

THE IMPORTANCE OF CAPTURING LESSONS LEARNED

Improving your crisis management maturity is a journey.

Capturing lessons is a key way point on that journey.



Debriefing after a crisis should be a standard process within your organisation.

By capturing the experiences and challenges you faced you will have a better understanding of how you can improve your organisation's ability to respond in future crises.

Make sure all staff involved, regardless of role or seniority, are able to contribute during the debriefing process.

GETTING STARTED

Choose a facilitator

It is better if it is someone not directly involved in the response.

An external facilitator can help your team navigate any sensitive issues, critically assess their response actions, and challenge group thinking. Alternatively use a senior manager who is not heavily involved in the response or stretched with other responsibilities.

Remember it's not a blame game

Capturing lessons is not about identifying failures or enacting blame. It is about learning through experience and sharpening your tactics and strategy for the next encounter.

Capture lessons before they are lost to memory

Timing is a key part of building crisis response capability. It's never too late to debrief but sooner rather than later is better.

Ask the right questions

- ✓ What is working?
- ✓ What isn't working?
- ✓ What do we need to do differently?
Now? In the future?
- ✓ How can we ensure we do it differently?
Now? In the future?
- ✓ Who will drive the implementation of the changes identified?

We can help

Our team of experienced facilitators are available to run the debrief process, or to provide advice on other aspects of recovery. For help, get in touch.

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