TEMPLATE

Lessons Learned



*About this tool*

**PURPOSE:** To provide a means to capture lessons learned that will provide future project teams with information that can increase effectiveness and efficiency, and to build on the experience that has been learned in the completed project.

**AUDIENCE:**

* Change manager
* Integrated project team

**USE:**

* Project team meetings
* Post-mortem meetings
* Project close-out documents

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Guidance for capturing lessons learned:

* Capture lessons learned ideas at any time throughout the project.
* Identify and describe lessons learned (good or bad) and their impact.
* Disseminate lessons learned to appropriate and interested parties (knowledge area).
* Follow up to monitor that the appropriate actions have taken place.
* Prioritize recommendations to improve.
* Assign accountability and time targets for implementing improvements.
* Establish a formal meeting schedule to review progress.
* Create a communication plan to share results and best practices.

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| Lesson learned | Impact | Knowledge area(s) | Description | Action(s)/Recommendation(s) | Lead | Status |
| *E.g. Provide more detailed training for new technology tools* | *Medium* | *Change Management (CM)*  *Human Resources (HR)*  *Information Technology (IT)* | *After gathering client feedback it was found that the reason users were not embracing new tools like Jabber, OneNote and WebEx was due to their lack of understanding of the tools. Although How-to guides were made available on the intranet, employees mentioned they would’ve appreciated additional in class live demo type training.* | *HR to work with IT to establish content from new in-house training session ‘How to benefit from new IT tools’*  *CM team to develop communication and engagement to announce new training session.* | *HR* | *In progress* |
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