

Once Is a Mistake, Twice Is Choice and Three Times Is a Habit

Mistake vs choice vs habit?

Xelay views mistake as an opportunity to learn and to assure learning, we have a tool in place called constructive feedback. When someone makes a mistake, constructive feedback is provided to ensure that people understand the mistake made, impact of making that mistake, and ways to avoid making the same mistake in future. However, if the same mistake is repeated over and over again, we consider them as a choice or habit.

Track feedback to avoid making same mistakes

- **Synthesize:** Feedback that is relevant for one deliverable will apply to another
 - Record all feedback for deliverables regardless of reviewer
 - Synthesize all feedback received into key takeaways that can be applied to other assignments
- **Log:** Use of feedback tracking sheets prevents receiving repeated feedback in the future by recording and tracking feedback in the following 4 columns
 - Topic
 - Feedback
 - Reviewer
 - Date of feedback
- **Reflect:** Apply the feedback you received in the past to other deliverables by referring to the feedback tracker on a weekly basis or whenever appropriate

Our findings:

- **Mistakes:** Synthesizing, logging, and reflecting on feedback received from peers helped Xelayers to understand and remember past mistakes to avoid repeating them in future
- **Choice or habit:**
 - Peers who did not log feedback, eventually forgot the learnings from their past mistakes and repeated the same mistakes
 - These peers were rated the lowest by others in a survey to measure Xelayers choice of working with each other