

Wildland Fire

Lessons Learned Center

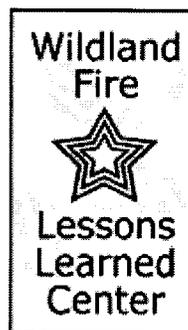
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Road Map

Lessons Learned Center (LLC)

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Road Map - Lessons Learned Center

Introduction

The Wildland Fire Lessons Learned Center is an interagency resource center that is systematically correcting the current situation of learning that remains isolated, short-lived and trapped in the memories of individuals or separate units. The Center focuses on acquiring, interpreting, and transferring lessons learned, best practices, knowledge gaps, and unresolved issues in wildland fire.

An organizational "roadmap" is the explicit representation of where you believe you are at, where you plan to go and how you plan to get there. Like most maps that are only a representation of reality, this document is not totally precise and accurate, only our perception of the environment and how we believe moving on will be an improved situation for those we care about. It is an executive summary rather than an exhaustive description of the details involved in every twist and turn.

Goal (where we want to go)

The Center's goal is to help the Wildland Fire Community become a Learning Organization. Becoming and sustaining the level of a learning organization inherently includes working safer, smarter and continuously improving.

The LLC wants to help the Wildland Fire Community become skilled at continuously:

- 1.) Creating, acquiring, interpreting, transferring and retaining knowledge
- 2.) And at purposefully modifying their behavior to reflect new knowledge and insights
(Definition by David Garvin 2000)

Strategy (how we think we'll best reach this destination)

The value of LLC activities to community leaders needs to be seen and understood through a systematic approach that aligns with their organizational goals, priorities and projects.

To develop a strong word-of-mouth reputation among the wildland fire community, the Center supports and enables people and their networks of people. The Center works with both formal and informal parts of the community by:

Cultivating positive relationships with the formal institutions working in wildland fire and demonstrate the Center's value to the organizations as an arena for systematic problem-solving and a resource for implementing strategies.

Cultivating Communities of Practice (CoP) from the informal networks of people that share a concern or a passion about a topic, and who deepen their knowledge and expertise in this area by interacting on an ongoing basis.

The Center performs the six critical tasks necessary to help the wildland fire community become a Learning Organization:

- Collect information
 - Find information that already exists in paper documents, databases and personal sources
 - Verify that the information is true
 - Inquire, question and answer, to get the information that is only in people's heads
 - Observe, directly look at what and how people do things
- Benchmarking
 - Search for industry best practices (not just performance numbers) that will lead to superior performance, both inside and outside of wildland fire
 - Copy, analyze, adopt and implement practices
 - Stimulate creative thinking
- Examine past experiences and learn from them
 - Review as a regular practice
 - Systematically (i.e. AAR)
 - Record it in a form that is useful and accessible to the rest of the organization
- Experiment with new knowledge applications
 - Cultivate a continual flow of new ideas
- Do community of practice problem solving in a systematic way
 - Distinguish hard facts from gut facts
- Transfer knowledge through multiple venues
 - Traditional methods of written, oral and visual reports (i.e. video of sand table exercise using a case study)
 - New methods that apply (interactive CD, DVD, Internet, 3-D Simulations, virtual reality, scientific visualization)
 - Checklists to remind you and to keep from overlooking things you already know, to be consistent from person to person, department to department
 - Create opportunity for people to learn from each other
 - Install and maintain networking enablers

(Six Critical Tasks – David Garvin 2000)