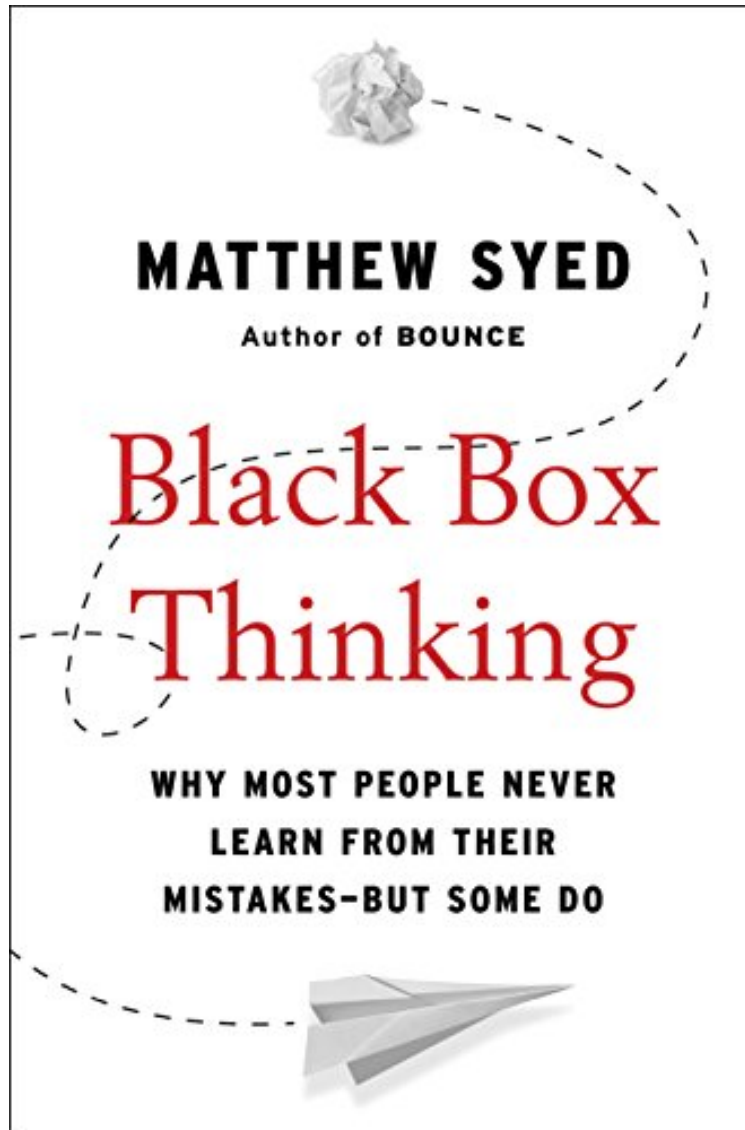


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Black Box Thinking: Why Most People Never Learn from Their Mistakes--But Some Do

Matthew Syed

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Matthew Syed : Black Box Thinking: Why Most People Never Learn from Their Mistakes--But Some Do before purchasing it in order to gauge whether or not it would be worth my time, and all praised Black Box Thinking: Why Most People Never Learn from Their Mistakes--But Some Do:

3 of 3 people found the following review helpful. Great content - CD's should have been better By CustomerThe content of this book is a real eye opener to us all who deny our mistakes in life. A very worthwhile book. Full marks to both Matthew Syed the author and Simon Slater the reader. However, the CD version I received contained no title,

author, speaker, date, chapters etc in the file data making it difficult to use other than the obvious disc and track numbers, so a very poor product considering the Penguin publishers. Would have expected better. Packaging was minimal, especially taking into account the international delivery distance involved, resulting in some crushing of the edge of the box, however the CD's survived this ok. 1 of 1 people found the following review helpful. Great book!!! By Geo Monte This is an awesome book. It starts out a bit slow but keep reading. It gets deep with loads of knowledge and lots of data to back up his statements. This book really made me think about how I do things, how I react and handle failure and even the team I lead. Also, made me create processes to coach my team to accept failure in a more intelligent way and how to implement the lessons learned. Failure needs to be a welcomed byproduct of our daily activities!! 0 of 0 people found the following review helpful. A must for the business owner library By Customer Such a great book about the value of analyzing and learning from yours and others mistakes. Clear and concise with great examples of individuals, countries and industries who used the valuable lessons learned in the making of a mistake to be infinitely better in the future. In a nutshell the author suggests mistakes are part of life, nothing is ever learned in their cover up, plenty is learned in their dissection. Mistakes are in fact a healthy part of human and organizational development and to some degree (when not life threatening) should be embraced. I will re-read many times I'm sure.

Nobody wants to fail. But in highly complex organizations, success can happen only when we confront our mistakes, learn from our own version of a black box, and create a climate where it's safe to fail. We all have to endure failure from time to time, whether it's underperforming at a job interview, flunking an exam, or losing a pickup basketball game. But for people working in safety-critical industries, getting it wrong can have deadly consequences. Consider the shocking fact that preventable medical error is the third-biggest killer in the United States, causing more than 400,000 deaths every year. More people die from mistakes made by doctors and hospitals than from traffic accidents. And most of those mistakes are never made public, because of malpractice settlements with nondisclosure clauses. For a dramatically different approach to failure, look at aviation. Every passenger aircraft in the world is equipped with an almost indestructible black box. Whenever there's any sort of mishap, major or minor, the box is opened, the data is analyzed, and experts figure out exactly what went wrong. Then the facts are published and procedures are changed, so that the same mistakes won't happen again. By applying this method in recent decades, the industry has created an astonishingly good safety record. Few of us put lives at risk in our daily work as surgeons and pilots do, but we all have a strong interest in avoiding predictable and preventable errors. So why don't we all embrace the aviation approach to failure rather than the health-care approach? As Matthew Syed shows in this eye-opening book, the answer is rooted in human psychology and organizational culture. Syed argues that the most important determinant of success in any field is an acknowledgment of failure and a willingness to engage with it. Yet most of us are stuck in a relationship with failure that impedes progress, halts innovation, and damages our careers and personal lives. We rarely acknowledge or learn from failure—even though we often claim the opposite. We think we have 20/20 hindsight, but our vision is usually fuzzy. Syed draws on a wide range of sources—from anthropology and psychology to history and complexity theory—to explore the subtle but predictable patterns of human error and our defensive responses to error. He also shares fascinating stories of individuals and organizations that have successfully embraced a black box approach to improvement, such as David Beckham, the Mercedes F1 team, and Dropbox.

Praise for Black Box Thinking "Mathew Syed has issued a stirring call to redefine failure. Failure shouldn't be shameful and stigmatizing, he explains. Instead, he shows that failure can be exciting and enlightening—an essential ingredient in any recipe for success. Full of well-crafted stories and keenly deployed scientific insights, Black Box Thinking will forever change the way you think about screwing up." —DANIEL PINK, author of Drive and To Sell Is Human Praise for Bounce "Insightful and entertaining" —DAN ARIELY, author of Predictably Irrational "The most important book I've read over the past six months." —PETER ORSZAG, economist, in The New York Times "A fascinating subject and Syed is a dazzling writer." —OWEN SLOT, The Times London "Everything Mathew Syed Writes is worth reading." —LYNN TRUSS, bestselling author of Eat, Shoots, Leaves About the Author Matthew Syed is a columnist and feature writer for The Times of London and frequently contributes to the BBC as a radio and television commentator. His previous book, Bounce, was an international bestseller. He has won numerous awards for his journalism and is an in-demand public speaker for organizations such as Goldman Sachs, BP, Rolls-Royce, and Oxford University. He lives in London.