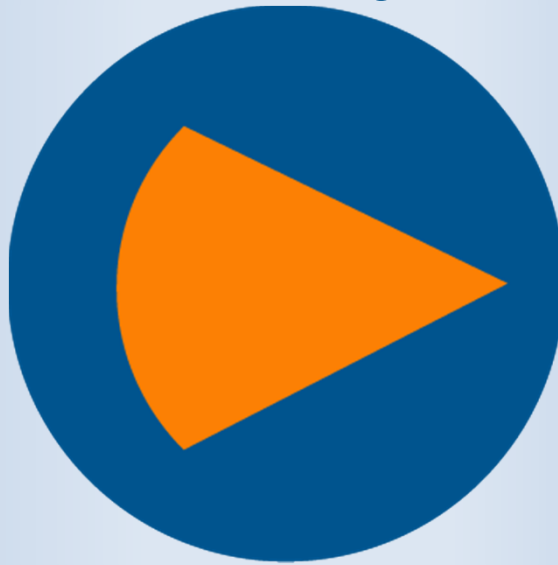


Fundamentals of Project Management



Lessons Learned Basics

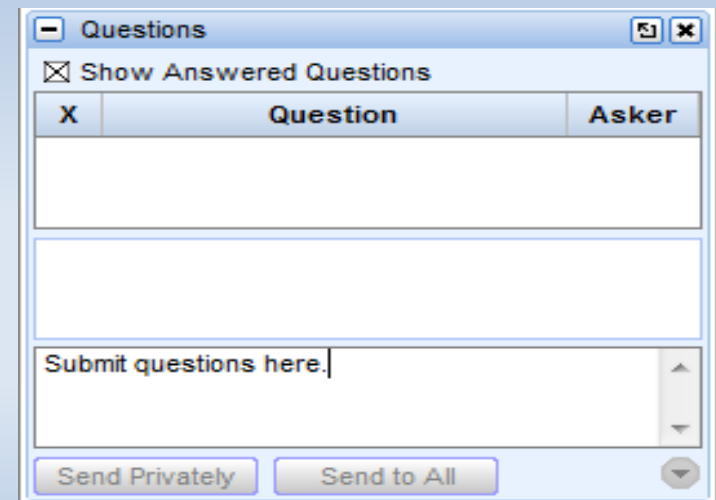
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Things to Know...

- ▶ All participants will be on mute.
- ▶ Questions are welcome.
- ▶ Use the question box to ask questions.
- ▶ PM training is valid for 1 PDU
- ▶ Must be in attendance
- ▶ PDU certificate sent by the end of the week



A screenshot of a web-based 'Questions' window. The window has a title bar with a minus sign, the word 'Questions', and maximize and close buttons. Below the title bar is a checkbox labeled 'Show Answered Questions' which is checked. Underneath is a table with three columns: 'X', 'Question', and 'Asker'. The table is currently empty. Below the table is a large text input area. At the bottom of the input area is a label 'Submit questions here.' followed by a vertical scrollbar. At the very bottom of the window are two buttons: 'Send Privately' and 'Send to All', and a small downward-pointing arrow on the right.

X	Question	Asker
---	----------	-------

Moderator

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Project Insight

Marketing

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Poll: Lessons Learned

- ▶ What is your biggest challenge in performing lessons learned sessions?
 - Getting people to participate
 - Taking action on results of the session
 - Participants being defensive
 - No one willing to criticize

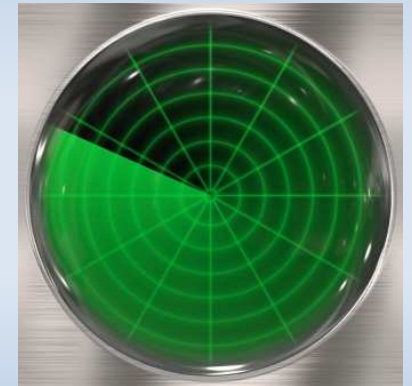


Goals of the Fundamentals Series

- ▶ Deepen your understanding of fundamental project management concepts
- ▶ Identify tools and techniques that can be implemented to manage projects more effectively
- ▶ Discover practical applications for your existing projects
- ▶ Use project management software more effectively

Objectives of the Webinar

- ▶ At the end of this webinar, you will be able to:
 - Define the purpose of capturing lessons learned
 - Identify key information to capture in lessons learned documents
 - Quantify the value of lessons learned to your organization



Quote

The main purpose of post project evaluation is so that managers of future projects can learn from past successes and failures.

— Dave Jacob

Senior Project Management Guru

The Purpose of Lessons Learned

- ▶ Share project successes
- ▶ Share project failures
- ▶ Learning opportunities
- ▶ Prevent problems on future projects



Don't Assess Blame / Ask Questions

- ▶ What worked?
- ▶ What can we improve?
- ▶ What should we stop?
- ▶ What should we start?
- ▶ Others?



Question for *You*



*Please submit your ideas
through the question box*

- ▶ Why is it hard to hold lessons learned meetings in your organization?

Key Information to Capture



- ▶ Area for Implementation
- ▶ Owner
- ▶ Root Cause
- ▶ Suggestions for various solutions
- ▶ Priority

Key Information to Capture

ID	Area for Implementation	Owner	Root Cause	Suggestion for Solution #1	Suggestion for Solution #2	Suggestion for Solution #3	Priority
1	Customer isn't providing finalized requirements in a timely manner	Mary	We are not getting customer sponsor involved in the sign-off process	Include sponsor in all requirements calls	Have a separate meeting with project sponsor prior to sign-off	Have project sponsor physically sign-off on requirements	High
2							

Question for You



*Please submit your ideas
through the question box*

► Why should you include
customers in lessons
learned meetings?

Quantify the Value

- ▶ Baseline activities
- ▶ Identify alternatives with time & cost estimates
- ▶ Document proposed ROI
- ▶ Evaluate actual return / update baselines



Challenges

- ▶ Not treating improvement suggestions as projects
- ▶ No process owner
 - ▶ Commitment for continuous improvement
- ▶ No baseline measurement
- ▶ Lack of management support for continuous improvement activities



Quote

The most important tool in the project manager's toolbox is "Thank you."

— Ed Fern

Question for You



*Please submit your ideas
through the question box*

- ▶ What could your organization do better to help implement suggestions from lessons learned meetings?

Review

- ▶ The purpose of lessons learned
- ▶ Key information to capture in lessons learned
- ▶ Quantify the value of lessons learned
- ▶ *Questions & Answers ???*
- ▶ *Template:*
 - ▶ <http://www.coreperformanceconcepts.com/resources/>

Compare Yourself to Your Peers



- ▶ *Want to know how you measure up to others in project management?*
 - Use the link distributed to all participants on Monday following the session to **answer 10 questions** about today's topic.
 - Receive a **summary of responses** so that you can compare yourself to your peers.

Special Promotion

Continue improving your project management skills. Core Performance Concepts offers a 10% discount on their online courses for anyone attending the webinar.

► Check them out today!

<http://clicky.me/cpc-pm>

2014 Fundamentals Webinar Series

► The 2nd Wednesday of Every Month

- 8:00 am Pacific Time

► Topics

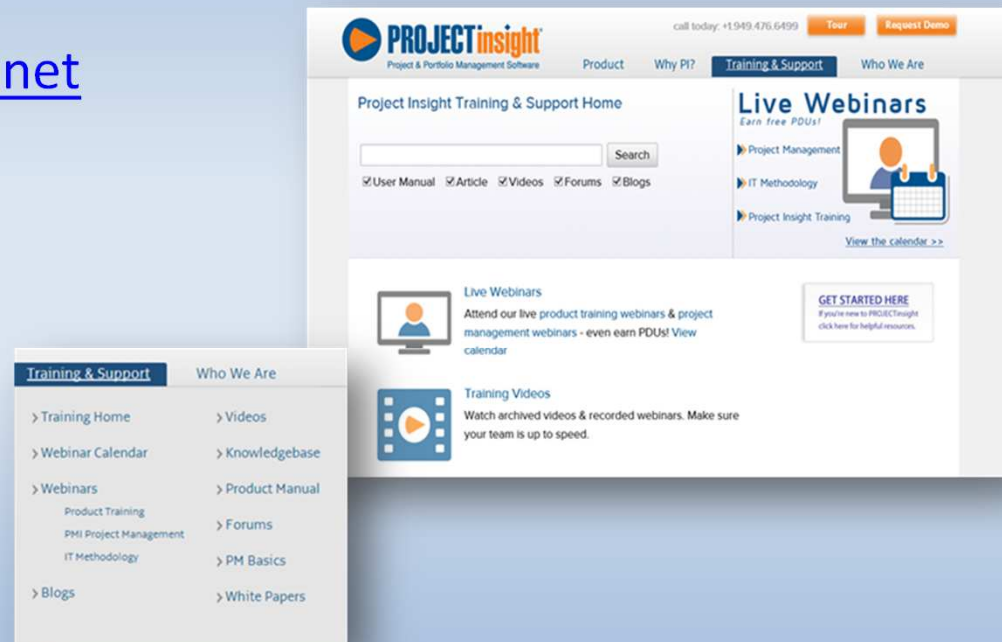
- Nov 12 – Requirements Tools & Techniques (NEW!)
- Dec 10 – Difficult Conversations

Register Ahead of Time

▶ Go to www.projectinsight.net

▶ 2 ways to register:

- Training & Support
- Project Insight Calendar



Earn PDUs

- ▶ You will automatically receive your PDUs certificate via email after the webinar
- ▶ For further questions: Denise.Rodriguez@projectinsight.com
- ▶ Earn 1 PDU for each webinar session attended
- ▶ To register your PDUs go to www.pmi.org and login as a member of PMI to record continuing education
- ▶ Select **Category B – Continuing Education**
 - Input start and end dates
 - Hours completed: 1
 - Provider name: Core Performance Concepts Inc.
 - Phone number: 949-859-7004
 - URL: www.coreperformanceconcepts.com
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Information Request

► Please go to

<http://www.projectinsight.net/project-management-software/request-demo>

to fill out the request information form to have a Project Insight Representative contact you.

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- ▶ Sign up for more!
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