

Capturing Lessons Learned

Change Project: <name>	Change Manager: <name>	Date of Lessons Learned Meeting: <date>			
Change team, change agents and stakeholder support committee members in attendance:	<names and roles>				
Lessons Learned from Negative Impact Situations					
Area, Process or Component reviewed	Issues that Arose	Actions Taken to Correct and When	What Worked Well	Where do Improvements Exist	What will be done, specifically, to improve?
<include area, process or component that was the source of a negative impact that was reviewed in the lessons learned meeting>	<Be specific about issues that arose that may have impacted the project in a negative way>	<Delineate what, if any actions were taken and when they were taken to correct the situation.>	<Be specific about what went well with actions taken.>	<Be specific about what could have been done to avoid the issue or, to improve upon actions taken.>	<Be specific about steps that will be taken. Team might refer to another document for details on steps for improvement.>

Capturing Lessons Learned

Lessons Learned from Positive Impact Situations		
Area, Process or Component reviewed	Positive Impact Realized	How Will This Positive Impact be Shared?
<i><include area, process or component that was the source of a positive impact that was reviewed in the lessons learned meeting></i>	<i><Be specific what positive impact was realized that was of value and benefited the change project.></i>	<i><Be specific about what will be done to be sure that this information is shared among all employees and used from project to project.></i>
What additional information was shared or ideas gathered from this lessons learned meeting:	<ul style="list-style-type: none"> <i><Consider here: how effectively employees were engaged in the change, how resisters were converted to champions, how a broader group may have been involved in engaging across the organization, the effectiveness of the various groups involved in managing people expectations around change, etc.></i> 	
	<ul style="list-style-type: none"> 	