

# Learning from After Action Reviews

An interactive workshop



**Information and technology**  
**for better health and care**

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KM Consultant and KM Co-ordinator

# Knowledge Management Framework



## Facilitated Learning



## Collaboration



## Knowledge Tools



# A definition

## **After Action Review (AAR):**

A short learning session held immediately after a discrete piece of work such as a process mapping workshop, a training session, or an engagement session.



# Why do AARs?

- Catch the learning while it's hot (and save them for the retrospective)
- Highlight issues and successes while you can still apply them to the project
- Develop common knowledge (and learn from each other)
- Congratulate yourselves

# Why do AARs?

*“In a complex situation, most of what you learn from a single experience is the wrong answer. So you go out and choose a different answer to the problem, and it’s wrong too, but maybe it’s less wrong. . . . You’ve got to learn in small bites, lots of them, over time, and they’ll work, eventually, into a complete solution to the problem. This cannot be accomplished in a one-time reflection event that happens only after a project is complete.”*

Lieutenant Colonel Joe Moore  
US Army National Training Centre

# After Action Review questions

**What was supposed to happen?**

**What actually happened?**  
What went well and what could have been done better?

**Why was there a difference?**  
What caused the results?

**What can we learn from this?**  
What actions can be taken to improve or sustain what went well?

# U.S. Army AAR example



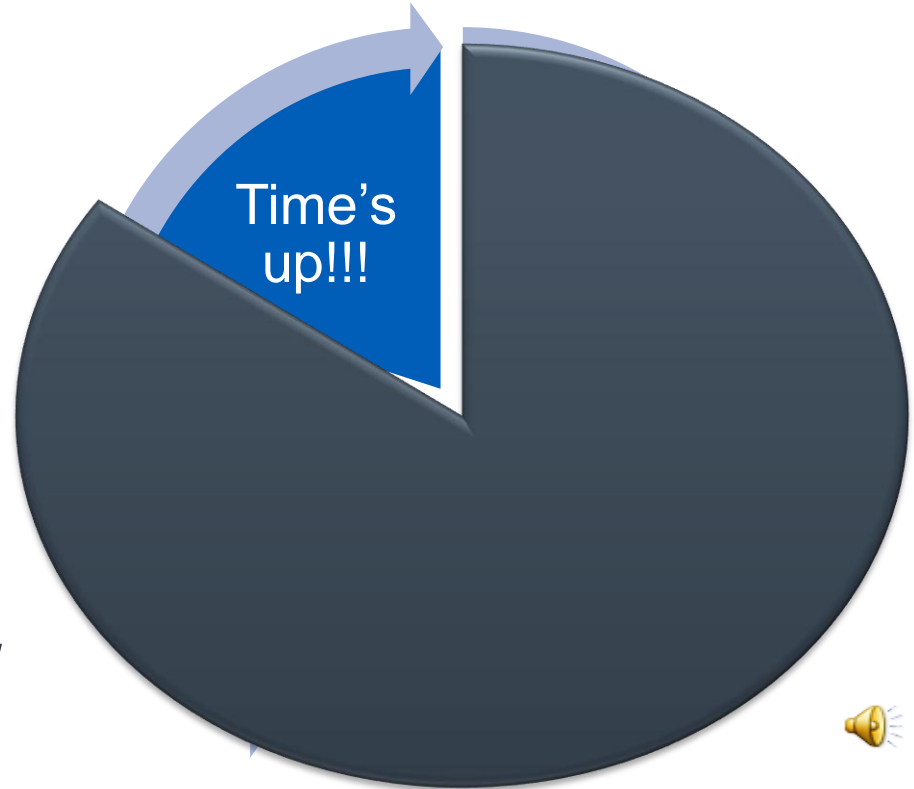
# Exercise

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Build the tallest tower you can using the materials provided where:

- *Only* the materials provided may be used
- The highest tower *at the time of measuring* will be the winner
- The judges decision is final

Time: 15 minutes starting from **NOW**





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# Feedback



# Further information about AARs

<http://kfh.libraryservices.nhs.uk/knowledge-management/km-goals-tools-and-techniques/after-action-review/>

} Library and  
Knowledge Services

  
*Health Education England*

## Knowledge Management Toolkit

Supporting NHS librarians and knowledge specialists to turn information into knowledge, making it explicit, usable and available to answer the right question at the right time and to increase involvement in organisational knowledge management activities

### KM Goals

- ☑ Connecting people to people
- ☑ Connecting people to the evidence base
- ☑ Connecting people to best practice
- ☑ Helping people keep up to date
- ☑ Sharing learning
- ☑ Connecting people to corporate knowledge
- ☑ Collegiate working



Case Studies



Tools &  
Techniques

# Questions



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