



TenStep Supplemental Paper

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Debriefing

The success of an organization is dependent on the employees' competencies and skills. Organizations are thus focusing on employees' continuous learning and knowledge gaining.

Debriefing

'Debriefing' is an effective tool to capture tacit knowledge, which is otherwise difficult. A systematic approach to 'debriefing' would require:

Clear communication. This is a critical step towards gaining returns. When employees are aware of what is expected of them, they become more attentive and participative.

Customizing the presentation. The debriefing should be the essence of the learning that happened, presented in a way that enables other employees' to gain from it.

Timing. Debriefing sessions should be held before the initial enthusiasm about an employee's presentation dies down. This helps in capturing the minute observations of the presenter during the event.

Structuring the presentation standards. An effective debriefing session would consist of 5 -10 minutes overview of why and what the employees learned. This could be followed by a question hour. Few organizations post their debriefing sessions' transcripts on their Intranets for employees to add comments and for future reference.

The retention of the knowledge by the audience is very important in a debriefing session. It helps present facts, figures or concepts as an experience of the presenter and not just as a process.

Debriefing sessions can be a powerful information tool if practiced religiously.