“Yes, I think I have good people skills. What kind of idiot question is that?”
"I tried that once — there was too much information."
If you’re not learning from your mistakes, it is like playing battleship without the white pieces.
What is Success?
Will you know it when you see it?
Will you recognize a successful step?
How will you get there?
Value of Lessons Learned

Value in Holding Lessons Learned Meetings

Lesson learned meetings are an important management tool for:
- Learning from mistakes
- Understanding where problems occur
- Recognizing success
- Retaining organizational knowledge
- Reducing future project risk
- Improving future project performance

Son, after raking and bagging the leaves, clean all the dead plants off the hillside; then we'll see what else needs to be done. I know it's hard work, but you'll learn a good lesson from it.

Moral: What you teach someone isn't necessarily what they learn.
Why lessons learned may not captured or used:

- Lack of time
- Lack of management support
- Lack of resources
- Lack of clear guidelines around collecting lessons learned
- Lack of processes to capture lessons learned
- Lack of knowledge base to store and search lessons learned for future use
"Well, we've learned one thing from all this — burglars shouldn't keep diaries."