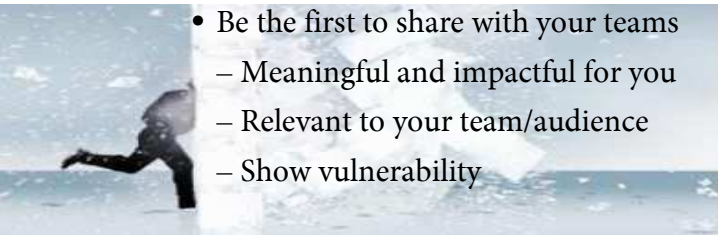


Failure Sharing Best Practices

Be the icebreaker!



- Be the first to share with your teams
 - Meaningful and impactful for you
 - Relevant to your team/audience
 - Show vulnerability

This is serious stuff so...

- You need a “baseline” of trust
- Only teammates and their leader
- Create the “safe zone: for sharing:
 - Face to face only
 - What is shared, stays in the room
- This takes time and practice
 - Openness will develop over time



What does good look like? SiBeFeReL

- Situation
- Behavior
- Feelings
- Results and consequences
- Learnings:
 - Insights
 - Opportunities
 - Personal development
 - Team development



Questions to drive the conversation

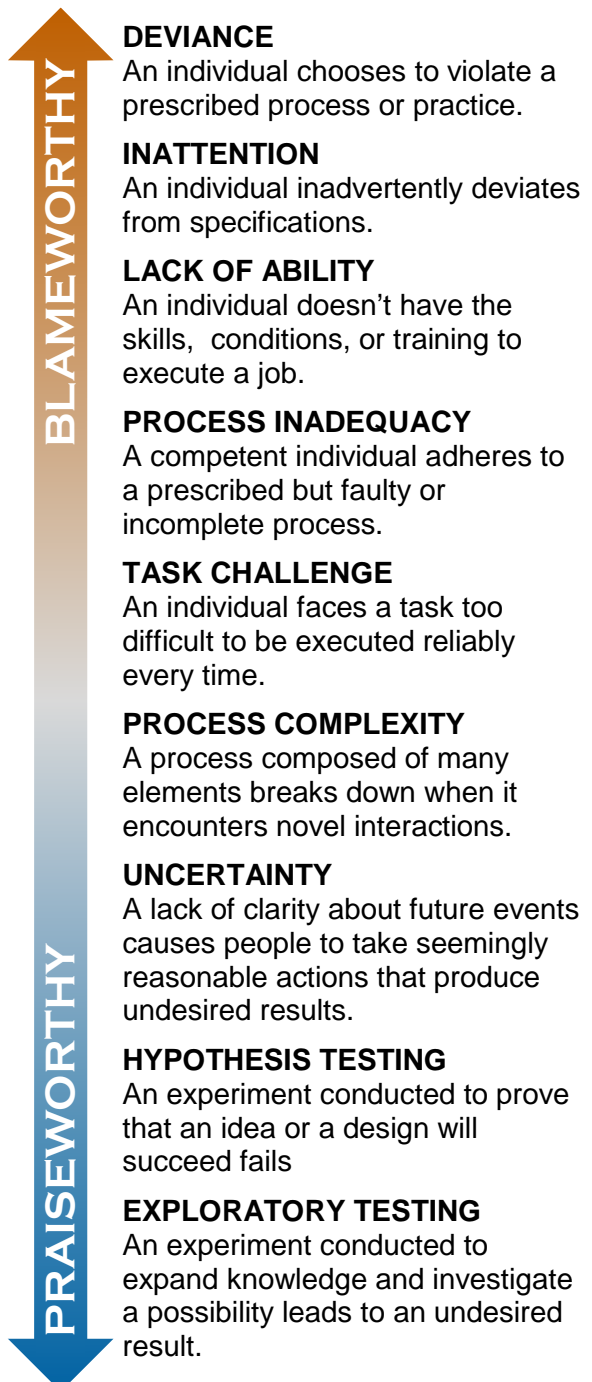
- Clarifying questions to understand the situation
 - What was known vs what was unknown
- How did you feel when you realized you failed?
- How does it feel right now to share that failure here?
- How do the other participants feel about the person that shared?



Learn to differentiate the type of failure

- Not all failures are created equal
- Failure is not the opposite of success
- Culture of failure sharing is not:
 - Replacing accountability for the outcomes
 - Justifying personal performance issues

The Spectrum of Reasons for Failure*:



* Edmondson, Amy, "Strategies for Learning from Failure" (April 2011) Harvard Business Review: 49-55.