

Seven Steps of an Effective Lessons Learned Process

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Presentation Outline



- *The Issue*
- *The Challenge*
- *The 7-Step Solution*
- *Recommendations*
- *Q&A*

The Issue

- ◆ Does any of these problems sound familiar to your team?
 - We keep making the same mistakes over and over.
 - We thought someone on our team knows how to do this.
 - Oh yeah! We had that problem with project X too.
 - Chuck just quit and there goes the corporate knowledge.
- ◆ Solution: Having lessons learned
- ◆ Challenges: We are all busy, don't have time, no funding, etc.

Step 1: Free Food

- ◆ Everybody loves free lunch
- ◆ Attendants get instant benefit
- ◆ Do it during lunch break
- ◆ Free loaders are okay
- ◆ Benefits outweigh cost



Step 2: Regularly

- ◆ Consistence is the key
- ◆ The Pavlov's conditioning
- ◆ At least monthly
- ◆ A habit needs 21 repetitions



Step 3: Relevant Content

- ◆ WIIFM challenge
- ◆ Listen to your audience
- ◆ Seek volunteer presenters
- ◆ Always have backup plan
- ◆ Don't waste their time



Step 4: Commitment

- ◆ It's a marathon, not a sprint!
- ◆ Keep your words
- ◆ Audience saw many “rah rah” initiatives before
- ◆ Be resilient
- ◆ Send reminders



Step 5: Part of a Process

- ◆ Project Closeout
- ◆ Review technical, management, financial, and people as well
- ◆ Keep it semi-formal
- ◆ Bad news is okay



Step 6: Archive

- ◆ Not everyone can make it today



- ◆ Shared access promotes collaboration

- ◆ Data -> Information -> Knowledge -> Power

Step 7: Application



- ◆ Proposal development check list (i.e.: Has the team review LL?)
- ◆ Technical design review check list

Recommendations

- ◆ Tailor to your specific goals
- ◆ Start strong – Get your ducks in a row
- ◆ Keep cost low
- ◆ Measure ROI
- ◆ Remember why you want to do this in the first place

**Maritime Surveillance & Security Division
Monthly Technical Seminar**



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- *Nail Your Solution with Persuasive Facts*
- *Easily Document Your Decision*

Which pizza is better, cheese or pepperoni?



- When: noon - 1300, Sep 20, 2006
- Where: Conference room #2309
- Presenter: Mark Hogue
- **RSVP by 1500 on Sep 19**
(Sign-up sheet at Conference room's door)

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This is Your Conference... Please Ask Questions

