

1. Record Nr.	UNINA9910464747003321
Autore	Milton N. J (Nick J.)
Titolo	The lessons learned handbook : practical approaches to learning from experience / / Nick Milton
Pubbl/distr/stampa	Oxford : , : Chandos Publishing, , 2010
ISBN	1-78063-192-8
Edizione	[1st edition]
Descrizione fisica	1 online resource (207 p.)
Disciplina	206
Soggetti	Organizational learning Organizational change Organizational effectiveness Electronic books.
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di bibliografia	Includes index.
Nota di contenuto	Cover; The Lessons Learned Handbook: Practical Approaches to Learning from Experience; Copyright; Contents; List of figures and tables; Acknowledgements; Preface; 1 Introduction - learning lessons; Learning in organisations; Lessons learned systems in organisations; How well do they work?; The value of learning lessons; Reference; 2 Elements of a lesson learning system; Lesson learning approaches in the 15th century; What is a 'lesson learned'?; The steps in learning a lesson; Closing the learning loop; Trial and error, or trial and success?; Survey results; References 3 Lessons learned approachesFormal collect systems; Informal collect systems; Formal connect systems; Informal connect systems; A blended approach; Reference; 4 Principles of lesson identification; When to identify lessons?; The principles of lesson identification; Aiming for the 'quality lesson'; Examples of poor lessons; Stories and lessons; Self-identification of lessons versus lesson identification processes; The questioning process - the metaphor of the tree; Roles and accountabilities in lesson identification; Reference; 5 Processes of lessons identified Post-project reviews or retrospectsAfter action reviews; Individual learning interviews; Learning histories; Evaluations and assessments; Incident investigation; 6 Writing down the lessons; Each lesson stands

alone; The lesson needs to be easy to follow and well structured; How much context?; Who is the audience?; Attachments; Quality assurance and validation; Lessons must lead to action; 7 Taking action; Will there always be an action?; What sort of actions are needed?; How do you decide the action?; Who assigns the action?; Escalating the action; Closing lessons

8 Process ownership and process update Who owns the processes?; Local vs company process owners; The role of the process owner; Engagement with the learning cycle; Lessons workflow; Validation and escalation; Documenting processes; 9 Ensuring lessons and updated processes are re-applied; Broadcasting new lessons and process improvements; Process improvements and training; Process review as part of operations; 10 Technology to support lesson learning; Lesson repositories; Knowledge libraries; Publish and search technology; Tagging; References; 11 Sharing and seeking the unwritten lessons

Communities of practice Peer assist; Baton passing; Knowledge handover; Promoting conversation; 12 The governance of lesson learning; A governance framework; Make corporate expectations clear; Lesson learning systems; Monitoring and measurement; The supporting organisation; Reference; 13 The principles and processes of safety investigations; What happened and why?; The investigation process; The final report; 14 Learning lessons in networks at Mars, Inc; Learn from where we are; Learn from what we know; Learn from the past six months; Formalising the learning; Summary

15 Wikis as part of a learning system

Sommario/riassunto

The phrase "lessons learned?" is such a common one, yet people struggle with developing effective lessons learned approaches. The Lessons Learned Handbook is written for the project manager, quality manager or senior manager trying to put in place a system for learning from experience, or looking to improve the system they have. Based on experience of successful and unsuccessful systems, the author recognises the need to convert learning into action. For this to happen, there needs to be a series of key steps, which the book guides the reader through. The book provides practical guidance to lea