

The lessons management process: implementation, monitoring and reviewing

Speed read

- There are four steps in the lessons management process: collection, analysis, implementation and monitoring and review.
- Implementation considers how to implement the lesson(s) identified and if practices need to be changed or be sustained.
- Monitoring and review focus on establishing or confirming the success or outcomes of lessons identified implementation activities.

Key points

The implementation phase of lessons management requires:

- **Organisational support and individual commitment**
 - have executive support as this is critical for successful implementation
 - lessons implementation embedded into other business as usual implementation and reporting processes
 - recognise that gaining commitment from people is vital to the success of the model because acceptance of the change ideally comes from top down and bottom up.
- **Collation and summation of actionable lessons identified, including actions and recommendations**
 - the lessons identified should be prioritised to reflect the outcomes and should be achievable
 - lessons that are complex or difficult to action should be shared and their status explained to ensure transparency.
- **Preparation of an action plan including monitoring, review and reporting on lessons learned**
 - have an action plan for implementation but be prepared to adapt this if necessary.
- **Promotion of lessons internally and across organisations**
 - actively promote and share lessons identified and learned supports cultural shift and organisational and/or sector uptake.

Monitoring and review are ongoing components of lessons management and integrated into the organisation's ongoing program of review. The key is to know what you are measuring and validate that the changes have actually resulted in improvement. Change may be validated through exercises, training and operational activity. A lesson has been truly learned when the observation no longer occurs.

Quantitative and qualitative measures can be used to assess changed behaviour or culture, increased operational effectiveness, better resource efficiency, improved safety, improved community outcomes and increased compliance with policy, processes and procedures.

Take action

- Explore the [Lessons Management Webinar Series](#)
- Reflect on the [Lessons Management case studies](#)

More information

- [Lessons Management Handbook](#) (AIDR 2019)
- [Lessons Management Collection](#) highlights key resources, information and examples to guide a consistent approach to lessons management in Australia