Utilizing Evidence-Based Lessons Learned for Enhanced Organizational Innovation and Change

Part of the Advances in Human Resources Management and Organizational Development Book Series

Susan McIntyre (Defence Research and Development, Canada), Kimiz Dalkir (McGill University, Canada), Perry Paul (Lessons Learned Consultant, Canadian Armed Forces (Retired), Canada), and Irene C. Kitimbo (McGill University, Canada)

"Lessons Learned" is a knowledge management approach for organizational learning and improved performance and productivity. However beneficial this approach is, few organizations have been able to implement the processes necessary for organizational success.

Utilizing Evidence-Based Lessons Learned for Enhanced Organizational Innovation and Change links the theoretical foundation of the "lessons learned" approach with current tools and evidence-based research in support of organizational development. Outlining best practices and emerging research in organizational learning, this publication is ideal for project managers, academicians, researchers, and upper-level students looking to implement these processes into their project management cycle, particularly in the risk management and quality control processes.

Topics Covered:

- Continuous Improvement
- Organizational Behavior
- Organizational Change
- Organizational Culture
- Project Management
- Technological Integration

Market: This premier publication is essential for all academic and research library reference collections. It is a crucial tool for academicians, researchers, and practitioners. Ideal for classroom use.

Susan McIntyre is the Senior Manager, Information and Knowledge Management for Defence Research and Development Canada, where she is responsible for corporate information, knowledge transition, and publishing. Previous to holding this position, she spent 10 years as Knowledge Manager for the Canadian Safety and Security Program, which is dedicated to finding science and technology solutions for domestic security challenges. Ms. McIntyre's KM interests are in meta-organizational learning, lessons learned in whole-of-government initiatives, and building communities. Her Information Management interests include tools for managing organizational memory. She takes a holistic approach to KM, which involves a balance between the creation, capture, and use of both tacit and explicit forms of knowledge. Ms. McIntyre has a MLS degree from the University of Alberta.

Section 1: Defining Lessons Learned

Chapter 1
Lessons Learned:
Irene Kitimbo (McGill University, Canada)

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Learning Lessons for Organizational Learning, Process Improvement, and Innovation
Susan G. McIntyre (Defence Research and Development, Canada)

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Essential Stages of the Lessons Learned Process
Perry Paul (Lessons Learned Consultant, Canadian Armed Forces (Retired), Canada)

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Operationalization of the Lessons Learned Process:
Peter Avis (Retired Officers of the Department of National Defence, Consultants, Canada)
Joe Sharpe (Retired Officers of the Department of National Defence, Consultants, Canada)

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Proactive Review
Ditte Kolbaek (Aalborg University, Denmark)

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A Model for Evidence-Based Learning through Lesson-Learning Systems:
Nicholas John Milton (Knoco Ltd, UK)

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Pierrette Champoux (Champoux Williams Consultants Inc., Canada)

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Mellisa Bowers (Australian Civil-Military Centre, Australia)
Gwen Cherne (Australian Civil-Military Centre, Australia)

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Mark Reid (The MITRE Corporation, PACAF/A9, USA)
Dan Ashcraft (HQ Pacific Air Forces, PACAF/A9L, USA)

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Kimiz Dalkir (McGill University, Canada)

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Perry Paul (Lessons Learned Consultant, Canadian Armed Forces (Retired), Canada)

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Conclusion and Future Directions
Kimiz Dalkir (McGill University, Canada)
Susan G. McIntyre (Defence Research and Development, Canada)

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