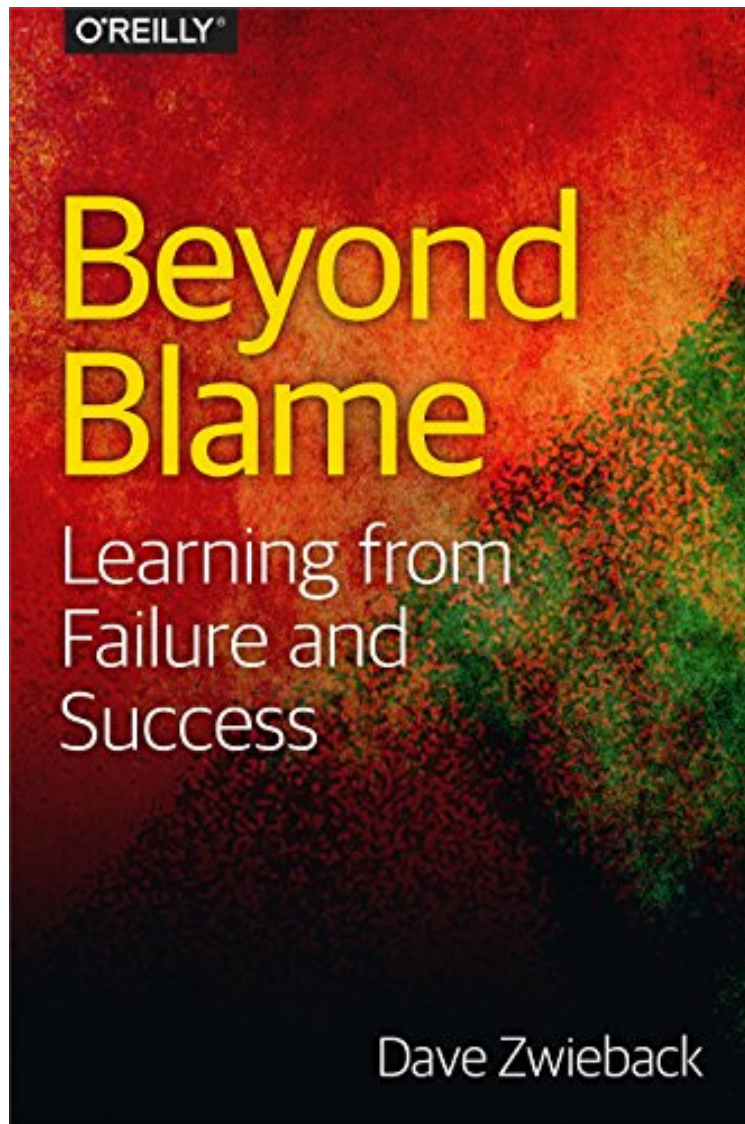


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## Beyond Blame: Learning From Failure and Success

*Dave Zwieback*

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**Dave Zwieback : Beyond Blame: Learning From Failure and Success** before purchasing it in order to gage whether or not it would be worth my time, and all praised Beyond Blame: Learning From Failure and Success:

1 of 1 people found the following review helpful. Teaching Complexity...well..simplyBy Josh AtwellExcellent short narrative on how understanding complex systems as they relate to IT environments. Authors do a nice job of setting up a relatable scenario and introduce the concepts with familiar context. Highly recommend reading this for anyone involved in IT operations or application development, especially in organizations that are employing DevOps principles.I do recommend having the authors add a FAQ appendix to the book based on feedback that they receive

from their readers. I'm sure they've addressed many common questions from IT professionals. They could even extend the town hall section of the story to include more of these.

1 of 1 people found the following review helpful. Well written book discussing strategies for dealing with failures in the IT world. By Selwyn Browne "Beyond Blame: Learning from Failure and Success" by Dave Zwieback is a well written parable of the inevitability of failures in the IT world. Dave's approach to handling these failures shows his depth of knowledge, understanding, and leadership in dealing with complex IT issues. Often times, it's simpler to cast blame without truly understanding "root cause"; only to have the same failures reoccur at later times. The author points out that understanding "root cause" means cultivating an environment and culture where IT folks are not afraid of being reprimanded or penalized for making a mistake or being accountable. Really great read!

1 of 1 people found the following review helpful. Brilliant and thought provoking! By trunorth Incredible integration of transformational knowledge for any organization in an engaging story! So many of the ways we need to grow together are supported in this easy to read book. Thank you for this brilliant approach to creating a truly effective learning culture. I can't wait to share this with so many stuck in ineffective and punitive cultures traditionally blaming their people as problems to control. People as solutions to harness in exploring our volatile, complex, uncertain, and ambiguous environments are our best hope! This book shines light on the new way forward. Nicely done sir! Thank you!

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.

"Beyond Blame is a compelling, well-written story about avoiding some of the most natural and dangerous problems that derail teams."