

Contents

1	The Ambiguity of Errors for Work and Learning: Introduction to the Volume	1
	Johannes Bauer and Christian Harteis	
Part I Errors, Their Learning Potential, and the Processes of Learning from Errors		
2	Errors and Learning from Errors at Work	17
	Stephen Billett	
3	Tracing Outcomes of Learning from Errors on the Level of Knowledge	33
	Martin Gartmeier and Elke M. Schüttelkopf	
4	Towards a Theory of Negative Knowledge (NK): Almost-Mistakes as Drivers of Episodic Memory Amplification	53
	Fritz K. Oser, Catherine Näpflin, Christine Hofer, and Philipp Aerni	
5	Professional Knowledge Is (Also) Knowledge About Errors	71
	Hans Gruber and Michael Mohe	
Part II Methodological Strategies		
6	Research on Errors and Learning from Them: Methodological Perspectives	91
	Klaus Mehl and Theo Wehner	
7	Measuring Organizational Climate for Learning from Errors at Work	107
	Daniel Putz, Jan Schilling, and Annette Kluge	

Part III Learning from Errors in the Professions

- 8 Innovation by Learning from Mistakes: The Relationships Between Team Characteristics, Error Orientation and Team Innovation** 127
Marianne van Woerkom
- 9 Error Orientation in the Context of Intuitive and Competent Behaviour: Results of an Exploratory Study in the Domain of Emergency Medicine** 141
Christian Harteis and Franziska Frost
- 10 Human Fallibility and Learning from Errors at Work** 155
Johannes Bauer, Martin Gartmeier, and Christian Harteis

Part IV Enabling Learning from Errors

- 11 Managing Errors During Training**..... 173
Nina Keith
- 12 Reflecting on Learning from Errors in School Instruction: Findings and Suggestions from a Swiss-German Video Study**..... 197
Inger Marie Dalehefte, Tina Seidel, and Manfred Prenzel
- 13 Learning from Errors: The Role of After-Event Reviews**..... 215
Shmuel Ellis
- 14 Incident Reporting Systems in Hospitals: How Does Learning Occur Using this Organisational Instrument?** 233
Yvonne Pfeiffer and Theo Wehner

Part V Conclusion

- 15 Research on Human Fallibility and Learning from Errors at Work: Challenges for Theory, Research, and Practice** 255
Christian Harteis, Johannes Bauer, and Helmut Heid

Name Index..... 267

Subject Index..... 277