Think of a project, initiative or experience that has been perceived initially as “negative” for the firm. Anything that has caused the firm to feel a loss in confidence is the experience you want to concentrate on. The trick is to take that challenging experience and turn it into a new strength based on the new knowledge you have.

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| **Describe the experience you would like to improve, learn from or change in your firm.** | |
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| 1. **What worked in this situation?** | 1. **What did not work in this situation?** |
|  |  |
| 1. **If you could do this again knowing what you know now, what would you do differently today?** | |
|  | |
| 1. **Create a list of actions that would produce confidence in the future. What are you committed to doing differently in the future?** | |
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