

# KEVIN O'NEILL

## 8 Tips for Guiding Others

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1. During the task – what broke down? Who is responsible?
2. Why did the task fail?
3. What could be improved next time?
4. If nothing can be improved then how was the task architected?
5. What bad decisions were made?
6. What needs to be done differently next time?
7. A method to correct problems needs to be created
8. If improvements cannot be made then what made that task a success can be utilized for other similar ways