

Lessons Learned Workshop

When was the last time your company documented the lessons learned after implementing a project for future value?

Companies perform many internal business improvement projects, product / service releases, internal programs, merger and acquisitions and marketing programs, but don't capitalize on valuable lessons learned from the implementation of those projects. The value of the BLCN Lessons Learned Workshop is to extract and document that lessons learned knowledge for future use. Documenting the positives (so they can be performed again) and the negatives (with corrective actions to avoid reoccurrence) captures the knowledge gained from the projects and positions that knowledge to be leveraged within present and future projects.

The BLCN Lessons Learned Workshop (LLW) is an approach to continuously evaluate the effectiveness of project implementations with an emphasis on identifying, sharing and implementing ways in which these projects may be improved. Positioned correctly, LLW drives continuous improvement – leading to increased productivity, improved quality, and reduced cycle times. LLW reduces the time spent on problem issues already identified, and concentrates on leveraging new challenges as they occur. The value add is derived through taking a proactive approach to leverage AND APPLY lessons learned to future actions.

The Lessons Learned Workshop is an offering to our clients, which should be implemented with the core perform team, at the end of key projects (product and business), or at key milestones to leverage and grow internal project knowledge. The key objectives are:

1. Review project objectives; determine the understanding of the objectives and whether or not objectives/expectations were met.
2. Understand what went right and what went wrong during delivery of the effort being reviewed.
3. Discover lessons learned and internal best practices that can be applied as corrective actions to other existing or planned engagements/projects.
4. Develop action plans for preventing “what went wrong” from happening.
5. Develop action plans for leveraging “what went right” as best practices.

The LLW is a one-day facilitated effort. The audience consists of 8 –10 key individuals from the project. The facilitated session will take approximately three hours in the morning with a short feedback / review session later that afternoon. The deliverables from the LLW include a two page executive summary and a copy of the completed LLW Data Capture Template. This is an excellent method to independently extract project learning, internal best practices and actions to be applied to make future projects more effective.

For more information about this offering, or BLCN, please contact:
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