

Do We Really Learn from Experience?



A National Audit Office report (Nov 05) stated that "nearly one million patients treated in NHS hospitals during 2004 were affected by errors or safety lapses; more than 2,000 died as a result. **Half of the incidents could have been avoided if staff had learnt the lessons of previous mistakes.** The extra cost to the NHS of treating patients was £2bn".

- * How many of us can affirm that our employees actually use **systematic methods** to learn from experience and avoid past mistakes?
- * Does our development programme for new hires need a fresh look in order to **accelerate the learning curve**?
- * Do our experts routinely budget time to **coach and mentor trainees...** or are they overloaded having to provide ad-hoc responses to a stream of queries, because staff just can't locate the information they need?
- * **What will we miss the most** when the experts are no longer around?

Success Story

KorteQ is working with several major organisations who wish to put this right by embedding more robust learning processes, behaviours, methods and usage of knowledge sharing tools.

"It is amazing how much we have captured in a short space of time; immediately able to take the new techniques into the workplace"

Ian Forsyth, BAE Land Systems

Our ability to apply (not just to learn, promulgate and hope) lessons from our vast range of experiences will be critical to our longer term success."

FTSE 100 Main Board Director

KorteQ Offering

The results achieved by clients working with KorteQ are impressive:

- * the saving through "right first time" for preparing reports and reviews typically exceeds 10%
- * trainees using KorteQ methods have been able to halve their "time-to-competence" compared to historical practices.

KorteQ offers solutions which help to "**Bridge the Know-How Gap**":

- * **Strategy workshops** to help you develop the right approach to the above issues
- * **Training courses** which equip your staff with key methods and tools
- * **Implementation support** for your change programmes.

For further information please contact
Paul Adler, CEO on +44 7785 574212

