Lessons Learned Form

Details

Project name	*Website Design for CreatePots*
Project manager	*Penny Jones*
Position	*Project Officer*
Date	*dd/mm/20xx*

Project Analysis and Review

What went well	*The student must outline at least two successes in relation to human resources, why they were successful and the impact on the project.* *Accept variations of the following example:* ▪ *Coaching of a new person to CBSA and a team member by a more experience team member. This was successful in that both parties learned some skills from each other, and the end website was enhanced and to a high standard* ▪ *The weekly meeting with Frederik, the university graduate proved to be useful. It helped him to improve his understanding of the spoken English word and how team relationships worked. Although this did not impact on the project itself, it certainly helped Frederik be aware of his performance in several areas and how he had to relate to other team members* ▪ *The student must add in here the formula and the percentage of performance goals, and the result of the analysis*
What needs improvement	*The student must include at least two problems or issues over the life of the project related to human resources and how they impacted negatively or positively on the project and/or the organisation.* *Accept variations of the following example:* ▪ *There is a need for department managers to work with their staff so that they better understand the conflict and workload of team members who are working on both normal job tasks and requirements and specialist project requirements. Although this did not impact negatively on James' workload as such (as he is experienced enough to be able to handle interruptions) he did at times get irritated as he had project deadlines and had to work some extra hours to catch up* ▪ *Due to a change in scheduling as the project funding was a week late, it threw out James and Frederik's scheduled time for the IT department workload. Although it did not affect the project end date as a week had been allowed as a buffer, it did affect the IT department staff and there was some animosity in*

	having to take over James' and Frederik's workload while they completed the project work ▪ *There was the potential for conflict between the team and Frederik due to his poor command currently with speaking and understanding spoken instructions. This did impact on the project causing some rework and delay in small parts of the project, but not enough to*
Recommendations for future projects	*The student must recommend at least two (2) actions for future projects related to human resources. These might stem from successes or project issues or problems.* *Some ideas are provided. Accept variations of the following examples:* ▪ *Use coaching more often in team situations between more experienced and less experienced members to build skills, trust and raise standards* ▪ *Definitely have a team training or learning and development exercise early in the team or group formation especially where the team members do not know each other or have not worked together before and where the project has a short life cycle. The team gets to know each other quickly and gets on with the job in a more relaxed and communicative manner* *This group training exercise was also important as there was not a place where the team worked together all the time (usually in their own work space) and where some of the team members only worked on the project part time.*