

Lessons Learned Workshop

Companies perform many business improvement projects, product / service releases, internal programs, merger and acquisitions and marketing programs, but don't capitalize on the valuable lessons learned from those efforts. The value of the BLCN Lessons Learned Workshop is to extract and document the 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 use with present and future projects.

The BLCN Lessons Learned Workshop (LLW) is an effective approach to evaluate 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 of future efforts. The value is derived through taking a proactive approach to leverage AND APPLY lessons learned to future actions.

The LLW is a half-day facilitated effort with members of the core team, with a short validation session in the afternoon. The LLW can be performed 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 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.

The BLCN facilitation team will bring an element of neutrality to remain focused and enhance the output of these sessions. 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 paper or BLCN, please contact us at:
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