

Learning from successful days

- Learn from the many things that go well every day
- Learn from near hits
- Involve everyone, share what's learned



Learning from successful days

We can learn a lot from noticing, talking about and sharing what goes **right** at work each day, as well as what went wrong or nearly went wrong.

Learn from the many things that go well every day

- Look for ways to learn in your everyday work – don't wait for something bad to happen to learn and improve.
- Ask, "What did we do today that helped us go home safe and well?"
- Speak up and suggest ways to make improvements to anything you think could be better.

Learn from near hits

- Use slip-ups, near hits and incidents as opportunities to learn, rather than for finger pointing.
- Ask, "What happened? Why did it make sense to do that then? How did we respond?"
- Focus on how to avoid similar situations in future.

Involve everyone in conversations and share what's learned

- Everyone has ideas about why things happen and how to improve things.
- Discuss how to hold each other to account – without blame.
- Share what's learned with workers, and share with the industry as well if it's going to be useful to other crews.

**Lots of things go right every day, even when conditions mean they could have gone wrong.
Learn from them too – not just things that go wrong.**