

Mistake Avoidance (Ma©)



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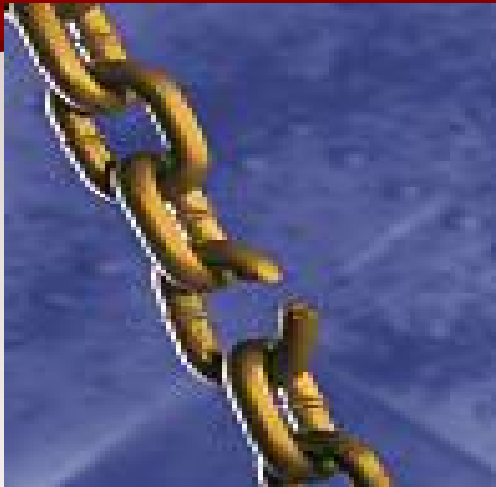
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Thank you. Please enjoy the show

Mistake Avoidance (Ma©)

"Intellectuals solve problems. Geniuses prevent them!"

Albert Einstein (1879 - 1955)



Mistake avoidance is NOT about trying to be perfect because none of us will be that. It is about being proactive not reactive.

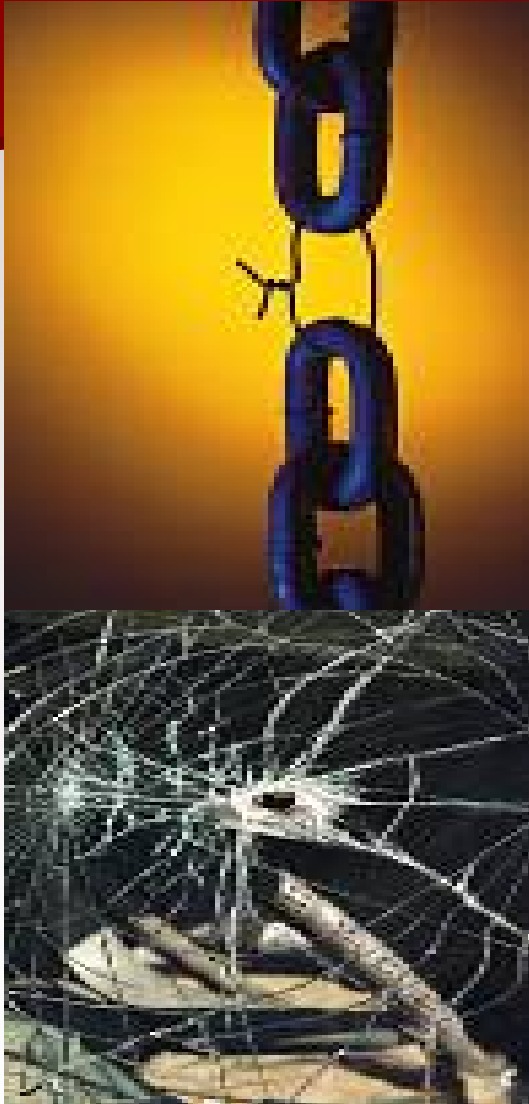
It isn't just fools that make mistakes. It IS foolish to think that way. Accept we are going to make mistakes. Determine we will only make them once. Then decide we will learn from and fix them. Mistakes could even be considered a positive thing.

We make a mistake. Recognize it,. Install measures across the company, to ensure it doesn't repeat, not once but forever.

Ulimately making that mistake will make you and the business stronger.

Mistake Avoidance

Flaws of business:



- Not understanding mistakes happen
- Not admitting or facing up to them
- Not installing proactive measures to head off common/anticipated mistakes
- Punishing mistakes too quickly
- Not taking fast positive action to avoid repetition of the same mistake
- Not understanding that in the long term learning from mistakes improves business, makes us better than we are

Think Proactively About Mistakes

Complaining doesn't make mistakes go away



It's no use crying over spilt milk, or paint for that matter. No one likes the idea their car may break down, but at some point it will. Why? Someone made a mistake at the garage, or we were just too busy to get it serviced properly.

No big deal... Just have some paint thinner handy. Be sure you have your cell phone and a number to call and that breakdown will not be nearly so painful.

Mistakes are not the end of the world, they will happen. Just be ready for them.

Isn't that why some smart individual decided to put erasers on pencils?

Face up to Mistakes

Decision makers must acknowledge mistakes



Accept and evaluate them. Install new systems, alternative policies, different employees, or new equipment to ensure the mistake doesn't happen again.

Do not attempt to put a good face on the error, or deny it ever happened. The best policy is rectify, and learn from it.

Understand what we did right.
Improve upon it
Understand what we did wrong.
Fix it
Move on

If we are prepared to learn from mistakes they are not the end of the world....
They could be considered the beginning.

Denial doesn't help fix mistakes

Positive action does!



A mistake happened. Too frequently there is a tendency to deny the error happened.

We convince our selves the mistake was made for any number of reasons other than the fact it was simply a mistake.

Denial steps in disguised as either a staff or market problem. We blame and point fingers. We seek revenge. We pass the buck. It becomes someone else's issue.

We know who did it, not why it happened. We did not face the issue head on with a positive attitude. Plans are not installed to ensure it doesn't happen again.



The mistake continues in denial.

Denial doesn't help

Action does



Procrastination, denial, hoping the mistake will not happen again are not solutions. We must recognize the conditions that promote mistakes and how to head them off.

Face up to and admit mistakes, understand they are not the end of the world, but could be the beginning.

Accept mistakes and treat them as learning experiences from which an individual or business ultimately improves.

Improve what you are doing right
Fix what's broken... Move on

When trying to solve the mistake puzzle, a set of external hands will help.

3 mistakes that happened in your business

How you could have avoided them?

Mistake

Solution

1)

1)

2)

2)

3)

3)

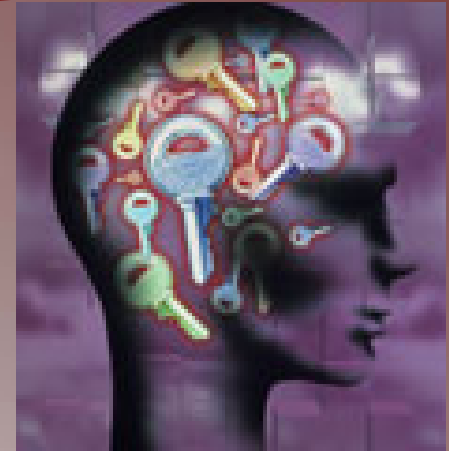
Mistakes waiting to happen

Promote action not acceptance of the inevitable

1)

2)

3)



Think carefully.

Record business issues that could place your business at risk. Mistakes waiting to happen. We will work on solutions together