Special lecture Lesson Learned part 2

By
Assoc.Prof.Dr.Patcharin Sirasoonthorn
Naresuan University, Thailand

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 rediness

- 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.

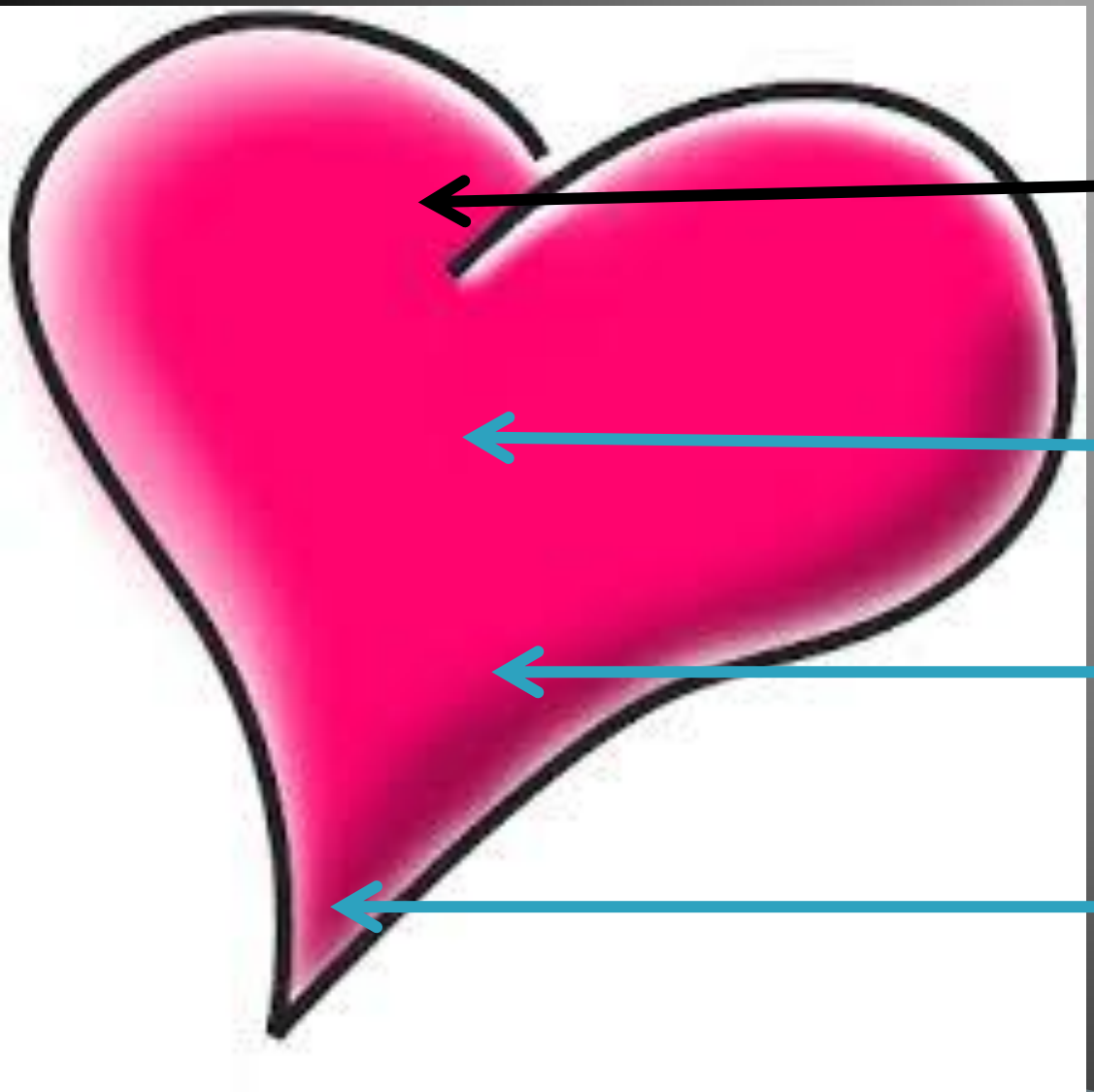
Stage 5: Analysis related factors

- 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)



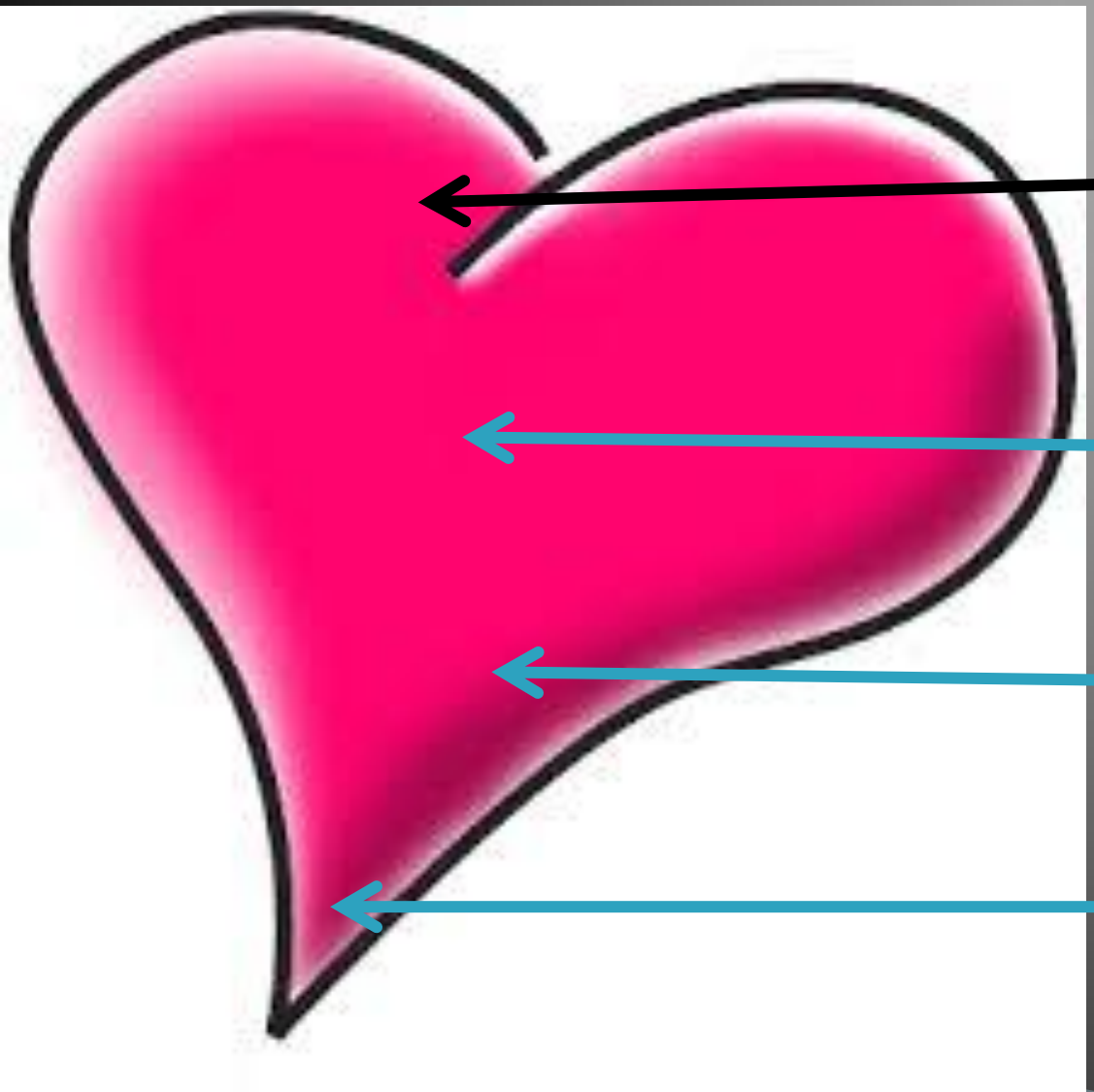
Participants

Action Planer

CEO

Social Processor

Heart of lesson learned (room 2)



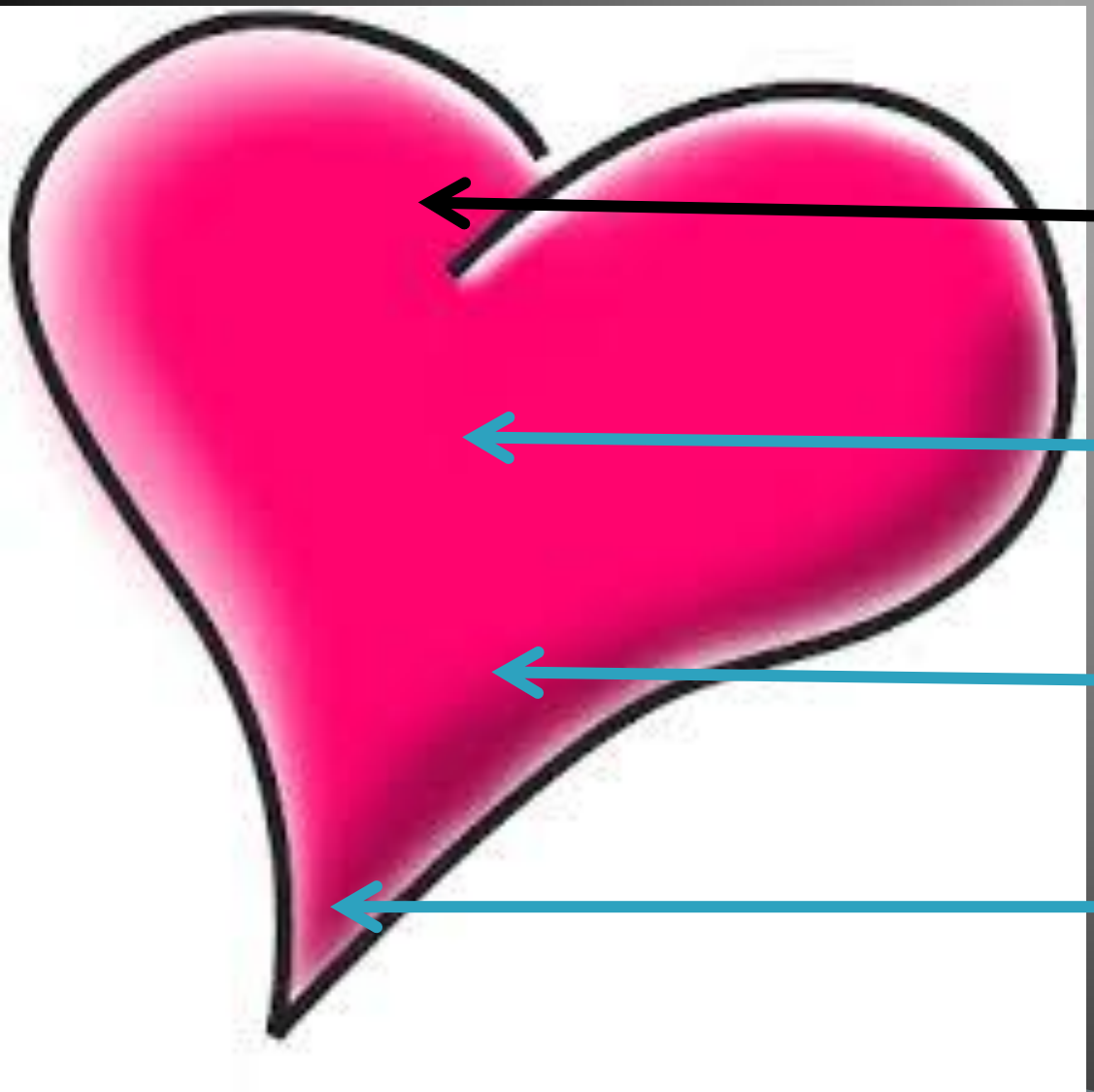
Communication

Active listening

Creative talking

No prejudice

Heart of lesson learned (room 3)



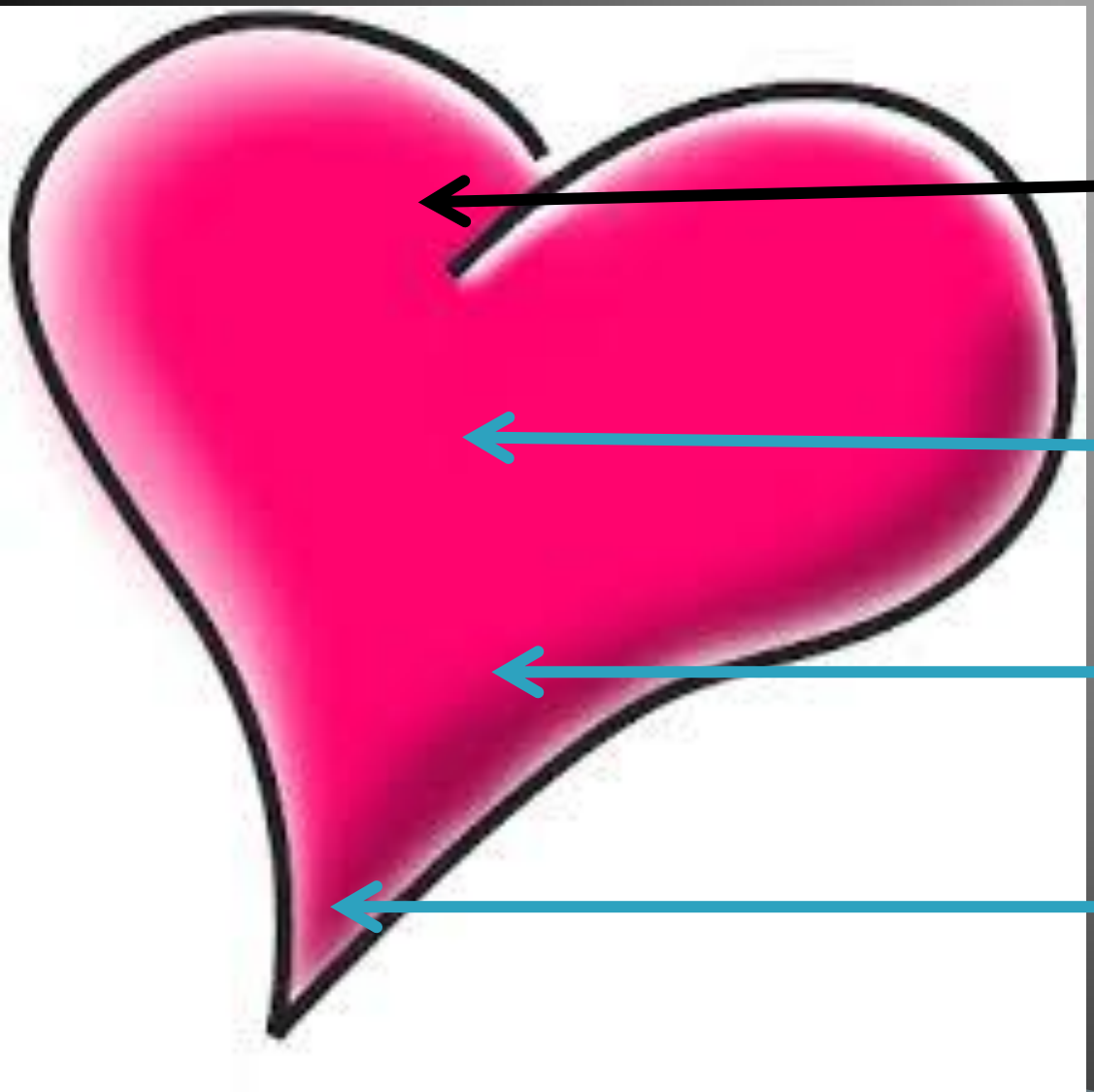
Asking creative question

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

Process	Expectation	Received/ Reality	Differences

Example of memo jotting

Process	Number of result		Root cause
	successfulness	failure	

Example of memo jotting

Process	DO	DON'T	Emphasis / Fixing