



CONESTOGA

Connect Life and Learning

Lesson Learned Report

Team	4 – Loblaws (alias used - Loblyst)
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Section	08
Professor	Temi Ajaja
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Lessons Learned Report

1. Identify a major strength and a weakness in your inter-team communication and document how each of these impacted your team's ability to function effectively.

Strength: The major strength of our team was frequent and consistent communication. We committed to stringent internal timelines and conducted meetings according to a schedule three times a week, specifically on Wednesdays, Fridays, and Sundays. This allowed every team member to stay updated and have enough time to review and improve the deliverables. [A]

Impact: consistent communication significantly improved the team's efficiency. It encouraged responsibility, reduced confusion, and enabled initiative-taking changes to our work process and deliverables. Consistent communication allowed us to meet deadlines and produce deliverables on time.

Weakness: Although we communicated regularly, we occasionally presented difficulties when unforeseen clarification was needed, and we needed to meet outside the planned meeting time; getting everyone to meet at such a time took a lot of work. [J]

Impact: This sometimes resulted in minor confusion in decision-making and affected the team's ability to address sudden changes or clarifications effectively.

2. What did you learn about team leadership and team membership?

Team Leadership

The team learned that being a leader on a team is being a servant leader, being able to facilitate discussions, coming up with strategies for delivering the project also, trusting team members with responsibilities to help them take ownership, and, at the same time, be able to mediate when there is conflict. [V]

Team Membership

The team learned that being a team member, you must take responsibility for the task assigned to you and understand that delaying deliverables impacts the project and ensures delivery on time; the team also learned that every member's contribution is essential and should be respected. [So]

3. What was the job of the client in your project? (Include ALL that your client was responsible for throughout the project.)

For this project, the client played a critical role in outlining the overall objectives and expectations, ensuring that the project direction aligned with their business needs and vision. They approved the proposed project plan, which included timelines, deliverables, and milestones, as well as the budget required to complete the project. The client actively participated in prioritizing features and

functionalities, ensuring that the most impactful components were addressed first to maximize the value of the implementation. Throughout the project, the client provided regular feedback on various stages, including the proposed process enhancements, database design, and workflow improvements. Additionally, the client ensured that all deliverables were reviewed and validated before final acceptance, ensuring the project met their quality standards. By collaborating closely with the team, the client contributed significantly to the project's success, aligning outcomes with strategic goals and long-term requirements. [Si]

4. How were conflicts/challenges in your team resolved? Please provide examples and include how your team resolved the situation to avoid a team breakdown.

We had a project manager who understood servant leadership and resolved conflicts almost immediately, ensuring all parties involved were at peace with the outcome. An example was the first presentation to the client. The team kept going back and forth on what content to include on the presentation slide and what was relevant for the first presentation. Some team members were offended as they disagreed with others, but the project manager called for a meeting before submission to ensure all team members understood why the client needed clarity on the proposed solution and bought into the project; team members respected the authority of the project manager. She resolved the issue while ensuring the team prepared for the presentation. [O]

5. What did your team learn about the project process through each stage of this project?

As a team, we learned a lot in each stage of the project. During the initiation phase, we saw how important it is to clearly define the scope and deliverables of the project. This kept us focused and made sure everyone was on the same page. In planning, we realized that good resource allocation and a clear timeline are key to staying organized. Agile truly helped us to adjust during changes. During the implementation phase, we learned that collaboration and open communication are key to achieving success. Feedback from stakeholders was super helpful to make sure our solution met their needs. Testing and evaluation showed us how valuable it is to identify and fix problems, like slow load times, before the final launch. Finally, clear documentation allowed us to track everything and stay in line with our goals. [So]

6. What worked well for your team that supported the completion of the various parts?

Several things helped us be successful as a team. Open communication through regular meetings and utilizing MS Teams and WhatsApp to make collaboration and problem-solving easier. Engaging stakeholders early on allowed us to understand their needs and improve the solution. Agile allowed us to break the project into smaller pieces and improve things step by step. Early prototype testing helped us fix problems, such as usability and performance issues of the website before they became big challenges. Clearly defining the roles and responsibilities of everyone ensured the timely completion of tasks without confusion. [V]

7. Reflect on your team's delivery – what would you do differently now that would improve the quality of your solution?

Looking back, this is what we would have changed to make our work much better. First, we would like to spend more time researching, such as studying competitors and being prepared for user needs. We also wanted to plan for risks much in advance, such as delays and resource challenges, to handle them more efficiently. Increasing the number in our testing group would mean greater diversity in feedback, plus help us catch any overlooked issues. Using a single platform for communication and updates would make it easier for everyone to stay on track. Lastly, we would dedicate more time after development to gather user feedback and make refinements. These changes would help us deliver an even stronger solution in future projects. [J]