Errors happen all the time

- **Crowdstrike Software Update on July 2024**
  https://en.wikipedia.org/wiki/2024_CrowdStrike-related_IT_outages

- **Epic Software fails**
  https://www.cigniti.com/blog/software-failures-inadequate-software-testing

- **Medical Errors**
  https://healthjournalism.org/blog/2023/07/medical-errors-are-the-third-leading-cause-of-death-and-other-statistics-you-should-question/
  https://www.bmj.com/content/366/bmj.l4185

- **British Post Office Scandal**
  https://en.wikipedia.org/wiki/British_Post_Office_scandal

Cognitive Dissonance

The discomfort a person feels when their behavior does not align with their values or beliefs.

~Leon Festinger, 1957

Cognitive Dissonance

- **Cognitive Dissonance Examples**
  https://www.medicalnewstoday.com/articles/326738

- **Smoking**
  https://www.libcblog.nl/articles/facing-the-facts-the-cognitive-dissonance-behind-smoking

- **Cognitive Dissonance in software teams**
  https://www.linkedin.com/pulse/cognitive-dissonance-software-teams-erp-development-challenges-r-sszwc/

Growth mindset

VS

fixed mindset

- **Abilities are flexible**
- **Importance of effort**
- **Mistakes are opportunities to learn**
- **It's ok to learn**
- **Looking for challenges**
- **Others can help**

- **Abilities are fixed**
- **Importance of talent**
- **Mistakes are threat**
- **Looking for easy tasks**
- **Others judge**
- **I want to be better than others**

https://fs.blog/carol-dweck-mindset/

Be a scientist!

- Theory is not enough: try things in practice

- Get fast feedback, don't create perfect solutions right away

- Errors can be used to improve theory

- Use control groups: AB tests in software development or divide problem into smaller parts and apply different solutions to compare

Build a safe environment

Reshape the culture of your team

- Every error is a learning opportunity, not a threat

- Encourage people to share not only success stories, but also failures

- Make conclusions from errors simple and easily accessible

- Praise the effort, not only results

- Encourage experiments

Books to read

https://www.amazon.com/Mistakes-Were-Made-but-Not/dp/0544574788

https://www.amazon.com/Black-Box-Thinking-Matthew-Syed-audiobook/dp/B00WKJV92M/

https://www.amazon.com/Mindset-Carol-S-Dweck-audiobook/dp/B07N48NM33/