

Video 7: Learning from Everyday Work

By listening to those closest to the work, we unlock the experiences held by the workers to better inform us to improve systems.

This guide is a companion to the **Learning from Everyday Work** video. It will help you and your team to start having curious conversations about how to engage workers and gain their stories and use their insights to learn about their everyday work and how they perform their tasks.

Get the most out of the safety video

01 Before watching the video, discuss with your team a time when...

- You learned something valuable from your everyday work.
- How do the workers make sense of everyday work variability?

02 Watch the safety video

- Was any information in the video surprising or confusing?
- What does “Learning from Everyday Work” mean to you?
- In what ways can workers both introduce risk (through error) and reduce risk (through adaptation)?

03 Discuss with your team

- How could learning be improved/enhanced with our team if using the Learning from Everyday concept?

Learning from everyday work:

- Helps to improve all aspects of performance and wellbeing.
- Does not require events.
- Helps to see and build on what is strong.
- Helps to see slow changes.
- Can involve everyone.
- Improves the organization’s support of work.

04 Key takeaways

- Learning from Everyday Work allows managers and leaders to better understand how successful work is done.
- Workers are the early warning system, and frontline observations can notice subtle changes, unusual patterns from normal procedures, those weak signals.
- Expecting humans to be perfect is not a reliable safeguard.

05 Review additional resources

- [Learning from normal work](#)