

PART ONE: LEARNING QUESTIONS

Write down the job, task, or activity you are learning about.

Question: What does normal work look like?

Question: How hard is it to get things done?

Question: What frustrates you on your job?

Question: What doesn't make sense?

Question: How accessible and doable are your procedures?

Question: What tools do you have, and do they work well?

Question: What works well when doing that job, task, or activity?

Question: What do you do to make the job easier?

Question: Can you share a story when something didn't go as planned, and you believe it could have gone wrong or did go wrong?

Question: What failed or went wrong?

Question: How did the organization respond, and how did you feel about this?

Question: What actions did you take compared to what the organization did?

Question: What did you learn from that?

Question: Where could this happen again?
