



TIP OF THE WEEK

October 23, 2007

In "Good to Great" Jim Collins recommends doing autopsies without blame. That means going back to a situation that didn't work the way you expected and deconstructing it to find out how you could have done it better. The key is - without blame. You'd think that would be obvious, but often people will perform autopsies while the patient is still alive - and they're being hacked apart. It's all about "I didn't get this wrong, this is somebody else's fault." If you remove the "who" and concentrate on the "what," you foster a culture of making things better, rather than a culture of fear. In our experience, successful companies are able to separate the people from the problem and organize themselves to learn from their mistakes so that they don't repeat them.

So when you go into the operating room to perform your autopsy, don't forget to bring the anesthetic.

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Good luck. Work **ON** your business. Stay in touch.

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