

# LEARNING HANDBOOK

Guidance and tools to support systematic learning before, during and after project activity in health and care



## Capturing learning

Learning should be captured at the end of a project as an absolute minimum. Best practice suggests, however, there are two key points at which you as an individual and as a team should capture and share lessons learned.

### Whenever an unexpected outcome occurs

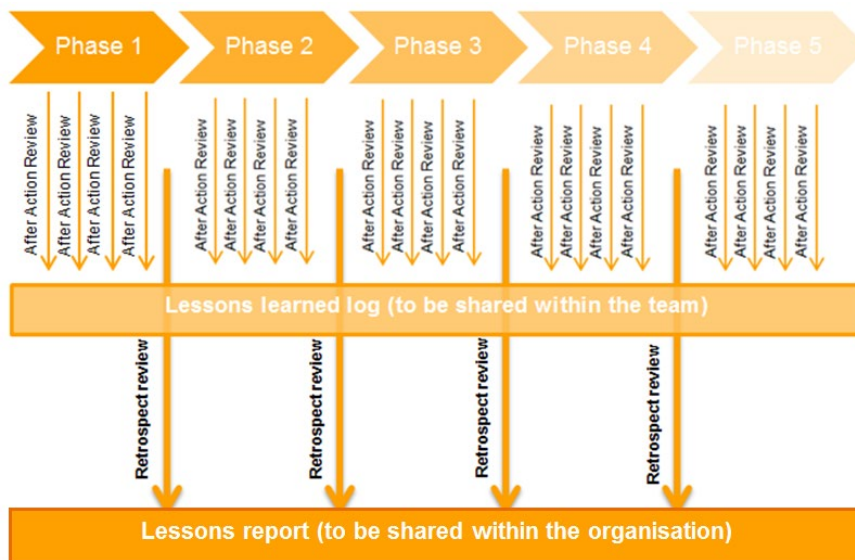
In this context, an unexpected outcome is one that is significantly better or worse than what was expected. You can best judge this at the end of an activity. Where an unexpected outcome occurs, the learning can be captured using an [‘after action review’](#). A team would then capture and store the learning within the team’s [‘lessons learned log’](#)– for now, they do not need to be shared with the rest of the organisation.

### At the end of each project phase

Best practice suggests that as well as capturing learning from unexpected outcomes, the project team should also carry out a [‘retrospect review’](#) at the end of each project phase. Taking the lessons learned log into account, the lessons captured within this learning activity will be stored within the ‘retrospect review’, [‘lessons report’](#) and shared with the organisation.

### Overview:

The diagram below outlines how these two approaches can be scheduled in a project timeline:



Knowing when to capture learning comes down to the team’s judgement essentially. It will become more apparent the more you become familiar with the process and begin learning systematically before, during and after projects.