



Service: Learn lessons from your projects to improve delivery

Let us help your team to reflect on its experience to extract learning you can apply to future projects

Typical Benefits

This service helps you to extract actionable insights from project delivery experience and apply them to future initiatives, resulting in:

- A higher proportion of projects fit for purpose, delivered on time and on budget, leading to improved project estimation and capability to deliver projects right first time.
- Awareness of issues that have arisen on past projects, leading to better risk identification on future projects, less reinventing the wheel, and less repetition of past mistakes.
- Improving customer and colleague service and satisfaction, leading to improved credibility with and confidence from across the business.

Overview and typical delivery approach

This service is based on Ken Burrell's book *Learning lessons from projects*. Typically, the delivery of this service takes place at the end of a project or shortly after the completion of a significant project deliverable, and looks like this:

- We talk to you to understand the project and its context, and to understand what you want from the process.
- We gather from you names and contact details for the project team, and the population affected by the project whose role it was to use the project outputs to achieve the business case benefits (up to 100 respondents total).
- We send these people a short, *anonymous* web survey to gather their thoughts and feelings about the project. We agree the questions with you in advance, but generally these are open-ended questions to solicit qualitative data.
- We come to your site and facilitate a workshop (for up to 12 attendees) in which we:
 - (Optionally) deliver a short presentation on how organisations learn from projects and why it can go wrong.
 - Play back the results of the web survey, and identify any important themes arising from it.
 - Agree the behaviours the participants expect from each other, and how the session will run.
 - Use a range of techniques (encouraging diversity of contribution and viewpoints) to reflect on the project, to identify what changes could usefully be made to future projects.
 - Capture actions (with names and delivery dates) for future implementation.
- We set up a web board containing the agreed actions from the workshop, assigned to the attendees.
- (Optionally) we can facilitate a follow-up session (*e.g.* six months after the workshop) to evaluate progress.

Deliverables

- A presentation summarising the outputs from a web survey of project end users and/or delivery team.
- A facilitated workshop on your site for up to 12 attendees, including a signed paperback copy of Ken Burrell's book *Learning lessons from projects* for each attendee.
- A web-based actions board containing the agreed actions for future implementation from the workshop, assigned to the attendees, with due dates and periodic prompts for the action owners.
- (Optionally) a follow-up session (for example six months after the workshop) to evaluate progress on the actions.

Client testimonial

*"Ken is a master of getting the best out of **lessons learned workshops**. He creates a relaxed and fun environment where there is an **absence of blame**, and ensures there is a **balanced contribution** from all attendees. The outcome is a set of **tangible learnings** that can be easily translated back into the working day which enriches the project, the people and ultimately ensures better results for everyone."*

Emma Lurie, Head of Workspace at ASOS.com