

## VIRTUAL COLLABORATION BEST PRACTICE

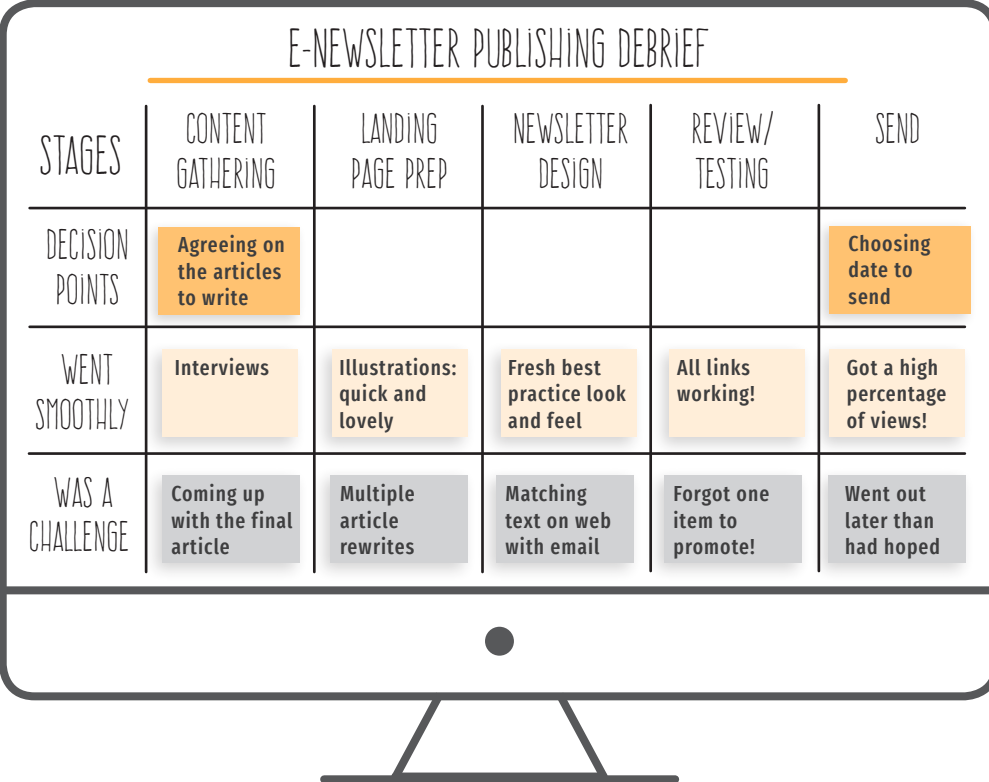
# POST-PROJECT REVIEW

**OBJECTIVE:** The group dissects a completed project to decide what to do differently in the future.

A Post-Project Review is a detailed retrospective in which a group takes a project apart and looks at it in detail, particularly the decisions made at different points. Other aspects that come under consideration are work flow, stakeholders, inputs, outputs, and tools. The conversation is not designed to place blame or find fault, but to step back and look at the project with fresh eyes and the benefit of hindsight. In this adaptation, a virtual or blended team creates a shared visual map of the project, considering each part on its own while at the same time retaining a holistic view.

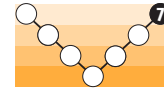
E-NEWSLETTER PUBLISHING DEBRIEF

STAGES	CONTENT GATHERING	LANDING PAGE PREP	NEWSLETTER DESIGN	REVIEW/ TESTING	SEND
DECISION POINTS	Agreeing on the articles to write				Choosing date to send
WENT SMOOTHLY	Interviews	Illustrations: quick and lovely	Fresh best practice look and feel	All links working!	Got a high percentage of views!
WAS A CHALLENGE	Coming up with the final article	Multiple article rewrites	Matching text on web with email	Forgot one item to promote!	Went out later than had hoped



**TIME**  
2 hours

**Facilitation Model**  
**Stage 7**  
Leveraging Learning



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## Steps

1. Orient the group to the value of doing a Post-Project Review. Set the tone by emphasizing that the objective is not to complain, criticize, or find fault, but to explore choices made and paths taken with an eye to understanding what worked well and what could be handled differently.
2. Select a shared visual card-based tool, such as a sticky-note board, Kanban board, or cork board. If the tool is new to the team, give a brief orientation and invite everyone to create a sample card and explore the key features.
3. Invite the group to create cards for each step or component of the project. They can be either time-based (step 1, step 2...) or component-based (design, development, testing...). Have people work in pairs or small groups to generate the steps. Encourage them to keep an eye on the board to see what has already been contributed by others.
4. Stay away from evaluation or assessment at this point. Simply create a picture of what actually happened.
5. Review the cards with the group. If there are cards that cover large areas in which multiple decisions were made, split them into their component pieces.
6. After the project has been mapped on the board, lead a discussion about how the project went. Where were the big decision points? Where did the group encounter problems? Where did things go very smoothly? Annotate the cards, or add new notes to capture each of these points.
7. Lead the group in harvesting insights from the conversation. Make note of any agreements, action items, or suggestions for future work.

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## Tips

- Set aside enough time to explore the details of the project and discuss what might have happened if things had been done differently.
- Consider using a framework to organize the final part of the conversation. For instance, collect action items, recommendations, and open questions; or decide what to start doing, stop doing, and continue doing based on the results of the review.
- Be prepared for an emotional conversation at times. Although the discussion is focused on what happened, it's natural to explore why it happened, too. This can stir up strong feelings.

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## Use Tools That Support These Features:

Breakout Rooms, Graphic Recording, Mind Mapping, Shared Drawing, Sticky Note Boards, and Web Conferencing