

# Use Learning Teams to Unlock Systemic Insights: The Learn-Soak-Solve-Share<sup>®</sup> Method

This method helps organizations understand the gap between how work was designed and how work has to be done, to create systemic improvements, focusing on workers as the solution not the problem.

**Learn:** See the Work Through the Workers' Eyes  
Gather people who do the work to listen to their stories without blaming or rushing to a fix.

**Soak:** Pause to Let Insights Ripen  
A deliberate break allows teams and leaders time to reflect before rushing to solutions.

**Share:** Turn Local Wins into Systemic Learning  
Spread the story of the improvement so other teams can recognize patterns and benefit.

**Solve:** Co-Create Changes That Stick  
The group develops practical, sustainable improvements grounded in their shared understanding of the work.

## A Different Approach to Improvement

### Traditional Investigation



Focus:  
The event itself: What failed and who erred.



Question:  
"Why did this happen?"



Outcome:  
Corrective actions, retraining, more rules.

### Learning Team



Focus:  
The wider system: How work gets done everyday..



Question:  
"Why did this make sense at the time?"



Outcome:  
Deeper learning and systemic improvements.