

➤ PM024 – Closing Projects and Facilitating Lessons Learned Reviews (1 Day)

Course Description

The ability to facilitate a group of people working together is fundamental to keep them focused, motivated and moving forward. Facilitation is not just for specialists; the skills are important to success in any leadership role and should be part of everyone's interpersonal "toolkit". The purpose of documenting lessons learned is to apply the information to future project phases, and / or to contribute to a knowledge database. This workshop will enable you to get participants to share experiences for the mutual benefit of all participants. Learn how to encourage candid discussion without fear of recrimination.

To move forward...we should be willing to learn from the past

Course Objectives

Upon completion of this course you will gain an understanding of:

- ✓ The importance of managing lessons learned workshops and stakeholders effectively
- ✓ Specific techniques to build relationships and influence without power
- ✓ Dealing with difficult project participants; learn strategies to deal with them and techniques on how to engage them
- ✓ Recording your lessons learned effectively pre, during, and post meeting
- ✓ Developing specific facilitation skills to ensure your meeting reaches the objectives (verbal, recording, process)

In the first half of the day, students will be provided with a framework regarding project lessons learned including a full arsenal of tested facilitation techniques; and in the second half of the day, students will conduct a lessons learned facilitations based on a simulation.

Competencies supported: Leadership, Team Building, Communication, Project Management and Facilitation