In UNICEF, when we talk about capturing knowledge, we usually talk about three kinds; we could document lessons learned, a case or a good practice.

**WHAT is this approach?**

Documenting lessons learned is the systematic approach of capturing knowledge surfaced through detailed reflections.

**WHY document lessons learned?**

- Promote the replication of desirable outcomes
- Avoid the recurrence of undesirable outcomes
- Learn from both successes and failures
- Enable the scale-up of good practices
- Promote the work done by UNICEF and its partners
- Advocate for the achievement of results for children

**OUTPUT**

- Text documentation
- Videos
- Infographics
- Podcast & Audio files

These lessons may be positive (successes) or negative (failures), both are valuable and encouraged.

**WHEN to document lessons learned**

Capturing lessons while a project is going on allows us to ‘learn during’ the project while capturing it at the end allows us to ‘learn after’.

**HOW to document lessons learned**

- Integrate the lesson learned exercise into the project life cycle.
- Leverage tools and techniques such as the Debrief and After-Action Reviews to surface learnings and reflection.

**TIPS and watchpoints to consider**

- Before the exercise, re-engage colleagues who participated in the project
- The exercise does not have to be a time-consuming process
- Don’t use the exercise for finger-pointing
- Structure the output to tell a complete story
- References and documents should be well documented and stored
- Have a dissemination strategy
- Make the exercise demand-driven
- Ensure lessons are shared and acted on

See the [KM toolbox volume 1](#) for the Lessons Learned template.