

Falling in the Right Direction



**Failing
in the
Right
Direction**

Presented by
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Infopeople helping libraries think differently

Everybody messes up



Today's discussion

1. Thinking about failure
2. What to do when you're failing
3. Recovering and moving on
4. When you're the boss



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1. Thinking about failure

Defining success



Negativity bias



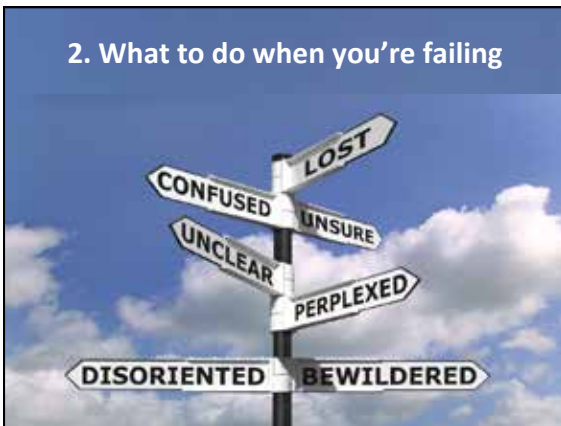
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How failing can feel

- Goals seem tougher
- Motivation wanes
- We become risk averse
- Creativity is limited
- We feel helpless
- We make incorrect and damaging generalizations

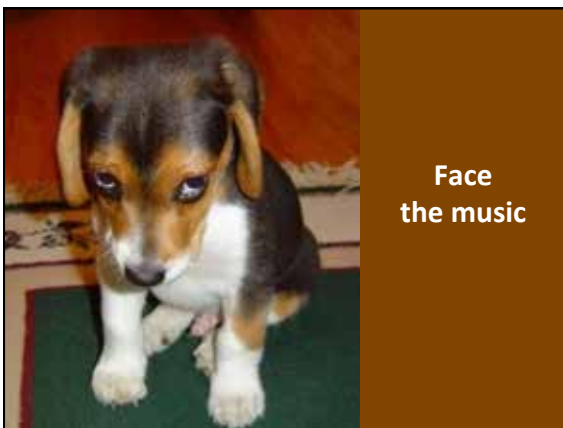


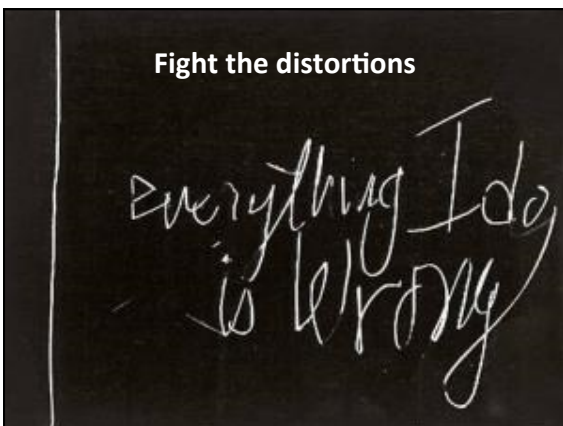




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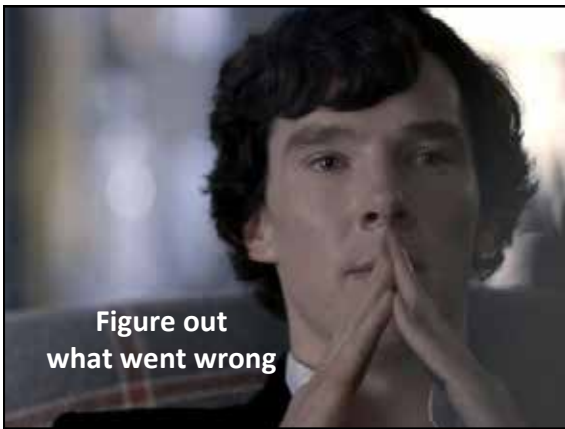






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Communicate the new approach

- Desired outcome – point of doing this
- What happened with the initial attempt
- What has been changed to address that
- What to expect with a retry



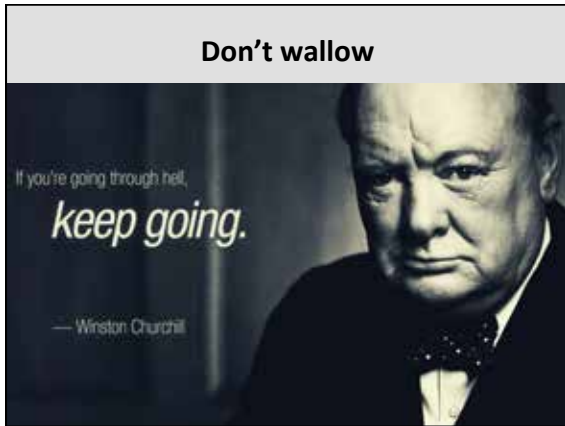
Then try again



3. Recovering and moving on



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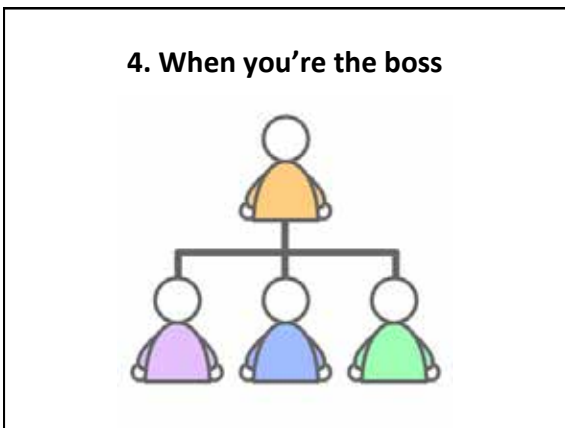






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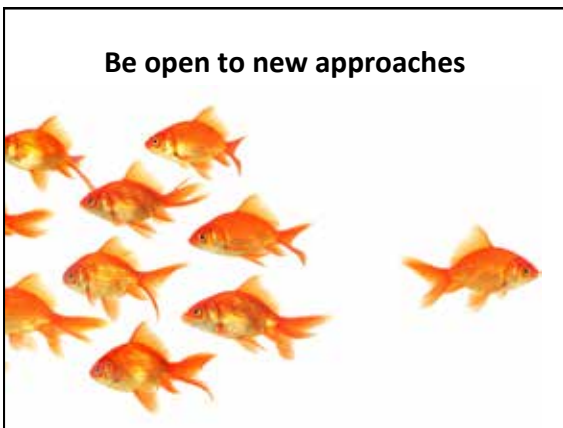






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Offer constructive feedback

- Re-affirm the overall goal
- Point out what did work
- Discuss what didn't work
- Normalize the failure
- If you see a pattern, confront it
- Suggest specific techniques to improve performance/outcomes in the future
- Acknowledge the benefit of doing something





Help target some short-term wins

Make sure your actions match your words



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