Event Learning Reflection Checklist

EVENT LEARNING

AUSTRALIA

Understanding How It Made Sense

- ○ Did we explore how it made sense for people to act the way they did?
- ○ Did we identify differences between "Work as Imagined" and "Work as Done" ?
- ○ Did we speak with the people closest to the work to understand context?

Seeing Systemic Influences

- ○ Did we identify systemic influences not just proximate ones?
- ○ Did we notice any adaptations or patterns of organisational drift?
- ○ Have we considered the impact on frontline useability?

Supporting Better Learning and Action

- ○ Did we avoid using "human error" as a conclusion?
- ○ Did our recommendations address system resilience not just compliance gaps?
- ○ Will our actions make the system more error tolerant or simply more rule bound?
- ○ Have we shared the findings in a way that supports learning not blame?