Below are a summary and key takeaways from the subject presentation given at the 2017 Large Facilities Workshop.

Roundtable – Masters Forum – Creating a Successful Lessons Learned Approach: People, Process, Culture

Facilitators: Ed Hoffman, CEO, Knowledge Engagement LLC; former NASA Chief Knowledge Officer and Director, NASA Academy; Executive in Residence, Columbia University School of Professional Studies; Rebecca Yasky, Large Facilities Advisor, NSF-LFO

Description: Knowledge capability is based on experience, learning and relevance. Successful organizations create strategies and methods that encourage practitioners to share their lessons in a variety of ways. Participants shared their lessons with colleagues and provided input to NSF on the implementation of a lessons learned program for large facilities. This session connected practitioners, reflection, sharing, and stories to enhance commitment to lessons learned.

Best Practices:
- Share lessons learned through stories to provide context.
- Establish different venues for practitioners to tell stories.
- Make reporting of lessons learned a routine part of your process, e.g., as part of annual reviews.
- Lessons learned reporting should include actions taken and their impact.

Actionable Recommendations (numbering continued from above):
3. Take into consideration input from an informal Recipient working group to enhance and engage our communities of practice.
4. Consider holding "Town Hall" type of discussions with Recipients and prepare Lessons Learned reports based on the feedback received (and share feedback with Recipients).
5. Consider leveraging the existing panel review process, annual reviews, and annual reports to collect and document lessons learned.
6. Consider developing a curriculum around lessons learned to facilitate the initiation process especially as it relates to business process.
7. Allow Recipients time at annual workshops to meet and share experience. Share all feedback with all Recipients, e.g., via report on blog or Recipient Community website.
8. Create a forum for people from our large facilities community to work together and share ideas among each other, e.g., a wiki blog for NSF users.