

How to Learn From Your Mistakes

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Mistakes create opportunities for credit managers to teach, not simply to criticize. The credit manager's job is to limit the frequency and severity of mistakes made by the members of the credit team. Why? Because it is impossible to eliminate errors.

I would you to consider implementing this idea: Encourage people to correct their own mistakes. It can be done by asking these questions:

- What went wrong?
- Were any policies violated? If so, which one?
- When was the error made?
- Why did this happen?
- What could we have done to prevent it?
- What measures can I put into place to prevent this problem from recurring?

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