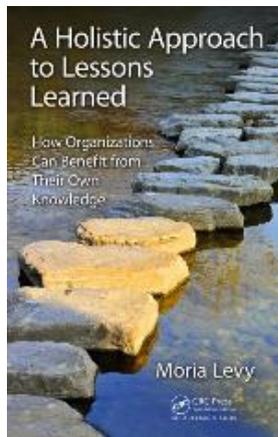


PM WORLD BOOK REVIEW



Book Title: ***A Holistic Approach to Lessons Learned: How Organizations Can Benefit from Their Own Knowledge***

Author: **Moria Levy**

Publisher: CRC Press

List Price: \$59.95

Format: Hardback, 145 pages

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Reviewer: Barbara L LaDue

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Introduction

I chose this book because Lessons Learned is a subject vital to every company and yet frequently is treated as an after-thought. As individuals, we know that we should learn from particularly difficult situations or extremely positive events. However, we frequently pass up the opportunity to improve or capitalize on our current situation until we are forced by circumstances to resolve an issue.

Overview of Book's Structure

Ms. Levy approached the subject of Lessons Learned in a broad encompassing manner. She started by defining the need and challenge of incorporating Lessons Learned.

Ms. Levy proceeded with outlining the creation, development, and management of lessons learned. She followed then by moving into the implementation and good practices of management for these lessons learned.

Highlights

As Ms. Levy explained various points, she had examples that clearly connected. For example, things that apply to individuals in their personal lives can help demonstrate how we need to approach applying these lessons to other areas of business, dealing with others in volunteer work, and to other areas of personal life.

There are lessons, in life and in business, that apply across all manner of personnel. No one individual or group has a corner on the market for the need to learn to do the job better and each of us can learn from others. What one person learns can directly impact someone's ability to learn or function in another area. For example, a

salesman anticipates meeting customer needs and a software developer desires to meet customer needs. The salesman and developer will both approach their tasks differently but they share the experiences of dealing with the customer. Ms. Levy explains not only the challenges but also how to approach developing a knowledgebase that can facilitate exactly that.

Ms. Levy included a section on approaching cultural change to implement Lessons Learned. She shared how many times implementation to change is a hurdle since people are resistant to change. Her book lays out steps to initiate the change, guide personnel through the changes, and turn the process into a positive situation. Ms. Levy then moved into the various stakeholders needed and described what their tasks would be in order to help generate a successful implementation.

Highlights: What I liked!

Ms. Levy was an encouragement. She demonstrated that as overwhelming a task designing a knowledgebase can seem to be, it is imperative to plan to take it a step at a time. She was straight forward with steps to consider and points to focus on. She discussed which stakeholders have to be invested in the project and what to look for in choosing them. Then she addressed how to approach implementation.

On a personal note, I really liked the fact that Ms. Levy pulled in materials that other authors have written on to help support her points. I like the opportunity to take knowledge that I already possess and expand upon that.

I appreciated that as large a task incorporating a knowledgebase can be, Ms. Levy provided enough information to enable me to grapple with my place in helping to strengthen what to do in the Lesson Learned approach not only for work but also with other organizations that I am involved with.

Who might benefit from the Book?

I believe that anyone that has any leadership position within an organization would benefit reading the book. It will enable them not only to develop an understanding of the importance of capturing those hard lessons and passing that on to rest of the staff, but also some basic starting points on how to proceed.

I also think anyone who has not been involved in the Lesson Learned process and knowledgebase would benefit from reading Ms. Levy's book. This is another area that we as project managers need to understand and strive to do well.

For those that specialize in Lessons Learned and knowledgebases, I think they could use this book to help introduce stakeholders to the subject and associated issues encountered to develop and maintain a Lessons Learned knowledgebase.

Conclusion

In conclusion, I found that Ms. Levy's book to be a well written book that was succinct and to the point yet, it had enough personality to keep the read appealing and my attention engaged.

For more about this book, go to: <https://www.crcpress.com/A-Holistic-Approach-to-Lessons-Learned-How-Organizations-Can-Benefit-from/Levy/p/book/9781138564763>

Editor's note: This book review was the result of a partnership between the publisher, PM World and the [PMI Alamo Chapter](#). Authors and publishers provide the books to PM World; books are delivered to the PMI Alamo Chapter, where they are offered free to PMI members to review; book reviews are published in the PM World Journal and PM World Library. PMI Alamo Chapter members can keep the books as well as claim PDUs for PMP recertification when their reviews are published. If you are an author or publisher of a project management-related book, and would like the book reviewed through this program, please contact editor@peworldjournal.net.

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Barbara LaDue, PMP is currently employed as a Systems Analyst with Inerso, Corp., working to support the U.S. Air Force Civil Engineering Center (AFCEC) in San Antonio, Texas. Before starting with Inerso, Ms. LaDue had been a Director with an educational non-profit 501(c)3 in San Antonio, Texas for several years. During this time, she saw the need to become a certified PMP. Ms. LaDue is an active member of the Alamo Chapter of PMI.