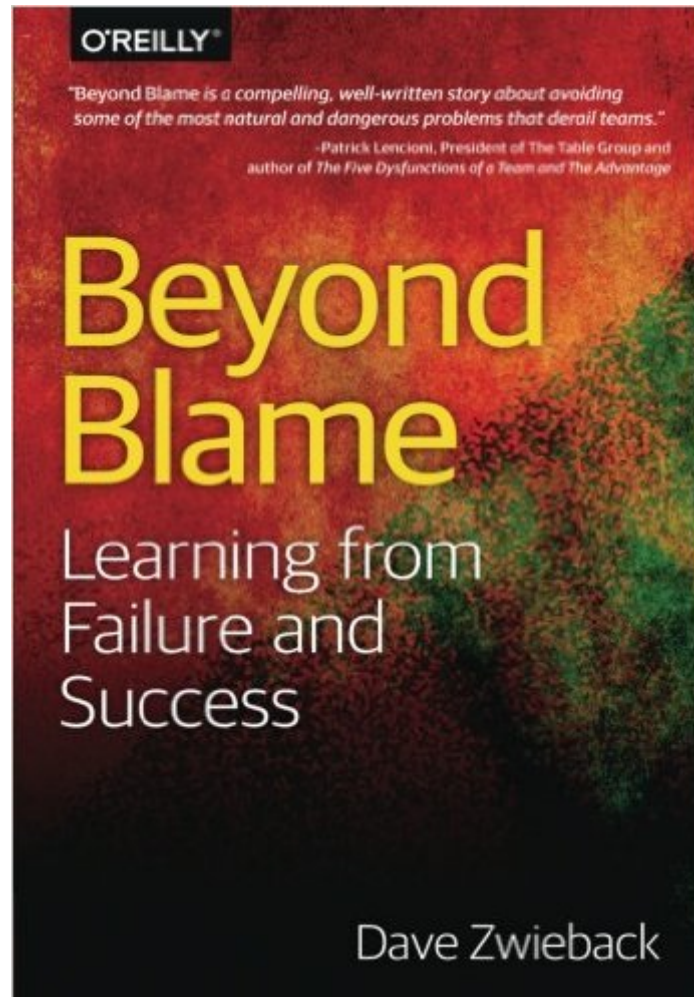


The book was found

# Beyond Blame: Learning From Failure And Success



## Synopsis

Failure is inevitable. Our increasingly complex world demands that we continuously learn from failures (and successes) in order to survive and thrive. And yet, our learning is too often undermined. We construct biased but comfortable stories, which often feature a simple, single "root cause"--a villain, someone to take the blame. Having done that, we short-circuit the possibility of developing any deeper understanding of the complex systems we work with. With this common approach, our systems will become more fragile and drift into failure. In this concise and entertaining book, I.T. veteran Dave Zwieback describes an incident that threatens the very existence of a large financial institution, and the counterintuitive steps its leadership took to stop the downward spiral. Their novel approach is grounded in proven concepts from complexity science, resilience engineering, human factors, cognitive science, and organizational psychology. It allows us to identify the underlying conditions for failure, and make our systems (and organizations) safer and more resilient. Get a clear understanding of the downside of blame. Learn how to identify (and counteract) cognitive biases in groups. See how organizations can determine the real root cause of problems. Establish real accountability with your organization. Use the Learning Review Framework to fully learn from failures of complex systems. Find practical insights and tips for moving beyond blame in your own organization.

## Book Information

Paperback: 92 pages

Publisher: O'Reilly Media; 1 edition (October 29, 2015)

Language: English

ISBN-10: 1491906413

ISBN-13: 978-1491906415

Product Dimensions: 5.8 x 0.2 x 8.4 inches

Shipping Weight: 12.6 ounces (View shipping rates and policies)

Average Customer Review: 4.7 out of 5 stars See all reviews (21 customer reviews)

Best Sellers Rank: #537,945 in Books (See Top 100 in Books) #38 in Books > Computers & Technology > Networking & Cloud Computing > Network Administration > Disaster & Recovery #134 in Books > Business & Money > Human Resources > Conflict Resolution & Mediation #441 in Books > Business & Money > Management & Leadership > Quality Control & Management > Quality Control

## Customer Reviews

Beyond Blame is a revolutionary book about problem solving and identifying the true ways to improve systems. The story that provides the basis for this book is one involving a Financial Services company and a failure of their core network. But the truth is, the approach and methodologies described here can apply to any number of situations. Anybody who has worked in a corporate environment or any kind of technical field will find the events and people described here extremely familiar. Rather than ascribing blame and seeking a sacrificial lamb, this book shows that true accountability is about reaching the most complete understanding of how failures happened and, thus, how systems can be improved for the future. There is a lot of rather in depth research that is casually blended into this story. This is a thin volume. But the author cites many other books and research papers. If one were to study all the sources of material used in this book, it might make the basis for a rather useful Masters Degree program. The treatment of cognitive biases is an area where the author chose clarity over completeness. Clearly, important and relevant biases like "hindsight bias" and "outcome bias" are discussed because they apply to the story but also because they apply to so many situations that readers can relate to. By many other biases are not covered. The author points out the large number of biases that have been identified in current research. Most notably he mentions Kahneman's "Thinking Fast and Slow." I plan on seeking out some of that research. The bottom line is that there are many biases that hinder our ability to correctly analyze a problem or event and make objective conclusions.

[Download to continue reading...](#)

Beyond Blame: Learning From Failure and Success Software Failure: Management Failure: Amazing Stories and Cautionary Tales (Wiley Series in Software Engineering Practice) Failure Is Not an Option: Mission Control from Mercury to Apollo 13 and Beyond The Berenstain Bears and the Blame Game Radical Forgiveness: A Revolutionary Five-Stage Process to Heal Relationships, Let Go of Anger and Blame, Find Peace in Any Situation BLAME! 1 How to Resolve Bullying in the Workplace: Stepping out of the Circle of Blame to Create an Effective Outcome for All It's All Your Fault!: 12 Tips for Managing People Who Blame Others for Everything BLAME! 2 BLAME!, 3 Patterns of Software System Failure and Success How Asia Works: Success and Failure in the World's Most Dynamic Region The 10X Rule: The Only Difference Between Success and Failure Summary: The 10X Rule: The Only Difference Between Success and Failure by Grant Cardone: Book Summary Scott Sedita's Guide to Making It in Hollywood: Three Steps to Success, Three Steps to Failure How I Raised Myself from Failure to Success in Selling Money: Saving Money: Success: Get More Money & Success In Your Life Now!: 3 in 1 Box Set: Money Making Strategies, Saving Money Strategies & World's Best ... Tips for Personal Finance & Life Success) Learning

Outside The Lines: Two Ivy League Students with Learning Disabilities and ADHD Give You the Tools for Academic Success and Educational Revolution Innovation in Open and Distance Learning: Successful Development of Online and Web-based Learning (Open and Flexible Learning Series) Deep Learning: Recurrent Neural Networks in Python: LSTM, GRU, and more RNN machine learning architectures in Python and Theano (Machine Learning in Python)

[Dmca](#)