

PROJECT MANAGEMENT | COURSE BROCHURE

Lessons Learned and Project Knowledge Management

5 days | Classroom training | English

SMART HORIZON

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Course content

Why attend

Organisations repeat project mistakes when lessons are not captured, shared and acted upon. This course shows how to build an effective lessons learned process and broader project knowledge management, including after-action reviews, knowledge repositories, communities of practice and embedding lessons into standards and training.

Most lessons learned reports are never read. This course helps you create a practical system that actually changes how projects are delivered.

Professional Problems This Course Is Designed to Solve

• Difficulty translating subject knowledge into practical workplace decisions.
• Inconsistent approaches to the activities covered in the course outline.
• Lack of a structured plan for applying and reviewing new skills.

Course methodology

The course uses facilitation practice, knowledge management case studies, process design workshops and review simulations.

Course objectives

By the end of this course, participants will be able to:
• Explain the value of project knowledge management
• Facilitate effective lessons learned and after-action reviews
• Capture lessons in a useful and searchable form
• Share knowledge through networks and communities of practice
• Embed lessons into processes, standards and training
• Measure the impact of knowledge management

Target audience

This course is suitable for:
• PMO managers and staff
• Project and programme managers
• Knowledge managers
• Quality managers
• Engineering and operations leaders



Course content

Target competencies

Participants will develop competencies in:

- Review facilitation
- Knowledge capture
- Knowledge sharing
- Process improvement
- Communities of practice
- Organisational learning

Course outline

Day 1: Knowledge in Projects

09:00–09:54	Why organisations forget
09:54–10:48	Tacit and explicit knowledge
10:48–11:00	Barriers to learning
11:00–11:30	**Coffee break**
11:30–12:12	Barriers to learning (continued)
12:12–13:06	Knowledge management maturity
13:06–14:00	Exercise: Assessing current practice

Day 2: Reviewing Projects

09:00–09:54	Lessons learned workshops
09:54–10:48	After-action reviews
10:48–11:00	Facilitation techniques
11:00–11:30	**Coffee break**
11:30–12:12	Facilitation techniques (continued)
12:12–13:06	Psychological safety in reviews
13:06–14:00	Practice: Facilitating a review



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Day 3: Capturing and Storing Knowledge

09:00–09:54	Writing actionable lessons
09:54–10:48	Taxonomies and tagging
10:48–11:00	Repositories and tools
11:00–11:30	**Coffee break**
11:30–12:12	Repositories and tools (continued)
12:12–13:06	Quality of lessons
13:06–14:00	Workshop: Rewriting lessons

Day 4: Sharing Knowledge

09:00–09:54	Communities of practice
09:54–10:48	Peer assists
10:48–11:00	Storytelling
11:00–11:30	**Coffee break**
11:30–12:12	Storytelling (continued)
12:12–13:06	Onboarding project teams
13:06–14:00	Case study: Knowledge sharing in engineering

Day 5: Embedding Learning

09:00–09:54	Updating standards and checklists
09:54–10:48	Training and coaching
10:48–11:00	Measuring impact
11:00–11:30	**Coffee break**
11:30–12:12	Measuring impact (continued)
12:12–13:06	Governance
13:06–14:00	Capstone: Knowledge management plan

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the



Course content

sessions. They are indicative only and do not constitute a binding commitment.

Dates, venues and fees

Current published course plans. Fees are per participant in EUR, excluding unconfirmed taxes.

Venue	Start date	End date	Fee (EUR)
Singapore Confirmed dates	9 Nov 2026	13 Nov 2026	**€2,820.–**
Online Confirmed dates	9 Nov 2026	13 Nov 2026	**€1,250.–**
London Confirmed dates	23 Nov 2026	27 Nov 2026	**€2,450.–**
Online Confirmed dates	23 Nov 2026	27 Nov 2026	**€1,250.–**
Rome Confirmed dates	30 Nov 2026	4 Dec 2026	**€2,450.–**
Online Confirmed dates	30 Nov 2026	4 Dec 2026	**€1,250.–**
Dubai Confirmed dates	7 Dec 2026	11 Dec 2026	**€3,150.–**
Online Confirmed dates	7 Dec 2026	11 Dec 2026	**€1,250.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Frankfurt Confirmed dates	14 Dec 2026	18 Dec 2026	**€2,650.–**
Online Confirmed dates	14 Dec 2026	18 Dec 2026	**€1,250.–**
Kuala Lumpur Confirmed dates	11 Jan 2027	15 Jan 2027	**€1,450.–**
Online Confirmed dates	11 Jan 2027	15 Jan 2027	**€1,250.–**
Paris Confirmed dates	25 Jan 2027	29 Jan 2027	**€2,860.–**
Online Confirmed dates	25 Jan 2027	29 Jan 2027	**€1,250.–**
Istanbul Confirmed dates	8 Feb 2027	12 Feb 2027	**€2,650.–**
Online Confirmed dates	8 Feb 2027	12 Feb 2027	**€1,250.–**
Amsterdam Confirmed dates	22 Feb 2027	26 Feb 2027	**€2,540.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	22 Feb 2027	26 Feb 2027	**€1,250.-**
Cape Town Confirmed dates	1 Mar 2027	5 Mar 2027	**€1,890.-**
Online Confirmed dates	1 Mar 2027	5 Mar 2027	**€1,250.-**
Singapore Confirmed dates	8 Mar 2027	12 Mar 2027	**€2,820.-**
Online Confirmed dates	8 Mar 2027	12 Mar 2027	**€1,250.-**
London Confirmed dates	22 Mar 2027	26 Mar 2027	**€2,450.-**
Online Confirmed dates	22 Mar 2027	26 Mar 2027	**€1,250.-**
Dubai Confirmed dates	12 Apr 2027	16 Apr 2027	**€3,150.-**
Online Confirmed dates	12 Apr 2027	16 Apr 2027	**€1,250.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Vienna Confirmed dates	19 Apr 2027	23 Apr 2027	**€2,940.–**
Online Confirmed dates	19 Apr 2027	23 Apr 2027	**€1,250.–**
Frankfurt Confirmed dates	26 Apr 2027	30 Apr 2027	**€2,650.–**
Online Confirmed dates	26 Apr 2027	30 Apr 2027	**€1,250.–**
Kuala Lumpur Confirmed dates	10 May 2027	14 May 2027	**€1,450.–**
Online Confirmed dates	10 May 2027	14 May 2027	**€1,250.–**
Paris Confirmed dates	24 May 2027	28 May 2027	**€2,860.–**
Online Confirmed dates	24 May 2027	28 May 2027	**€1,250.–**
Istanbul Confirmed dates	14 Jun 2027	18 Jun 2027	**€2,650.–**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	14 Jun 2027	18 Jun 2027	**€1,250.–**
Amsterdam Confirmed dates	21 Jun 2027	25 Jun 2027	**€2,540.–**
Online Confirmed dates	21 Jun 2027	25 Jun 2027	**€1,250.–**
Rome Confirmed dates	28 Jun 2027	2 Jul 2027	**€2,450.–**
Online Confirmed dates	28 Jun 2027	2 Jul 2027	**€1,250.–**
Singapore Confirmed dates	12 Jul 2027	16 Jul 2027	**€2,820.–**
Online Confirmed dates	12 Jul 2027	16 Jul 2027	**€1,250.–**
London Confirmed dates	26 Jul 2027	30 Jul 2027	**€2,450.–**
Online Confirmed dates	26 Jul 2027	30 Jul 2027	**€1,250.–**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Dubai Confirmed dates	9 Aug 2027	13 Aug 2027	**€3,150.-**
Online Confirmed dates	9 Aug 2027	13 Aug 2027	**€1,250.-**
Frankfurt Confirmed dates	23 Aug 2027	27 Aug 2027	**€2,650.-**
Online Confirmed dates	23 Aug 2027	27 Aug 2027	**€1,250.-**
Barcelona Confirmed dates	30 Aug 2027	3 Sept 2027	**€2,840.-**
Online Confirmed dates	30 Aug 2027	3 Sept 2027	**€1,250.-**
Kuala Lumpur Confirmed dates	13 Sept 2027	17 Sept 2027	**€1,450.-**
Online Confirmed dates	13 Sept 2027	17 Sept 2027	**€1,250.-**
Paris Confirmed dates	20 Sept 2027	24 Sept 2027	**€2,860.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	20 Sept 2027	24 Sept 2027	**€1,250.–**
Istanbul Confirmed dates	11 Oct 2027	15 Oct 2027	**€2,650.–**
Online Confirmed dates	11 Oct 2027	15 Oct 2027	**€1,250.–**
Cape Town Confirmed dates	18 Oct 2027	22 Oct 2027	**€1,890.–**
Online Confirmed dates	18 Oct 2027	22 Oct 2027	**€1,250.–**
Amsterdam Confirmed dates	25 Oct 2027	29 Oct 2027	**€2,540.–**
Online Confirmed dates	25 Oct 2027	29 Oct 2027	**€1,250.–**
Singapore Confirmed dates	8 Nov 2027	12 Nov 2027	**€2,820.–**
Online Confirmed dates	8 Nov 2027	12 Nov 2027	**€1,250.–**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
London Confirmed dates	22 Nov 2027	26 Nov 2027	**€2,450.–**
Online Confirmed dates	22 Nov 2027	26 Nov 2027	**€1,250.–**
Dubai Confirmed dates	6 Dec 2027	10 Dec 2027	**€3,150.–**
Online Confirmed dates	6 Dec 2027	10 Dec 2027	**€1,250.–**
Frankfurt Confirmed dates	13 Dec 2027	17 Dec 2027	**€2,650.–**
Online Confirmed dates	13 Dec 2027	17 Dec 2027	**€1,250.–**



Course content

Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

Contact Smart Horizon

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