PM Crosstalk 9.4 – Lessons Learned

Benjamin Srock

Embry-Riddle Aeronautical University Worldwide Campus

Effective Communication for Managing Projects

PMGT-502

Ki-Young Jeong, Ph.D.

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9.4 - Deliverable: PM Crosstalk - Lessons Learned
Review the purpose for "lessons learned" as outlined in two of your textbooks:

Project Management: The Managerial Process: Chapter 14, Pages 517, 522, and 525.
A Guide to the Project Management Body of Knowledge: Chapters 8.3.3.4 and 10.3.3.1.

In this PM Crosstalk forum, share with your peers two "lessons learned" that you will take away from this course.

After reading lessons learned, I couldn't help but think about my organization and their culture towards lessons learned. During the project closure and review process, I've been exposed to a culture of "just happy it's over", or "glad that's out of the way". These comments reflect a culture which continues to shun learning from past experiences. Too often the lessons learned are not used in future projects because the organization fails to recognize the value of learning (Gray & Larson, 2014, pg. 523).

Looking back, over the past 9 weeks, I would say the two most important lessons learned are (1) utilize multiple sources of communication to remain in touch with the project stakeholders, and (2) never underestimate the importance of thorough planning.

Like many others, when I get busy, I am sometimes prone to rely on email too heavily. Even though it may fit my need, I sometimes forget that it may not fit the stakeholder with whom I'm trying to communicate. Now, I've enjoyed nine weeks of utilizing Slack and Drop Box, with my team, and I can't believe how easy it has been to communicate and remain in touch any time, night or day. Attaching Drop Box to our group account has added the dimension of submitting and editing forms live versus having to continually drop in updated files.

These nine weeks has also taught me the importance of thorough planning. During our project charter and stakeholder management plan, it became evident that the brainstorming utilized to uncover all stakeholders is not merely words on a page. If a stakeholder is missed, or left out because I just didn't want to take the time to get it right the first time, the project and organization suffer. Planning is essential to project success and is something I will certainly never take for granted again.

References

Gray, C. & Larson, E. (2014). *Project Management:* The Managerial Process (6th ed.). New York, NY. McGraw-Hill.