

Effective Post-Mortem Tips

Begin with the end in mind

Remember that this is a constructive exercise that is designed to help you move forward. Decide what your key outcomes are ahead of time, and allow those goals to set the tone and shape the conversation.

Leverage pre-work for best results

Not everyone does their best thinking on the fly. Send out a few prompts ahead of time to allow your processors time to think.

Pick a facilitator

You need someone who can manage the process, pay attention to time, and keep everyone focused on the desired outcomes.

Keep it light

Don't let this be a downer. Make it fun and keep the energy positive. Use music during working time to increase energy. Start with a celebration of wins and successes. And be sure to avoid making it personal or play the blame game.

Capture notes

This is valuable work that you don't want going to waste. Have a note-taker and place to capture and store everyone's work.

Keep asking why

Often times, we quickly identify a cause that doesn't represent the true root issue. Encouraging team members to ask why 5 times will help them drill down further and produce more meaningful feedback.

Start and end on time

Be sure to respect everyone's time by starting and ending on time. If you are doing this in an online environment, keep in mind that online attention spans are shorter than in-person. Adjust accordingly.

Clearly communicate the next steps

Your team will want to know how their input will be used. Set proper expectations and keep everyone informed.