TOP 10 LEARNING QUESTIONS

TO DEEPEN YOUR INSIGHTS POST EVENT

EVENT LEARNING
AUSTRALIA

Sensemaking

What made this decision or action make sense at the time?

Change Management

What happens when things go wrong or conditions change mid-task?

Pressures & Tradeoffs

What pressures and/or tradeoffs were workers navigating?

Systems

What organisational systems influenced or shaped this event?

Assumptions

What assumptions were in play and how were they shaped?

Resourcing

Where did work design, resourcing or communication fall short?

Normal Work

How is this task usually done? How is it supposed to be done?

Error Tolerance

What could we do to make it easier to get this right next time?

Adaptations

What adaptations are common and why do they exist?

Surprise

What surprised you as we explored this together?

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