

Benefits of Lessons Learned

We facilitate lessons learned for incidents, projects, and major events.
(Prepare → Run → Document)

- Avoids repeating the same mistakes - *Reduce risks*
- Continuously improves processes, projects, and initiatives
- Evaluates value actual versus plan
- Drives ownership downward into teams and staffs
- Helps busy leaders leverage their time better
- Improves efficiency and effectiveness of critical processes
- Enables individuals and teams to learn from one another
- Builds a collective knowledge base
- Build confidence and trust in the processes and future outcomes
- Ensure lessons learned get completed and are actionable



Lessons Learned

Time: 2-8 Hours

- Focus on a specific topic
- Prepare in advance

Facilitation Prep: 1 to 3 Ratio

We can facilitate using the client's Lessons Learned model or the model used by the U.S. Army (After-Action Review) and Six Sigma/Lean.

We use the event reconstruction approach where individuals present their own roles and perceptions of the event.

The Lessons Learned will answer:

- What went well?
- What went wrong?
- What was the impact (positive or negative)?
- What is the recommendation?

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