

ABSTRACT AND BIOGRAPHY

Using Case Studies to Package Lessons for Effective Learning

NASA performs detailed analysis of mishaps and accidents uncovering root causes and contributing factors. One goal of these investigations is to learn what happened and why so that practices can be improved and future mistakes avoided. Case studies offer a time-proven method to package lessons so that they are effectively learned. Participants will work through several short cases to learn some lessons and to learn how using case studies can be made effective in training environments. The session will cover situations from NOAA-N prime, IBEX and a recent NASA mishap report.

Edward Rogers

Chief Knowledge Officer
NASA Goddard Space Flight Center

Dr. Edward Rogers is currently the Chief Knowledge Officer at the NASA Goddard Space Flight Center in Greenbelt Maryland. Edward joined NASA in May 2003 as the Center's Chief Knowledge Architect working first in the Safety and Mission Assurance Directorate and then in the Office of Mission Success. He became the Chief Knowledge Officer for the Center in 2006. His programs and initiatives have been embraced not only at Goddard but also within the Agency. He introduced the popular yet simple Pause and Learn (PaL) process, developed a highly effective case study methodology, designed (and runs) the Goddard Road to Mission Success workshop series and promotes knowledge sharing and collaboration across the Center.

Edward received a B.S. in Agronomy from the Ohio State University, a Master's in International Business from the University of South Carolina and a Ph.D. from Cornell's School of Industrial and Labor Relations. The son of a physicist, he grew up in Saudi Arabia, attended boarding school in India and in the 1980s he and his wife performed five years of international relief work in Southern Lebanon. He continues to write and speak about how organizations can foster transparent learning to leverage collective intelligence.