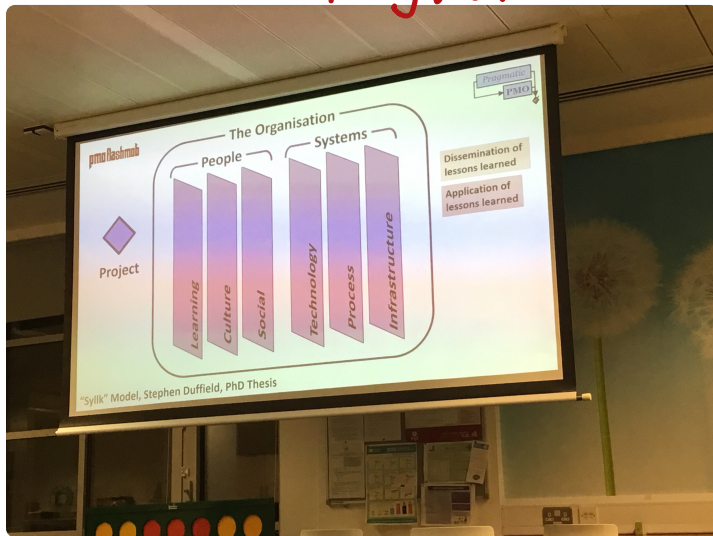


Really LEARNING LESSONS @ Genesis Notting Hill

Ken Burrell @ PMO flashmob 

We don't do lessons learnt
at all/very well. ▼



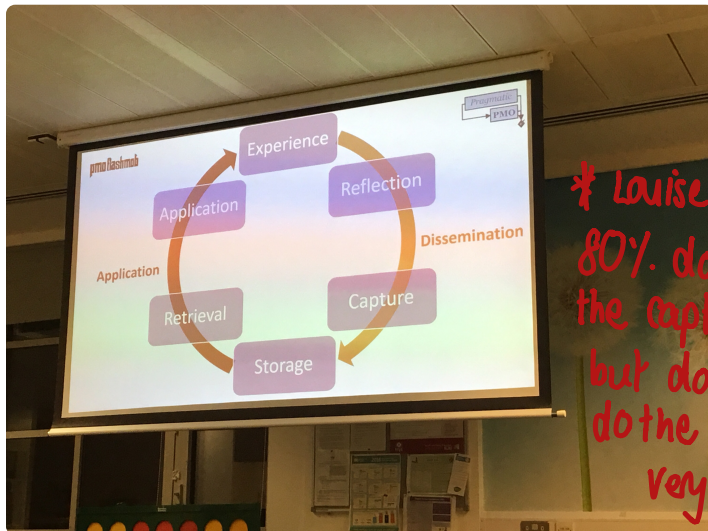
Models:

← 'Syllk Model'
Stephen Duffield



swiss cheese
the holes need
to be aligned.

for the knowledge
and learning
to get through



* Louise Worsley
80% do
the capture
but don't
do the application
very well.

A lessons learnt cycle

 app for
polling
used throughout

Why doesn't it work?

(1) We don't reflect

36%



people want to move on
the project is closed!

(2) Capturing 32%

- not suitable
- not transferable
- under valued
- unwilling to share

EVENTS + OBSERVATIONS
are not
themes and causes

- personal risk in speaking up
 \ political?
- Good = Me ; Bad = Circumstance
- Memories foggy or biased
- blame game (retribution)

@Pmoflashm0h
"if you keep asking
for a lessons
learnt report...
you're only going
to make yourself
look silly" 😞



③ We don't store lessons in an accessible form

42%

OLD stuff
is harmful
but it can still
be stored as LL
causing
potential
harm

④ Retrieval

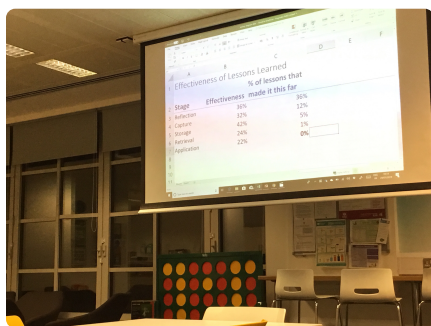
24%

- people just want to
get on with a new
project

can't be
bothered.

JFDI!

- "our project is unique"
and we can't possibly
learn from others.



⑤ APPLICATION

22%

[What is
Applied?]

How many actually
get applied in
future....

At each stage a
bucket chain [It's a knockout]

- knowledge/learning being lost at each
stage through ineffectiveness

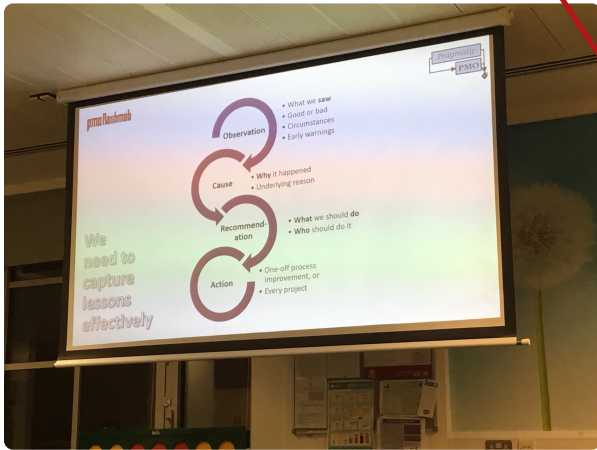
↓ therefore...

GET BETTER AT EACH OF THE STAGES

1 Reflect More

2 capture lessons more effectively

Freedom to speak up



Observation

Cause

Recommendation

Action

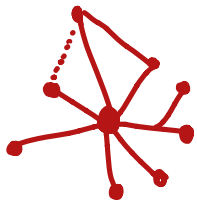
OCRA

3. lessons in accessible form

Approach	Upfront cost (cash)	Upfront cost (time & effort)	Maintenance cost (cash)	Maintenance cost (time & effort)	Flexibility
As part of a proprietary PPM software solution (on premise)	00		000	0	👤👤👤
As part of a proprietary PPM software solution (SaaS)	-		000	0	👤👤👤
Proprietary dedicated software solution (cloud hosted)	000			0	👤👤👤
Proprietary dedicated software solution (on-premise)			000	0	👤👤👤
DIY Spreadsheet solution		000	0	000	👤👤👤
DIY Trello® solution		000	0	00	👤👤👤
DIY SharePoint® solution		000	0	00	👤👤👤

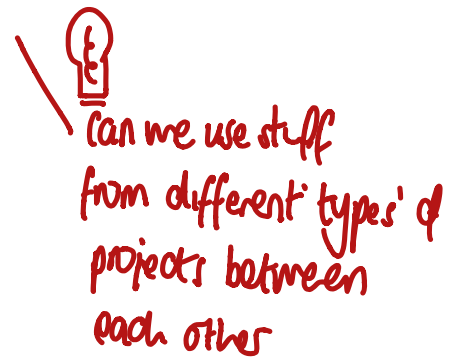
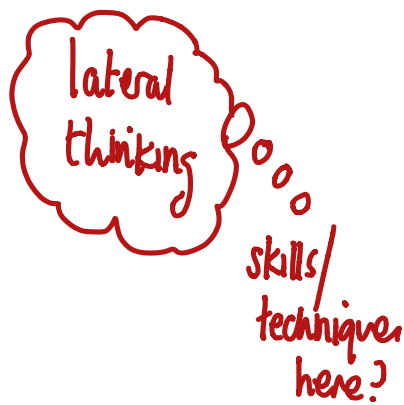
What do people use?

4. Knowledge Broker - review + apply



↓
the PMO should absolutely do this - be this!
the connector.

5. Think more laterally about project comparisons

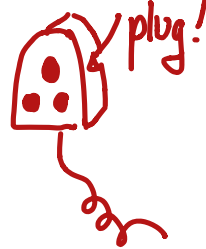


b. stop thinking that lessons can't be similar to each other



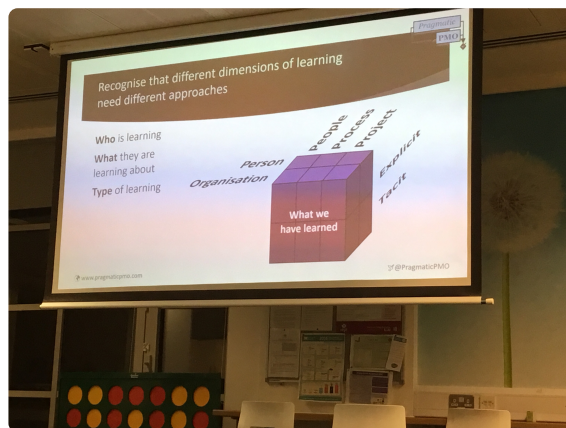
7. fail-safes.

make it easier for people to do things right - hard to do stuff wrong



8. Different dimensions of learning need different approaches

- Who
- What
- Type



Explicit
Tacit — examples in PMO

9. Move to social connector

Knowledge broker



face to face conversation

call 3 @ you have to call 3 people before your project is approved.

* success and star lessons

[STAR
|
Situation
Task
Action
Result.

using social tools

interview

|| ASK THE RIGHT QUESTIONS
And they will open up + answer them.

record it
VIDEO...

Other professions? what do they do? ←

Marginal GAINS?

by doing some of this stuff



- ↓ create a learning culture
- ↓ Mentor
storytelling
fireside chats
social workplace design

↓
new stuff - future stuff
- analytics?

↓
too far off?
PPM tool not even being used by many

* Look at the 
Retrospective
Mini-Masterclass.

ACTIONS + follow up steps only leave the room? \ different approaches covered there.