

CONVERTING EXPERIENCES INTO ACTIONS

History repeats itself. WHY? Why do we experience the same situation or problem over again? Why are we not learning from mistakes? There is a better way! At the conclusion of an experience, event, project, or simply a meeting follow this 4-Step lessons learned method to analyze performance data, identify data-based reasons for performance (both good and bad), extract learnings, and create actions.

Leverage the experiences and learning to create actions and accountability.

BENEFITS:

- As a team-based learning method, increased buy-in to actions and improvements
- Uncover more exhaustive root causes with strong solutions
- Positive approach to learning and prior experiences
- Documented and retained knowledge for future use and immediate sharing of learnings and actions with all stakeholders
- Prevents repeating undesirable outcomes (“don’t pay for the same ground twice”), resulting in increased resource effectiveness and efficiency

WHAT YOU GAIN:

- Deeper learning
- Action plan to leverage learnings from a recent event
- Method and template to use in evaluating performance of all experiences, events, projects, actions
- One-on-one coaching and help.

THE APPROACH: (Just-in-time training and facilitated 4 hours, Virtual or On-site, with diverse team members)

The Status

Deliverables: Evaluated achievement (outcomes vs. targets)

The Reasons

Deliverables: Identified reasons why the performance achieved the results including what helped, what hindered.

The Learnings

Deliverables: Identified underlying learnings or root causes. Ideas to improve future performance. (What caused the “Reason”?)

The Directions

Deliverables: Identified actions/directions for applying the learning in the form of What to do, Who will do it, and When will it be done by.

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