

Skills Sprint Day 3

How to learn in hard moments (without spiralling)

Learn Like
a Lobster
Squiggly Careers
Skills Sprint

In hard moments, it's easy to leave learning behind because we want to fix the problem quickly or feel uncomfortable.

When we find ways to reflect as we go in those moments, we're able to learn much more, which leads to long-term growth.

Use the WWW/EBI formula

For reflection to work when things go wrong, it needs to be quick, easy and memorable.

You can adapt our favourite feedback framework What Went Well/Even Better If (WWW/EBI) in lots of different ways to increase learning in the hard moments.

Ideas for action



WWW/EBI x the 5:I formula

During a hard or messy moment at work, pause to capture:



5 WWWs



1 EBI for next time.

This creates some perspective in the hard moments, and keeps your learning constructive.

WWW/EBI x team projects

During a challenging project or process, ask everyone to share quick WWW/EBIs along the way.

You could set up a simple space like a Teams or Slack channel.

Then in a team check-in ask, *'What did we learn from this together?'*

WWW/EBI x long haul hard moments

Using WWW/EBI in longer term hard moments can help you feel more in control.

Try creating some categories to structure your reflection using WWW/EBI for people, and for progress.

It can help bring clarity and increase your learning.

24 hour action

Use the 5:I formula to reflect on a recent hard moment. Write down five things that went well, just one Even Better If - and capture the learning.