Lessons Learned

TOOL	WHAT IS IT?	HOW TO USE?
Collaborate Learning Framework	A tool for capturing new ways of working that are emerging and to reflect on learn from these.	Template with questions can be collaboratively completed by services and teams either in a shared document, in a survey design or in a facilitated virtual session.
POPIT Tool	For a more in depth review of lessons learned a POPIT (people, organisation, processes, IT) framework can be applied to lessons gathered to ensure a comprehensive picture of learning.	Once learning has been captured then a POPIT framework could be applied for more comprehensive review of learning by drilling into each of the areas in the tool. This can be collaboratively completed by services and teams either in a shared document or in a facilitated virtual session.

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improvement service