

## After Action Review Facilitation Services

When efficiency, effectiveness or revenue are disrupted by significant issues, the organisational risk of mistakes and problems being repeated must be mitigated, and the causes of the issues, identified.

Our AAR facilitation service ensures your business does not only mitigate risk but enables you to turn the experience into learning that becomes a valuable asset for the individuals involved, the teams and the organisation.

As international experts in the After Action Review process:

- we will ask the tough questions needed to get to the heart of the issues
- we will create the psychological safety required for open and honest conversations
- we will do the work of facilitating rapid actionable learning so you can focus on the day job

### How the AAR facilitation service works

#### Step 1 Scoping

It is essential to define the scope of the AAR to be conducted so that maximum value is gained, and sufficient depth of learning is achieved within the time allocated. As a result of a 45-minute phone call with the “AAR sponsor” we will agree the specific purpose of the AAR and prepare our questions and approach accordingly

#### Step 2 Informing

Whether or not participants are knowledgeable about AAR, an explanatory email will be sent to the participants with the invitations, to ensure they arrive ready to engage in the process

#### Step 3 Conducting

One of our expert AAR Conductors will facilitate the AAR, physically present or online, ensuring psychological safety is maintained throughout and the required level of challenge applied, to explore all the key issues

#### Step 4 Reporting

The strength of the AAR process is in the depth and breadth of the learning that takes places during the AAR itself. Individual participants gain insights about their own behaviours and teams see themselves and their issues more clearly as a result of attending the AAR. However, the report of the AAR will ensure that the lessons learned are captured and the actions identified that arise from these are recorded, to support organisational learning and change. We will deliver an AAR report for you to share with participants and put to good use

#### Step 5 Consolidating

When conducting AARs as external facilitators, we gain insights into the participant’s interactions and responses which many clients find valuable to hear. We also like to make suggestions as to what you might do to follow through on the AAR to obtain as much value as possible from the investment in time.