Resources

One Page Resources

The pages in this section have been designed for you to re-use. Please feel free to photocopy, apply and share. They are also available electronically as downloads on the CD.

Learning After Doing - When it's all over

1. *Call the meeting*. Hold a face-to-face meeting as soon as you can after the project ends, within weeks rather than months.

2. *Invite the right people*. The project leader needs to attend, as do key members of the project team. If a similar project is underway, then there is great value in the new project team attending.

3. *Appoint a facilitator*. Identify a facilitator who was not closely involved in the project.

4. *Revisit the objectives and deliverables of the project*. Ask 'what did we set out to do?' and 'what did we achieve?'

5. *Go through the project step by step*. Revisit the project plan and identify any deviation from plan. Where were the delays and what went ahead of schedule?

6. *Ask 'what went well?'* Ask 'what were the successful steps towards achieving your objective?' and 'what went really well in the project?' Ask a 'why?' question several times. This will get you to the root of the reason.

7. *Find out why these aspects went well, and express the learning as advice for the future*. Acknowledge feelings and press for the facts. Ask 'what repeatable, successful processes did we use?' and 'how could we ensure future projects go just as well, or even better?'

8. *Ask 'what could have gone better?'* Ask 'what were the aspects that stopped you delivering even more?' Identify the stumbling blocks and pitfalls, so they can be avoided in future by asking 'what would your advice be to future project teams, based on your experiences here?'

9. *Ensure that participants leave with their feelings acknowledged*. Ask for "Marks out of ten" and "What would make it a ten for you?" to access residual issues.

10. *Record the meeting*. Use quotes to express the depth of feeling. Express the recommendations as clearly, measurably and unambiguously as possible. Ensure that you circulate the write-up around the participants for comment before sharing more widely.