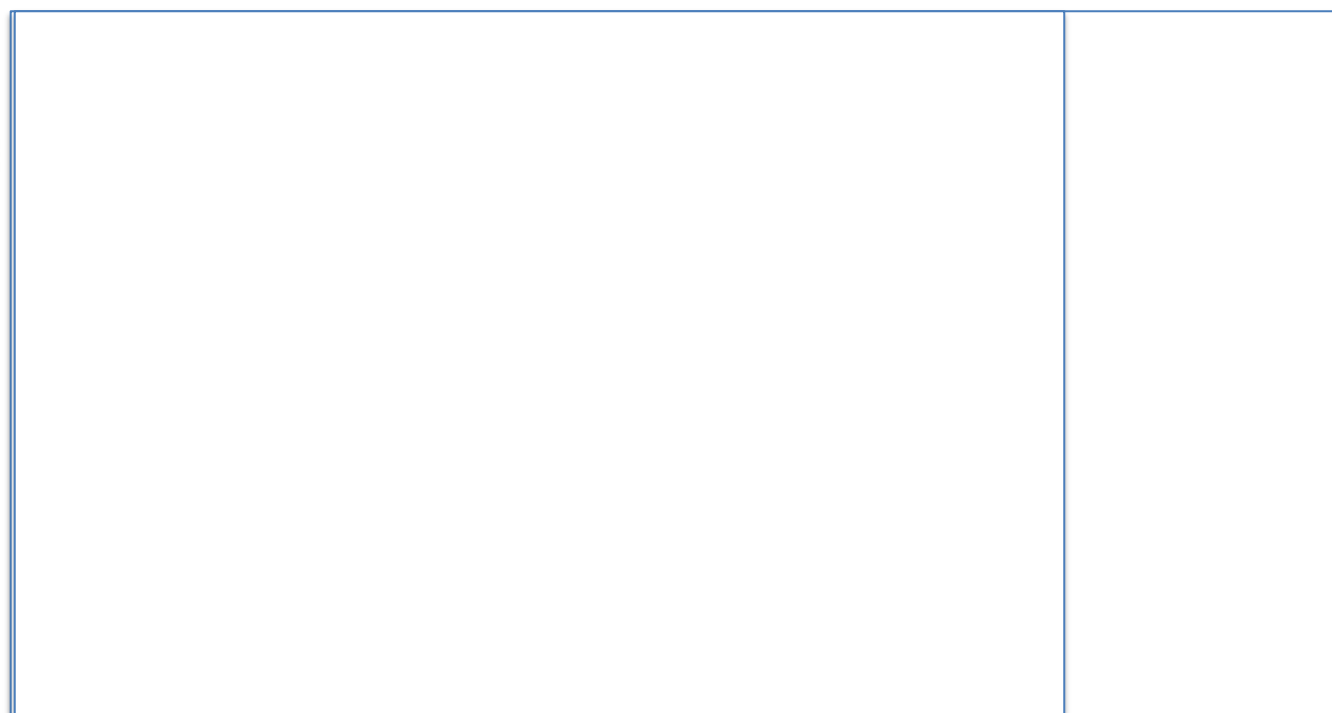**Former Rep. Will Hurd (R-TX)**
U.S. House of Representatives

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
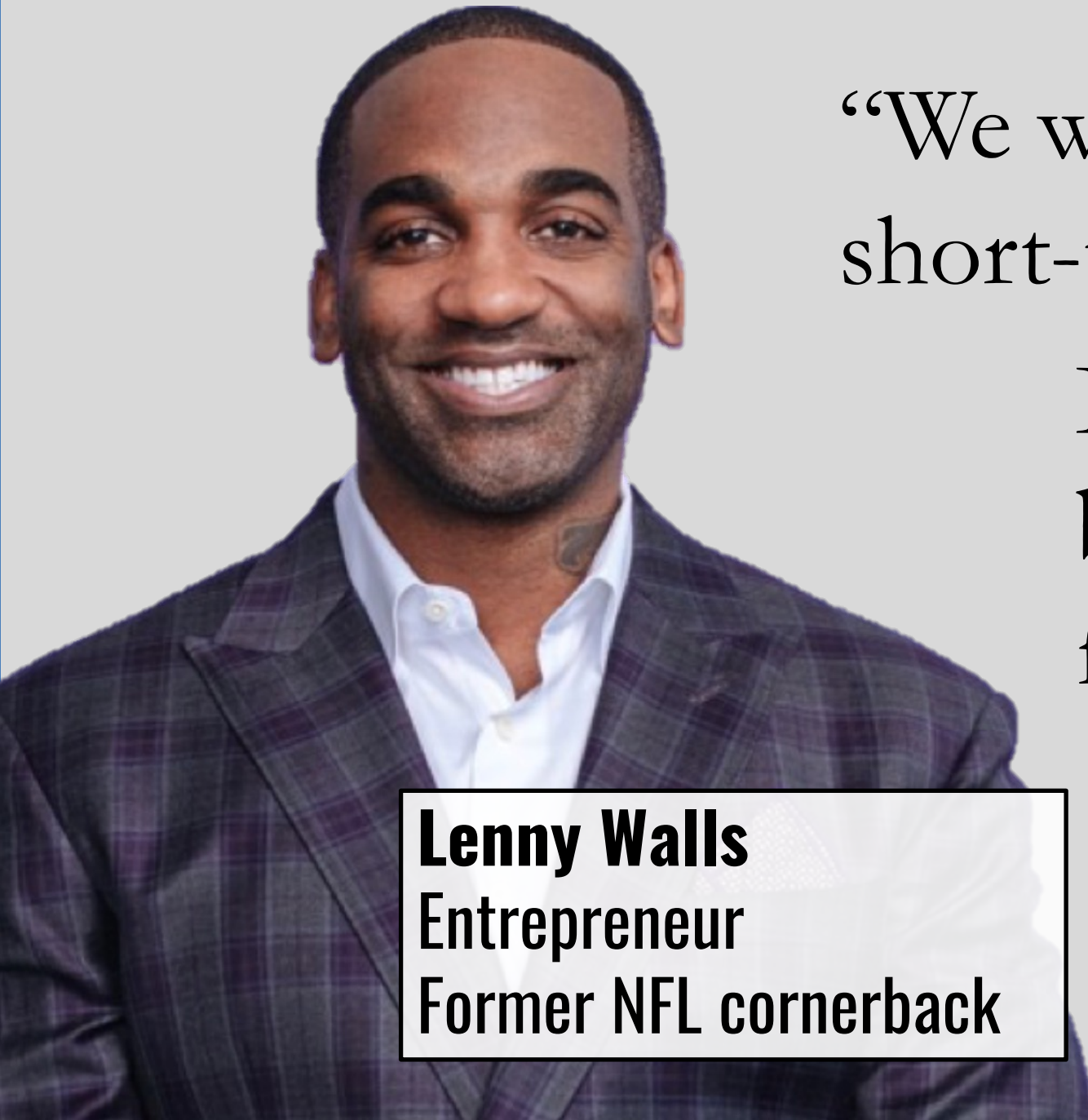
Lesson:
Reflect, but don't agonize over it

"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

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

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

Stepping stones towards winning."

Lenny Walls
Entrepreneur
Former NFL cornerback

Lesson:
It's a matter of culture

David Mayer, MD
Anesthesiologist

David Mayer, MD
Executive Director MedStar Institute for Quality and Safety
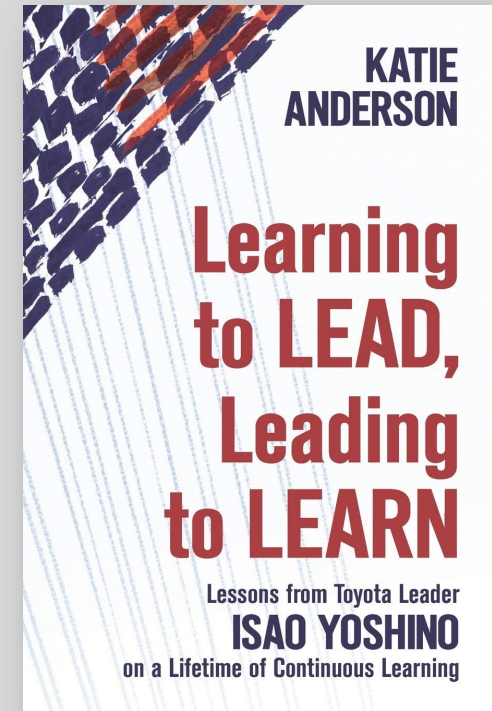
Toyota people make mistakes

"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

KATIE ANDERSON

Learning to LEAD, Leading to LEARN

Lessons from Toyota Leader **ISAO YOSHINO** on a Lifetime of Continuous Learning

Our CEO makes mistakes

"I don't have a problem talking about my mistakes."

MY FAVORITE MISTAKE

HOSTED BY MARK GRABAN

DR. GREG JACOBSON

CEO, KaiNexus & Emergency Physician

Lesson:
Leaders lead by example

The 4 Stages of Psychological Safety, Clark

Modeling Vulnerable Behaviors

Rewarding Vulnerable Behaviors

I try to prevent mistakes

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WEB PAGE NOT DONE YET!!!

BEFORE & AFTER | webinar checklist

	A	WHO
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 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 / MARKETING

DAY OF | webinar checklist

	A	B	DU
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	3/
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	ONE
48			ONE
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	ONE
59	Make sure the intro "sound check" slide is showing		ONE
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	ONE
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	ONE
63	Ask the presenter, "[Presenter], how are you today?" - where are you located?	Host	ONE
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 acknolwedge 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	ttps://www
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

Lesson:
Small tests of change prevent BIG mistakes

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

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

Keith Ingels
The Raymond Corporation

Lesson:
People need to feel safe to admit mistakes

"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:
You can't mandate psychological safety

- "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

What is Psychological Safety?

A culture of rewarded vulnerability

Vulnerability =

"exposure to the risk of harm or loss"

Timothy R. Clark – Longer Definition

- "Psychological safety is a social condition in which you feel:

    1. Included

    2. Safe to learn

    3. Safe to contribute

    4. Safe to challenge the status quo

- … all without fear of being embarrassed, marginalized, or punished in some way."

Reference: *The 4 Stages of Psychological Safety*

How to Build Psychological Safety

Modeling Vulnerable Behaviors

Rewarding Vulnerable Behaviors

The 4 Stages of Psychological Safety, Clark

We all make mistakes

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/ASQDetroit

- ## Future Book:
  http://www.mistakesbook.com

- ## Email: Mark@MarkGraban.com

- ## Podcast: MyFavoriteMistakePodcast.com