Baton Passing Lesson Tracking Follow-Up

1. **Explain purpose of meeting** - to evaluate the baton passing techniques that were used in April to capture and transfer lessons for the web team as they move onto their new web project. Aim is for interview only to last 20 minutes. Check they have the lesson plans in front of them!

2. **Set the context** - The plan is for this technique to become part of a lessons learned toolkit that we are developing for project managers in the British Council.

3. Then ask them to comment on the **training & the technique**

   3.1 Content of the presentation (Very good, good, poor)

   3.1.1 If VG/ G: what made it so/ memorable/ effective? It was well paced, well constructed and pitched at the correct level. Part of what made it so good was Victor’s down to earth style, humour and obvious experience of using the technique. He was able to pitch everything at the correct level for the group.

   3.2 The Baton Passing process introduced in the workshop (Very good, good or poor).

   3.2.1 If VG/ G: what made it so/ memorable/ effective? The fact that they did a few and then got people to take over and facilitate the technique so passed the baton in terms of technique. And although it was Andrew that did it X feels that others in the group would have volunteered.

   3.3 Facilitation demonstration - then ask whether the interviewee thinks (Very good, good or poor).

   3.3.1 If VG/ G: what made it so/ memorable/ effective? It was a simple, direct, not complicated technique presented well by Victor.

3.4 Opportunities & Applications –

   3.4.1 Have you applied this technique or variants on it already?

   3.4.1.1 Yes (where?)

   3.4.1.2 No (no why not?) Intend to have a follow up session to continue planning but need to finish what they have already taken on first.

   3.4.2 Are you planning to use this training technique yourself in the future?

   3.4.2.1 Yes, and where? Will use it with the next stage of planning with the same group and one of them will facilitate although may need a reminder of the technique first.

   3.4.2.2 If not, any reasons why not?
4. Go into the documented action plan (Lesson Plan Tracker Document)

4.1 Have they implemented the lesson described, or something similar?

4.1.1 Yes or No. Work is ongoing as part of the Online Transformation Programme (OTP); each of X’s lessons can be identified as being built into the projects work streams. The action plans aren’t being implemented step by step.

Update on Lessons / Actions

**Capability and capacity together with Human Resourcing**
Estimated September end date. Work is ongoing but not completed. There is a lot of work in the OTP that needs to be done identifying and mapping roles, functions and skills.

**Why are we online?**
Currently working on commissioning document, writing it at the moment, including looking at benefits, ongoing but has to be done by August because it is going to the commissioning board.

**Authority to control house standards**
End date Nov 2007 the editorial work stream is being spelled out in the commissioning document to include editorial roles.

4.2 Did Baton Passing identify useful lessons?

– Yes or No. Lessons were common sense which reinforced the usefulness of the technique.

4.2.1 If No – Ask what made it difficult?

4.2.1.1 Classify the different answers into specific reasons, for example

a) Situation has changed
b) my job has changed
c) haven’t had time
d) another reason.

4.3 How did this experience compare to other lesson learned exercises that you have done in the past in regard to effectiveness? Haven’t done anything like this before so nothing to compare it to. It’s good that it’s practical and there have not been any reports to read.

4.3.1 Ask interviewee to try and judge whether it is

/much better

/better

/the same (as which technique: what is it called?)
5. In general terms anything else not already covered which you have learned through using this technique?

The lessons have credibility because the team is in place it makes it more authentic.

6. Interviewer’s Immediate Thoughts:

Just realises that everything takes longer to do and the OTP is a huge programme although it’s good to have a completion date and then someone to follow up and check on the progress and then maybe share a progress report. Would definitely recommend the process.