Special lecture
Lesson Learned part 2

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How to do the “lesson learned”?

- Peer-assist (PA)
- Story Telling (ST)
- Best Practice (BP)
- After Action Review (AAR)
- Performance Measurement (PM)
- Outcome mapping (OM).
Lesson learned Process
Stage 1: Preparation of readiness

- Design process, method, material, technique and tool
- Preparing environment (informal/friendly/and flexible)
- Preparing participants (motivation building/meditation/activity).
Stage 2: preparation of Understanding

- Orientation
  - Goal of lesson learned
  - Process

- Action Agreement
  - Role of participants
  - Learning culture
  - Time and position.
Stage 3: Preparation of Memory

- Tool: Time allocation technique
- Method
  - Explaining relationship between time and action
  - Knowledge sharing (listening/friendly talking/systematic conclusion/literature reviewing)
  - Systematic note taking
  - Systematic filing.
Stage 4: Analysis successfulness

- Comparing between goal/expectation and output/indicator
- Reality of action.
Stage 5: Analysis related factors

- Testing hypothesis
- Proving relation between expectation/indicator and output
- Analysis internal and external factors
  - Plan/policy
  - Social context
  - Working process/environment.
Stage 6: Synthesis lesson learned

Conclusion

- Root causes of problems or behaviors
- Analysis strength and weakness of plan/policy/project/activity/behavior
- Categorizing the “Do” and “Don’t”
- Suggesting solution and implementation.
Heart of lesson learned (room 1)

- Participants
- Action Planer
- CEO
- Social Processor
Heart of lesson learned (room 2)

Communication
Active listening
Creative talking
No prejudice
Heart of lesson learned (room 3)

- Asking creative question
- Systematic
- Reality
- Suggestion
Heart of lesson learned (room 4)

Reflection

Thinking

Feeling

Learning
Characteristics of Social Processor

- Facilitators (data/ experiences/ tacit knowledge etc.)
- Expert in that issue
- Able to construct friendly environment
- Open mind
- High communication skill (listening/ talking/ interpretation/ observation/ conclusion).
Before Action Methods
Peer–assist (PA)

- Duration: Pre–learning before action
  - Operational learning workshop
During Action Methods
Story Telling (ST)

- Duration: Pre-learning before action/during action
  - Expert/key person
    - Telling tacit knowledge
    - Experiences
    - Freedom of interpretation among participants
    - Sharing of interpretation
    - Conclusion of value and usefulness.
Outcome mapping (OM)
After Action Review (AAR)

- Retrospective technique
- Duration: during action/after action/end of the action
  - Conclusion and report body of knowledge
  - Creating plan for improvement
  - Improving action or behaviors.
Retrospective technique

- **Strength**
  - Applying 4 questions for learning
    - What is the motivation of the learning behaviors/past action?
    - What is the original of the action/expectation and reality?
    - What is the root cause of the reality?
    - What is learning output and suggestion?

- **Weakness**
  - After action method
  - Long time
  - Based on the complexity of the action
  - Costly.
After Action Techniques
Performance Measurement Technique (PM Technique)
Example of questions

To prepare memory and data
- What is your motivation of entering this action?
- What is expectation of the project?
- What is the project’s structure, roles, and responsibility?
- What is the action and output?
- What is the project’s outcomes?
Example of questions

- To search for successfulness
  - What is the expectation and reality of this project?
  - What is the over-output of the project?
  - What is the under-output of the project?
Example of questions

- To search for supportive factor and barriers
  - What is the root cause of successfulness? Why it happen?
  - What is the factor of over-output? Why it happen?
  - What is the factor of under-output? Why it happen?
Example of questions

To search for lesson learned

- What is the best practice?
- Do we need to continue? Why?
- What is the weakness? Why? How to improve?
- What is the solution and suggestion?
Example of questions

To choose partner
- What is the outcome of the project?
- What should be the characteristic of our partner?
- What is the good characteristic that should be develop of ours?
- What is the weakness of ours?
Example of questions

To evaluate our past experiences
  ◦ What is our expectation working with our partner?
  ◦ What is the result of our working?
  ◦ What are the differences and reality after the work has been ended?
Example of questions

To evaluate weakness and strength
- What is the weakness and strength?
- How can we maintain the strength?
- How to prevent the weakness/barriers?
Example of questions

To conclude lesson learned

- How many stage of the working process?
- What is the expectation in each stage?
- What is goal/objective of each stage?
- What is the behavior and result of each stage?
- What is the differences and failure of each goal/objective?
# Example of memo jotting

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<th>Expectation</th>
<th>Received/Reality</th>
<th>Differences</th>
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Example of memo jotting

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<th>Number of result</th>
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<td><strong>successfulness</strong></td>
<td>failure</td>
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# Example of memo jotting

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