

# DOCUMENTING LESSONS LEARNED

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**

### OUTPUT

- Text documentation
  - Videos
  - Infographics
  - Podcast & Audio files
- } **Visual**  
} **Non-visual**



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

## 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

## WHEN to document lessons learned

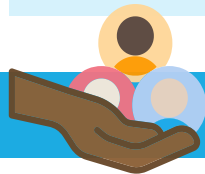


Capturing lessons while a project is going on allows us to **'learn during'** the project while capturing it at the end allows us to **'learn after'**.

## 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.



During the lessons learned exercise ensure to involve **all colleagues** that participated in the activity

## 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**
- Make the exercise **demand-driven**
- Structure the output** to tell a complete story
- References and documents should be **well documented and stored**
- Have a **dissemination strategy**
- Ensure lessons are **shared and acted on**



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