

Lessons Learned

Lesson learned is a notion that one gets whenever they finish a session or gain insight on a particular event or experience. It is also used in project management as a means to determine the impact of a project on the whole team.



Lessons Learned Definition and Meaning

Lessons learned is the acquired knowledge one can get from a meaningful experience, a process, or training.

This gives learners positive or negative insights which in some cases can change one's perspective and views.

What Are Lessons Learned?

Whenever you attend a training, or simply find yourself attentively listening to someone else speak can sometimes alter your perspective. Lessons learned however you have acquired them, are experiences and an understanding that can play a significant impact not just on an individual level but on organizations or communities as well. In business and project

management, it is a document that contains details of positive and negative experiences involving a team or a said project.

10 Types of Lessons Learned

Training Lessons Learned

Training is conducted to educate or help people regarding their personal issues, for development, or to teach them a new skill and invoke knowledge. After each training, it is important to prepare detailed [training lessons learned](#) report to measure how well the training went and take into account their experiences. With these recommendations and suggestions could be made to fill in any gaps and address any issues.



Carter & Carter Accountants

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TRAINING LESSONS: 1ST QUARTER

Training and Development Department

Project Name: Interns Training **Project Start:** February 10, 2050
Project Manager: Austin Sawyer **Project Completion:** March 30, 2050

PROJECT PHASE	LESSON TYPE <i>(Positive or Negative)</i>	DESCRIPTION	ASSESSMENT	RECOMMENDATION
Training Planning	Positive	During this phase, what the team will do is to conduct a meeting regarding the upcoming training for the company's interns training. Here they will plan the topics for discussion, the training schedule, as well as the assessments to be performed afterward.	The team was able to successfully come up with a plan for the intern's schedule, training materials, and training proper.	For a better training planning, what the team must do will be to come up with more comprehensive plans which are reflective and adaptive of the results gleaned from this training lessons learned output so that the rest of the steps or phases will become more effective.
Training Proper	Positive	The training proper refers to the month-long training program for the company's interns. Here, all of the plans of the team which	Upon assessment, the team was able to conduct the training properly and effectively. Based on the interns feedback, they were able to	The team was able to conduct well impl acco How imp

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Retrospective Lessons Learned

[Retrospective lessons learned](#) are one way of analyzing a certain event or a duration of time and examining the data from the perspective of the plan to measure its success. Retrospectives focus on establishing answers to three questions: what is working well, what went wrong, and what should be changed. This gives everyone involved an overview of the event or project.



HDA Corp.

Project Name: iTab Product Launch

Team: Marketing Team

Date: March 01, 2050

WHAT WENT WELL?

1. The marketing team was able to sell more than 200 units of iTab.
2. The product launch event ran smoothly.
3. News journalists and social media influencers are promoting the product launch event.
4. Exceeded the expected number of event attendees.
5. Gathered positive feedback from the customers.

WHAT WENT BAD?

1. The product launch event did not start on time.
2. Event attendees were starting to leave early since the snacks and refreshments were served late.
3. The emcee's microphone stopped working during the event.
4. Lacking chairs and tables.
5. The marketing team was not able to record some information of the event attendees.

WHAT IDEAS DO WE HAVE?

1. Prevent past mistakes from happening by preparing back-up plans and double-checking all

WHAT WILL WE TRY?

1. Hosting more online events.

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Safety Lessons Learned

Safety is a number one priority in communities and organizations and this rings especially true when dealing with dangerous materials or precarious projects like those in construction. Training is usually conducted to raise awareness and train staff on how to avoid incidents or handle critical situations. After which it is also essential to prepare a [safety lessons learned](#) document to serve as a record and for documentation purposes.



McGregor Chemicals

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SAFETY LESSONS: 1ST QUARTER

Corporate Safety Department

Project Name: Project Safety Training **Project Start:** May 10, 2050
Project Manager: Julian Mason **Project Completion:** May 30, 2050

PROJECT PHASE	LESSON TYPE <i>(Positive or Negative)</i>	DESCRIPTION	ASSESSMENT	RECOMMENDATION
Safety Training Planning	Positive	Here what the team did was to come up with the training schedule, topic, and activities as part of the company's annual safety training activity.	Based on the performed assessment, the team was able to come up with a very comprehensive and efficient schedule and topic for this year's safety training.	Although the team did well during this phase, the team can still improve themselves by making performance reports on each member and see what individual responsibilities may have been overlooked or could be improved.
Safety Training	Positive	During this phase, the team did was conduct seminars, activities, and demonstrations on the company's current safety policies.	The team was able to effectively impart and discuss the safety policies of the employees and it was done in a very organized method as well.	To further improve, the team needs to get feedback from the trainees or the employees of the company to see areas they need to improve.
Safety	Negative	Here the team	Based on the	For drills and activities

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Workshop Lessons Learned

A workshop is a meeting or an engagement of a group of people that focuses especially on techniques and skills in a particular field. Since the main purpose of a workshop is to teach and educate, then it is essential to create a [workshop lessons learned](#) document. This would help organizers and participants determine what they learned, and determine any positive or negative outcomes in order to develop recommendations.



LESSONS REPORT: 1ST QUARTER

Training and Development Department

Project Name: Project Woody **Project Start:** March 10, 2050
Project Manager: Micah Avery **Project Completion:** March 28, 2050

PROJECT PHASE	LESSON TYPE <i>(Positive or Negative)</i>	DESCRIPTION	ASSESSMENT	RECOMMENDATION
Training Planning and Scheduling	Positive	During this stage, what the team does are to plan out the details of the workshop, the topics to be discussed, the materials to be used, as well as the schedule.	Based on the assessment, the team was able to make and come up with a very comprehensive plan for the workshop and the schedule they set is also convenient and relaxed.	The team is recommended to check the entirety of the workshop and see if changes can be made to further improve the conduct of the plan.
Workshop Week	Negative	During the week-long workshop, the team did was to conduct a basic wood furniture workshop for the attendees.	Here, the team was not able to impart their knowledge well based on client feedback. Clients say that the workshop trainer does not really take questions and help them when they're doing something.	As trainers, the team needs to make sure that there is effective communication between the trainer and the attendees so that their learnings are ensured. The trainer needs to undergo training seminars to see what can improve.
Post-Training Assessment	Positive	Here, the team conducts	During the post-assessment, the team	Here, to further improve their performance,

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Quality Lessons Learned

Quality management is designed to assist an organization in creating and developing a product/service which is desired by the customers. This also rings true for customer service and how companies are able to assist customer queries and issues. A detailed [quality lesson learned](#) report helps ensure that issues are narrowed down, each task is carefully addressed, and recommendations are delivered.



QUALITY LESSONS LEARNED: 1ST QUARTER
Human Resources Department

Project Name: Check and Balance Project **Project Start:** April 10, 2050
Project Manager: Michael Wyatt **Project Completion:** May 10, 2050

DEPARTMENT TASK	LESSON TYPE <i>(Positive or Negative)</i>	ISSUE	ASSESSMENT	RECOMMENDATION
Recruitment and Hiring	Negative	Individuals applying for the position of an assistant company secretary are not willing to be hired for part-time work or is not capable of the technical requirements of the job.	The individuals applying for the job are not qualified because the job advertisements or postings are not reaching the target individuals.	The team is recommended consider a switch their advertisement channel or network to be able to reach the more qualified individuals and suggest turning the part-time position to full-time.
Performance Standards	Negative	Most team members assigned to the employee training and development	The training and development team is not updated or aware of the new company training	The training and development team needs to be recalibrated in terms of the company's new and updated

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Manufacturing Lessons Learned

Engaging in a manufacturing project can be a complex process since this involves several steps and procedures. Training, meetings, and workshops are usually conducted to ensure that everyone is on the same page with the manufacturing flow. A [manufacturing lessons learned](#) document is then drafted to summarize the lessons and insights gained from these affairs.

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Beau Manufacturing

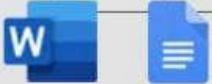
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MANUFACTURING PROJECT LESSONS: 1ST QUARTER

Manufacturing Department

Project Name: Project Sports Wear **Project Start:** July 10, 2050
Project Manager: Jordan Michels **Project Completion:** December 20, 2050

PROJECT PHASE	LESSON TYPE <i>(Positive or Negative)</i>	DESCRIPTION	ASSESSMENT	RECOMMENDATION
Fabric and trim Sourcing	Positive	For this phase, what the team did was to help the customer to source out the best quality trims and fabrics at the lowest price possible.	Upon assessment, it seems that this phase took quite some time although the end result was very good, it was a long process and the client wishes it would have been faster.	For the team to further improve on this step, it is important for them to keep track of their current suppliers so clients ask us for the best suppliers, a potential list can easily be come up with.
Production and Cutting Process	Positive	During the production planning and cutting process, all the fabrics and trims are cut in accordance with all the team's patterns and once all the cutting has been done as well as the production planning	Here, the process went very well and effectively, and within the timeline. All processes were done according to plan and the client was satisfied with the progress of the production.	During the production process, it is important to not just reach the timeline but to also produce the best quality products. As such, it is important for the team to be careful with quality from this step.

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IT Lessons Learned

An IT project can sometimes take a while before it gets completed. It is a series of trial and error which is why it is essential to prepare an [IT lessons learned](#) report. This will enable team members to navigate and reflect on their engagement as they work through the project.

Eagle Software

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I.T LESSONS: 1ST QUARTER

Software Development and Engineering Department

Project Name: Grammar Plus Software Project
Project Start: March 10, 2050
Project Manager: George Cole
Project Completion: June 25, 2050

PROJECT PHASE	LESSON TYPE <i>(Positive or Negative)</i>	DESCRIPTION	ASSESSMENT	RECOMMENDATION
Planning	Positive	During this phase, the team convened together to talk about the plans for the Grammar Plus software the products for the company. Here what the team talked about was the process for the creation, the specifications, and features of the software, as well as the testing and deployment plans.	The team was able to meet and agree on the details of the company's new software project. During the meeting, they were also able to discuss some common issues which they will have to prepare for.	As a recommendation to further improve the planning stage, the sub-teams must come up with their own ideas and plans on the new idea for software so that the discussion can be more interactive and proactive.

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HR Lessons Learned

The HR department strives to continuously update its process and the way they handle and manage employees. This is why several trainings and projects are introduced for improvement and development. An [HR lessons learned](#) document is a great tool that could assist the HR department with their individual projects which will help the team create effective plans that will upgrade their services and management.

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HR LESSONS: 1ST QUARTER

Human Resources Department

Project Name: Project HR Assessment **Project Start:** May 10, 2050
Project Manager: Luca Grayson **Project Completion:** June 12, 2050

PROJECT PHASE	LESSON TYPE <i>(Positive or Negative)</i>	DESCRIPTION	ASSESSMENT	RECOMMENDATION
Candidate Recruitment	Negative	This task of the HR department refers to the recruitment and onboarding of potential employees for the company. This step includes the interviews, testing, and qualifications assessment of an applicant.	Upon assessment, it has been found out that the recruitment process of the team is quite lengthy which often means that some qualified candidates end up finding other jobs. The length of time in between the phases of recruitment is too long.	To improve this HR task, the team needs to revise and modify their entire recruitment process and see what stages or phases can be eliminated or shortened.
Payroll Processing	Positive	Payroll processing refers to HR's task of processing each employee's payroll or salary. This includes computing their basic wages, benefits, and attendance.	Upon review among the employees, although there are sometimes some errors on the computation of their salary, the HR team is able to promptly address their	To serve their colleagues better, the HR team needs to look through their most common issues and see what steps can be done to avoid them in the future.

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Agile Lessons Learned

Agile is the process of managing a project by breaking it up into several phases and components. Since it is an effective tool used in project management it is important to narrow down its best practices and well as its negative ones by creating an [agile lessons learned](#) document. This will help the project team determine and map out a plan on what they can do to further improve the process and the project.

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AGILE LESSONS: 1ST QUARTER

Human Resources Department

Project Name: Project Agile Seminar **Project Start:** November 10, 2050
Project Manager: Chase Calvin **Project Completion:** December 10, 2050

AGILE PRINCIPLE	LESSON TYPE <i>(Positive or Negative)</i>	DESCRIPTION	ASSESSMENT	RECOMMENDATION
Customer Satisfaction	Positive	Customer satisfaction refers to giving the company's customers the best possible experience and service. This refers to all the processes and communication between the team and the employees.	Based on the assessment, the team is able to provide the customers with great experience and service by being attentive and responsive to the needs of the customers.	As a recommendation, customers are different from one another that why it is very important to be aware of each customer's needs so they can give the best service. Always know each customer.
Collaboration	Negative	Here, collaboration refers to the collaboration and teamwork of all of the members of the company.	The team's communication can certainly use some improvement. They do not really communicate well with other teams and they usually work within their	The team needs to learn how to collaborate with other teams. To improve their communication, they can undergo some communication exercises to help them.

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Event Lessons Learned

Events are the kind of activities that usually encounter problems during the planning stages and even on the day of the actual event. This is why it is important for organizers to go over and prepare an [event lessons learned](#) document as a way to evaluate how the event was planned. This gives organizers a visual and detailed presentation of each phase, its outcome, assessment, and its proposed recommendations.

Exquisite Parties

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EVENT LESSONS: 1ST QUARTER

Event Coordination Department

Project Name: VIP Wedding Event **Project Start:** January 10, 2050
Project Manager: Austin Brooks **Project Completion:** December 29, 2050

PROJECT PHASE	LESSON TYPE <i>(Positive or Negative)</i>	DESCRIPTION	ASSESSMENT	RECOMMENDATION
Initial Interview With the Client	Positive	For this first phase, the team conducted an initial interview with the client to gather information on the client's design, food, the theme, and event ideas. During this consultation, the team will ask all the necessary questions required for them to come up with the right proposal for the client.	The team was able to effectively ask the client their preferences and their ideas for their wedding. The interview was conducted on just the right amount of time and with all the necessary information needed.	Although the interview was conducted effectively, to perform better the next time, the team must perform research ahead of time about their client so that they can prepare their questions ahead of time as well.
Event Planning Proposal to Client	Negative	During this step, the team will do will be to come up with a proposal draft about details of the	Even though the team was able to conduct a very effective interview, with the proposals, the client	The t more infor gath inter

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Lessons Learned Uses, Purposes, and Importance

Lessons learned are literally how you perceive an experience, and how this manages to change your perspective and outlook in life as well in other aspects. This concept is also well used in project management and in businesses as a way to seek improvement. It helps narrow down each phase and identify problems that will pave way for recommendations.

Improvement

Some projects may be plagued with issues and problems that can delay their completion. Yet, a well-written lesson learned document would provide an effective opportunity to address issues that needs improvement. The goal is to create a team that learns from its mistakes and repeats and then improves its successes.

Decision-Making

The idea of a lessons learned document is to repeat the positive aspects and not repeat the mistakes. Alternatives and solutions must be carefully thought about. That being said, the management will be able to create better decisions that will bring about positive changes to the project.

Minimize Problems

The purpose of lessons learned is that this helps eliminate the occurrence of the same problems in future projects. A lessons learned document could be used as a reference and for comparison to lessen the occurrence of the same problems. That being said, action plans are created then after to mitigate that risk.

Create Reports

Lessons learned document in project management is a series of collected results of surveys that team members input throughout the lifecycle of a project. With that data are collected and carefully evaluated in the process. Afterwhich, data made available from these could be used to further create reports.

Recommendations

Every researcher or organizer's goal is to complete a project on time. To make sure this happens, lessons learned are one of the best tools that can pave the way to a project's success. With that, recommendations, action plans, and proposals are then formulated based on analyzed experience and data collected in a lessons learned document.

What's in a Lessons Learned? Parts?

Title

The title of the document must be written on the top portion of the form as this will give readers an idea of what the subject is all about.

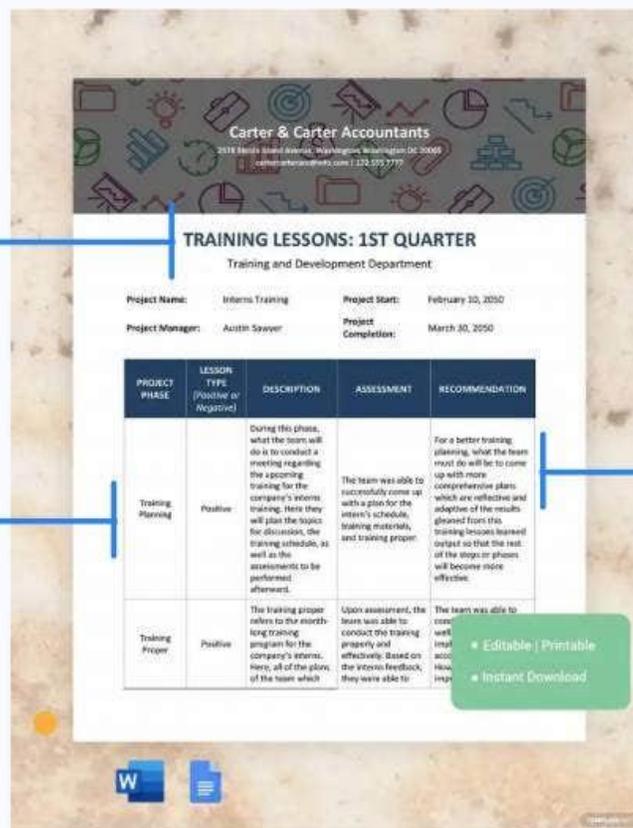
Project Details

If reviewing a project, then the project details such as its name, project manager/coordinator, and the starting and completion dates should be included in the document.

Main Content

The main content of the document is categorized by the project phase, lesson type, description, assessment, and recommendations. This could be written in a checklist format, or by using an Excel spreadsheet to help you organize each category.

Lessons Learned Anatomy



TITLE

Main Content

Project Details



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How to Design a Lessons Learned?

1. Choose a [lessons learned size](#).
2. Decide on the purpose of the lessons learned document.
3. Select a [lesson learned template](#).
4. Customize the template and add the content.
5. Include graphics, mindmaps, or charts that are applicable to the document.
6. Finalize and download.

How to Design a Lessons Learned?

STEPS

STEP
01

Choose a lessons learned size.

Decide on the purpose of the lessons learned document.

STEP
02

STEP
03

Select a lesson learned template.

Customize the template and add the content.

STEP
04

STEP
05

Include graphics, mindmaps, or charts that are applicable to the document.

Finalize and download.

STEP
06

Lessons Learned vs Retrospective

Lessons learned are documented data that reflect the positive and negative outcomes of a said project which can help organizations in the future.

A retrospective is a meeting designed to give the project team time to highlight both the successes and failures of a project and identify areas that need improvement.

What's the Difference Between Lessons Learned, Project Management, and Project Charter

Lessons learned are outlines of experiences that can help improve business practices, projects, and for personal development.

Project management is the process of using knowledge, skills, and techniques to achieve a project's objectives and goals within the given constraints.

A project charter is a short and formal document that includes the project scope, objectives, and an introduction of the project team members providing project managers with written authority to begin work.

Lessons Learned Sizes

A lessons learned document with a handful of content and would take up a page or two. This is why it is important to use the following [lessons learned sizes](#) to ensure that all information is covered.

- Letter paper size: 8.5 × 11 inches
- A4 paper size: 8.3 × 11.7 inches

Lessons Learned Sizes

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TYPE OF DOCUMENT	SIZES
Letter paper	8.5 × 11 inches
A4 paper	8.3 × 11.7 inches

Lessons Learned Ideas and Examples

Lessons learned are used in various aspects and not just for projects. To understand this better we've got a list of [lessons learned ideas](#) and examples that can help you prepare this document.

- Business Lessons Learned Ideas and Examples
- Construction Lessons Learned Ideas and Examples
- Bid Lessons Learned Ideas and Examples
- Incident Lessons Learned Ideas and Examples
- Business Lessons Learned Ideas and Examples
- Audit Lessons Learned Ideas and Examples
- Quality Lessons Learned Ideas and Examples
- Proposal Lessons Learned Ideas and Examples
- Event Lessons Learned Ideas and Examples
- Engineering Lessons Learned Ideas and Examples
- Army Lessons Learned Ideas and Examples

FAQs

What is the best way to capture lessons learned?

The best way to capture lessons learned is to identify the lessons learned, document all these data, analyze, then store the lessons learned in a central repository for easy access and then retrieve them for comparison.

How do you promote lessons learned?

The best way to promote lessons learned is by giving everyone access to the document, making it a topic in meetings, conducting one-on-one or group sessions, and posting post-projects reviews.

Why do you need to record your project management lessons learned?

The main purpose of documenting and recording lessons learned is for improvement, increasing positivity, and helping leaders create action plans in order to enhance performance.

What are project lessons learned?

Lessons learned from projects is a process of gathering data and then discussing all this information and sharing opinions during the project's closure phase.

When to conduct project lessons learned review?

A review is usually conducted during the closure phase of the project.

How to improve problem-solving with lesson learned?

To build improvement first you need to review the lessons learned data, then examine information, contacts, facts, and data sources, after which consider possible solutions, lastly develop an execution plan, and acting effectively and decisively is the final touch in the problem-solving process.

What is a lesson learned analysis?

Lessons learned analysis is a thorough discussion and honest communication between a manager and the team which is usually practiced during an ongoing project or as a means to improve change initiatives and for new assignments given to team members.

Why project managers should record lessons learned?

Project managers should record and list down all the lessons learned so they can discuss this with their team which is not only beneficial for an ongoing project but for upcoming projects as well.

How to capture lessons learned by your sales team?

For those in sales, capturing lessons learned involves gathering data, reviews, and feedback from the team and even from customers and using all this information to track and improve sales practices.

When should lessons be learned?

It should be at the stage where the session is moving towards the end, or for projects during the monitoring and controlling, and closing stages.