

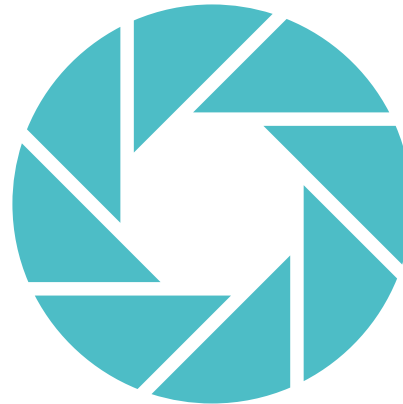


1 — What Happened?

Describe what occurred. Stick to observable facts.

3 — What made sense at the time?

Why the actions felt reasonable then



2 — What was influencing this?

Pressure, workload, context, systems, timing.

4 — What can we learn from this?

Insights to carry forward



THE LEARNING LENS

Exploring issues through curiosity rather than blame.

What This Tool Is

A shared reflection tool that helps teams explore issues, mistakes, and outcomes through curiosity and learning rather than blame.

Why This Tool Helps

Because understanding comes before improvement

Learning is more likely when people feel safe to explore what happened honestly.

Because blame narrows thinking

Judgement shuts down curiosity and limits insight.

Because context matters

Pressure, systems, and constraints shape decisions in the moment.

Because hindsight distorts judgment

What looks obvious later was rarely clear at the time.

Because learning prevents repeat issues

Insight helps teams adapt rather than repeat patterns.

Because reflection protects trust

Exploring issues without blame keeps people willing to speak up again.

Who This Tool Is For

Anyone working in a busy school environment who wants issues to lead to learning rather than defensiveness or silence.



When to Use This Tool

Use when you notice:

- Something didn't go as planned
- A mistake or misunderstanding occurred
- Tension following an issue
- Differing views about what went wrong
- A risk of blame or defensiveness

Ideal moments:

- After an issue has been raised
- During reviews or debriefs
- When emotions have settled slightly
- Before jumping to solutions
- When learning feels more useful than judgement

How to Use The Learning Lens

1 Describe what happened

Focus on observable facts, not interpretation.

2 Explore influences

Notice pressure, context, systems, and assumptions.

3 Understand the moment

Consider what made sense to people at the time.

4 Identify learning

Name insights rather than fixes or fault.

5 Decide what happens next

Only after learning is clear, agree next steps if needed.

Important to remember:

- * This is not an investigation
- * This is not about fault or accountability
- * Learning comes before action

Sequence: Notice issues early → Explore with curiosity → Learn and respond without blame

Notice. Act. Prevent.

Learning begins with understanding, not judgement.