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| **Chapter Name** | Rocky Mountain |
| **Chapter Number (ex. CH0000)** | CH6046 |
| **Chapter Location (City, State)** | Denver, CO |
| **Chapter Membership Size** | Medium (101 - 349) |
| **Contact Person for this Submission:** | Eric Savickas |
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| **Chapter Board Position:** | VP Membership |
| **Chapter Website URL:** | [https://www.atdrmc.org/](http://enotification.td.org/track/click/30530608/www.atdrmc.org?p=eyJzIjoidTk2TF9qNnVuN0VOUVlaNEV5S3lPNkdFME1RIiwidiI6MSwicCI6IntcInVcIjozMDUzMDYwOCxcInZcIjoxLFwidXJsXCI6XCJodHRwczpcXFwvXFxcL3d3dy5hdGRybWMub3JnXFxcL1wiLFwiaWRcIjpcIjI3NDFkOTdjZDg3YTQ3MjFiMDM0MzdiNzk3NzJjZGI0XCIsXCJ1cmxfaWRzXCI6W1wiNGU0NjJhODBhOGM5YzhhOTQyNjM4ZGVlOGNiMjc5Yjg3ZDMzZTAzMVwiXX0ifQ) |
| **Submission Title:** | After Action Review Process/ Evaluation for Process Improvement |
| **Submission Description:** | Transcribed by L. Goodpaster CRC member via SOS interview  An open discussion process review after events or activities to compare the output of the event/activity to what the intended outcome was to be. This assists in making sure the events/activities are meeting the chapter/member's needs as well as identifying what works well and any opportunities for process improvement. |
| **Need(s) Addressed? Please be specific.** | The chapter would have events, meetings etc. and then would just move in without looking at what they had produced. They would attempt to capture member satisfaction with mini surveys and such, but did not spend much time reviewing the information or how things worked. To sustain themselves moving forward they needed to review and look at what was working that they could/should continue and where they may have opportunities for improvement. This would help the chapter to continually grow and improve in what they provide their members. |
| **What is your chapter's mission?** | The Rocky Mountain Chapter mission is further defined as being a leader in the profession of talent development. It is to create a strong community of Denver area professionals who advance the talent development profession. This will be accomplished by using the following goals:    •Ensure provision of quality resources, educational programs and member services for professional development of its membership.  •Inform and educate practitioners of talent development, both within its membership and within the workplace, about learning and performance issues, trends and the role of ATDRMC.  •Continually assess and anticipate needs within the field of talent development and build programs and services to meet the needs of the Chapter's membership.  •Encourage the participation and affiliation of its members through Chapter activities, special interest groups, Chapter publications, website, social media and other means that build a forum through which members can exchange ideas, resources and current trends with other members.  •Create opportunities for partnerships and alliances with other ATD chapters, other professional societies, educational institutions, the workplace and the community-at-large |
| **How does this effort align with your chapter's mission (Please provide specific examples)?** | The after action review process directly matches with the goal of "Continually assess and anticipate needs within the field of talent development." Everything we do is constantly refined to ensure current efforts are better than previous efforts based on lessons learned and an attitude of being a learning organization. |
| **National ATD's mission is to "empower professionals to develop talent in the workplace". How does this submission align with ATD's mission? Please provide specific examples.** | In terms of the after action review process, we empower professionals to develop talent by taking their needs and desires seriously. Our reviews allow us to constantly refine our product to ensure it better serves our community of professionals. That could be as simple as determining the right time and place for an event or as complex as constantly reviewing our content so that we best support our members in the 10 ATD competency areas. |
| **Target Audience: (Who will benefit/has benefited from this effort?)** | Direct impact for chapter board members to use these processes for better chapter and event management. They can also use these processes and learn from them to translate in their industry work. Indirectly chapter members by providing better programming to support member needs. |
| **Costs/Resources Used: (include any details regarding use of resources including monetary, donations, contributions, volunteer hours, people resources, etc. and how you went about getting these resources)** | The only cost is time. This can be done during board meetings or by having a separate meeting. |
| **How did you implement: (please give a brief description)** | The idea came from the VP of Membership's previous Army experience. The military utilizes this review process for their own process improvements. When each event or activity is discussed, there are four key questions that should be asked and discussed. 1) What was supposed to happen? 2) What did happen 3) Why it happened? and 4) What we can do to improve for the next time?  1. Is straightforward and sets the stage for the conversations. This event was supposed to be at this time, in this location. These are the facts about what was to happen. 2. This is taking a deeper look at what DID happen. For example, it was supposed to start at 5, but began at 5:15 because the doors were locked. This is an unbiased account of what happened compared to what was expected to happen. 3. This is they why? This is the discovering part of the process. What worked great and where and how can we understand what didn't go the way we expected and how we can do better.  4. This takes those items identified earlier and determine what needs to be done for next time to improve the identified opportunities or for the things that went well, do you want to continue that. You need to identify people to take responsibility of each identified item so there is accountability for each item for improvement. |
| **What were the Outcomes: (Please include hard data regarding financial gains, membership increases, target audience satisfaction levels, publicity for the chapter or for the profession, etc.)** | The main outcome they have seen is that their events and activities have improved beyond the data they were getting on their surveys. People would provide general things on surveys such as "good food or speaker etc." but none of it addressed the planning and coordination. The After review process identified better ways to figure out how to do these things. Many were not overly directly apparent to the members, but the board or the coordinators were ultimately able to provide a better event by strengthening the process |
| **Lessons Learned: (hints and tips for other chapters who may be considering a similar effort)** | First, there must be total leader buy in for going through the process. Board members also have to be willing to have a candid non judgmental conversation through each review. Each discussion should have some type of recording method to capture the items whether that is in board minutes, or other notes. A separate spreadsheet could be created to document items that worked and did not and any parties that are assigned or volunteer to work on a particular aspect. It helps to continue best practices identified for future events. They found that is definitely should be done either in person on virtually, but email doesn't work as well, the discussion becomes one dimensional. If there are several things identified in one event that needs improvement, start with a handful that can be committed to. You don't want it to be or feel overwhelming for the team. If nothing else something that didn't work at all is not repeated. |
| **Please list the specific ATD chapter resources that helped guide you in the process of completing this best practice (e.g. people, documents, policies, by-laws, etc.):** | No specific ATD resources were utilized for this process. |
| **How did you become familiar with the Sharing Our Success (SOS) program?** | Other |
| **Would you be willing to present on this submission at the ATD Chapter Leaders Conference (ALC)? \*Request for Proposals (RFPs) open in May of each year at** [**td.org/alc**](http://enotification.td.org/track/click/30530608/td.org?p=eyJzIjoiNUl6eHJHVnN1ck05Tmh3cUw0S3BibjRKdzVJIiwidiI6MSwicCI6IntcInVcIjozMDUzMDYwOCxcInZcIjoxLFwidXJsXCI6XCJodHRwOlxcXC9cXFwvdGQub3JnXFxcL2FsY1wiLFwiaWRcIjpcIjI3NDFkOTdjZDg3YTQ3MjFiMDM0MzdiNzk3NzJjZGI0XCIsXCJ1cmxfaWRzXCI6W1wiNTYzOWQ5MmYyNjI4ZmQ3YjQ3YmRjNDRhNzYxY2IwMDliZWVkYzA3ZVwiXX0ifQ)**. Selected session facilitators receive complimentary registration.** | Yes |