

TOP 10 MISTAKES IN CONDUCTING LESSONS LEARNED

The top 10 mistakes—written as positive statements—that are the most pervasive/harmful in the lessons learned wheelhouse...

1. Ensure a well-defined lessons learned process is in place.
2. At the start of a project, review the lessons learned from the most recent, relevant projects.
3. Capture lessons learned throughout the project.
4. During a lessons learned review, solicit feedback on the performance of the project manager.
5. During a lessons learned review, focus on identifying the top three things done well and the top three things requiring improvement.
6. Solve the problems identified in the lessons learned outside the review meeting.
7. Assign and track to closure action items that represent addressing the top six items (3+3) coming out of the lessons learned.
8. Present lessons learned findings to the project sponsor, management, the team and outside teams.
9. Build a lessons learned data base.
10. Conduct post-implementation reviews.

Additional common mistakes...

- ✓ At the start of a project, review the lessons learned from the most recent, relevant projects with the team.
- ✓ Gather feedback from stakeholders who are outside the project's core players.
- ✓ Solicit project problems accountably; in other words, don't promote anonymous feedback regarding project lessons.
- ✓ Managers should not attend lessons learned review meetings.
- ✓ The project manager should attend the project's lessons learned review meetings.
- ✓ Carefully select non-company project members to be invited to the lessons learned.
- ✓ Promote the use of an outside facilitator to run the lessons learned review.
- ✓ Make the lessons learned as much fun as possible.
- ✓ Provide guidelines for participants to follow in the lessons learned review meeting.
- ✓ In a lessons learned, focus not only on what went wrong but what went right as well.
- ✓ Create a lessons learned report.
- ✓ Update the lessons learned process after each lessons learned that offers improvement ideas.
- ✓ Managers should review all the lessons learned from a review.

“Ideas to help you become more successful.”