

Atul Gawande has defined performance in the workplace using three key characteristics: Diligence, do right and ingenuity. Gawande's perspective comes from the background of a medical doctor. What he writes about, can be included in any profession. As an educator I could implement all three characteristics and improve my performance. Most importantly, what he writes about, demonstrates how the learning society exists within the workplace.

Diligence is a key component to anyone having success while learning at work. Although many people view diligence as an annoying task that simply takes up time, it can have profound effects on learning. For example, many doctors view themselves as professionals in a conceited way. The simple use of a checklist only can take up time, for something that they already know how to do. As studies have shown, doctors do understand exactly what to do, but along the way, steps are mistakenly skipped leading to potential problems. This is how diligence improves our lives. With the use of a checklist, Peter Pronovost has demonstrated the importance of double checking to make sure we do not overlook potential mistakes. Pronovost has helped doctors learn on the job with a simple tool, that otherwise, may have allowed for simple mistakes to continue.

Doing the right thing is another very important way of learning within the workplace. With our increasing complexity within our society, doing the right thing isn't always as easy as it may seem. Take for example, Gawande's inner struggle with how to complete an exam of a naked woman. To maintain professionalism, it is important to always do the right thing. Often times, this involves the use of a chaperone to watch over a procedure to ensure nothing unprofessional happens. But Gawande wants to know, when do we need a chaperone? While on the job, he has learned that it is always important to ask the female patient what she would be most comfortable with, them alone, or in the presence of a chaperone.

Ingenuity is the last major cornerstone of learning on the job. Regardless of the profession, or where the profession is located, often times we are given a set of different tools and circumstances. Because of the varying tools and circumstances, we have to take what we have and do what we can to succeed. Gawande is a respected doctor in the United States who specializes as a surgeon. This is because in the United States, hospitals have the resources to build a large staff, making it necessary for doctors to find a specialized area of performance. If Gawande decided to move to India to work as only a surgeon, he probably would not last. Most areas in India have a different set of tools and circumstances than the United States. Most times it involves the lack of resources available. Because most hospitals in India have a lack of resources, their doctors specialize in everything under the realm of medical. Doctors in India are forced to learn how to perform procedures that an American doctor would not dare to try. Not because they want to, but because they have to. This leads to ingenuity within India. Many American doctors would laugh if an instrument within a surgery were offered, that has to be used in India. Blessed with money, the American health system is able to provide necessary tools for a massive variety of procedures. In India, they are not blessed with money. Instead, they improvise to make a tool work. As a doctor stated within India, "Better is possible. It does not take genius. It takes diligence. It takes moral clarity. It takes ingenuity. And above all, it takes a willingness to try."

As an educator, I am very impressed with Atul Gawande's suggestions on what we need to do to increase our performance in the workplace. Diligence has great importance within education. Every lesson that we teach must have a purpose and must meet the needs of a variety of students. But we first have to learn the needs of our students, before we can apply the diligence of differentiated instruction. We also need to strive to do what's right. Every young teacher who will maintain their sanity within the profession quickly learns that power struggles

with students in front of the class is the wrong thing to do. You learn that power struggles only hurt your image as a teacher in the views of the children. Quickly you understand that you have to use different methods to avoid these power struggles. Finally, ingenuity in the classroom is of great importance moving forward. We currently are preparing students for jobs that we don't even know exist yet. So we have to get creative and bring technology into the classroom. But just technology does not mean we solve this problem. We have to get creative with this technology and give students the ability to create while learning at the same time.