

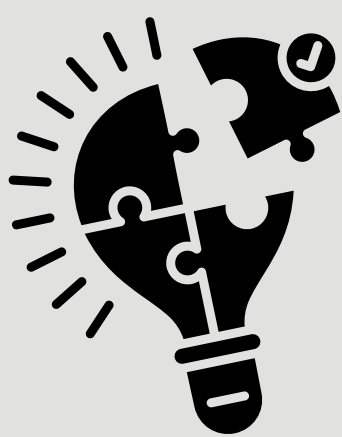
# HOW TO LEARN FROM MISTAKES

## *The After-Action Review Method*

Imagine the growth you could achieve if you actually learned from your mistakes. Most people don't because they think it's too time consuming or uncomfortable. It's neither.

Learn the steps in less than a minute and discover some pretty positive results.

**The AAR consists of 4 steps....**



### **STEP 1**

**What did I intend to accomplish?**

Example: Wish Jim a happy birthday (to recognize him as an appreciated team member).

### **STEP 2**

**What happened?**

Example: I forgot to wish Jim a happy birthday.



### **STEP 3**

**Why did that happen?**

Look for the root cause, not the proximate.  
Proximate = what immediately caused something to happen.  
Root = the real reason something happened.

Example:  
Proximate: It was a crazy day in clinic; I forgot.  
Root: I didn't have a reminder.



### **STEP 4**

**What will I do next time for a better outcome?**

Example: Set up a recurring calendar reminder for Jim's birthday.

Won't happen again.



#### **TIPS:**

- Do an AAR for any action (win or loss).
- Normalize learning from a loss.
- Focus on the problem, not the person.

*The AAR method was developed by the U.S. Army and is used by emergency, healthcare, business and educational organizations as well as sports teams and athletes...and now you.*