Service: Leapfrog your learning

Do you feel that your organisation's approach to lessons learned needs a refresh?

Are you trying to make changes but not getting much traction?

We can help you to understand how organisations learn from projects, where it can go wrong, and suggest some steps you can take in your organisation to enable it to learn better from the experience of delivering projects.

Let us help you to improve the way that your organisation learns from its project delivery experience

🏆 Typical Benefits

This service helps your organisation to better 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_. This service makes a great session as part of a PMO or PM team away-day, and looks like this:

- We talk to you to understand the organisational context, the current approach to learning from experience, and what you want from the process.

- We come to your site and:

    o Deliver a ~45 minute presentation (for up to 12 attendees) on why it is important to learn from project delivery experience, how the learning process works and how it can go wrong.

    o Facilitate a ~2h workshop in which we use a range of techniques (encouraging diversity of contribution and viewpoints) to explore how things are working currently (as is), how we would like them to work (to be) and what changes could usefully be made to get to where we would like to be.

    o 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 on learning lessons from projects: why it is important, how it works and why it goes wrong.

- 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

"I saw Ken speak on Learning Lessons at Project Challenge in London. I was impressed with his delivery style and totally sold on the message. So I invited Ken to host a workshop at HSSMI to fire up the interest and encourage our project engineers to think more about the process and thinking behind lessons learned. A very engaging afternoon for all, with some very specific, dare I say 'pragmatic' take-away actions for me and the team to implement.
Great job Ken, Thanks!"

Scott Newcombe, Programme Manager, HSSMI

Just the job? Then pick a slot and let's talk!   ken.burrell@pragmaticpmo.com
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