

Using near misses as powerful learning tools



How to use nerves well when you are speaking to a group

Common challenge:

Near misses get reported and filed, but the team does not draw useful lessons from them.

What good looks like:

People understand what happened, what nearly went wrong and what must change before the next job.

What to do:

1. Start with learning, not blame. Set the tone early: the point is to improve judgement, controls and systems.
2. Walk through the job. Explain the task, the conditions, the decision points and the moment the risk increases.
3. Localise the lesson. Ask where this could happen in your own workshop, pit, bay, site or shift pattern.
4. End with one change. For example, agree on a check, prompt, setup change or communication step that will reduce the risk.

Try this in your next session:

- Use the question "What would we want the next person to notice earlier?"
- Keep the language practical. Focus on actions, controls, and decisions rather than paperwork terms.

Watch for:

- Making it a naming-and-blaming exercise. That shuts down honest discussion.
- Stopping at awareness. If no practice changes, the learning is incomplete.

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