



# Lessons Learned Form-Project B ASSESSOR

## Details

<b>Project name</b>	<i>Adelaide Branch Office</i>
<b>Project manager</b>	<i>Penny Jones</i>
<b>Position</b>	<i>Project Officer</i>
<b>Date</b>	<i>DD/MM/20xx</i>

## Project Analysis and Review

<b>What went well</b>	<p><i>The student must include at least two successes related to human resources, why they were successful and the impact on the project.</i></p> <p><i>Accept variations of the following example:</i></p> <p><i>The online training on respecting other people run by Tracey Write, CBSA Trainer was a huge success immediately following the training. I noticed that during meetings, team members listened to each other using active listening, did not fiddle with their phones, acknowledged other opinions even if they didn't agree with them.</i></p> <p><i>Other successes might be:</i></p> <ul style="list-style-type: none"><li><i>Conflict between managers was diffused</i></li><li><i>The project met its goals and objectives of working together well as a team and ensuring both internal and external communication was timely, concise and within context</i></li></ul>
<b>What needs improvement</b>	<p><i>The student must include at least two problems or issues over the life of the project related to human resources and how they impacted negatively or positively on the project and/or the organisation.</i></p> <p><i>Accept variations of the following example:</i></p> <ul style="list-style-type: none"><li><i>The project did throw up a couple of curve balls. Because we had a team member in Adelaide, all team meetings were held via teleconference or videoconference. This is itself proved challenging as the internet connection was not always solid, and sometimes staff could not link in. It was half way through the project before it was realised there were some issues of a personal nature with the team member in Adelaide that was not relayed to the project manager, HR or other team members or recognised which might be more likely to occur if the team was in one place. Additionally, the team member was new to CBSA and no one a BSBPMG534 Project A Project Human Resources Plans yet knew much about them. One of the things that might be considered would be for the</i></li></ul>



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	<p><i>project manager to link in more often, say a weekly catch up even if just for five minutes to build rapport and trust</i></p> <ul style="list-style-type: none"><li>▪ <i>Impact was that the project schedule and task allocation was thrown out for a couple of months while the issue was addressed</i></li></ul> <p><i>Other improvements might be:</i></p> <ul style="list-style-type: none"><li>▪ <i>Project manager to balance completing documentation in preference to learning about their team</i></li><li>▪ <i>Give feedback on tasks undertaken more regularly</i></li><li>▪ <i>Apply and communicate corrective actions more quickly so that the project is not delayed</i></li><li>▪ <i>Communication between managers of the team members who are not full time</i></li><li>▪ <i>Better understanding of the workload of team members who are completing several tasks or may be on several projects at the same time</i></li></ul>
<b>Recommendations for future projects</b>	<p><i>The student must recommend at least two (2) actions for future projects relate to human resources. These might stem from successes or project issues or problems.</i></p> <p><i>Some ideas are provided. Accept variations of the following examples:</i></p> <ul style="list-style-type: none"><li>▪ <i>Turnover of staff was low, so consider using the same process for searching for project staff and team members and hiring as for this project</i></li><li>▪ <i>Implement team training early in the formation of the team and not leave so long to do</i></li></ul> <p><i>Look right from the beginning of the project ways to engage and keep engaged team members when meetings are held by video or voice conferencing</i></p>