

**SKILLS FRAMEWORK FOR RETAIL
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	Project Management					
TSC	Project After Action Review					
TSC Description	Set and determine project after action review (AAR) as well as review and evaluate success of strategic plan after action plans have been implemented					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4 RET-PMA-4002-1.1	Level 5 RET-PMA-5002-1.1	Level 6
				Conduct project AARs and apply key learning points for future projects	Lead programme and project AARs as well as evaluate and follow up on the implications of AAR findings to establish improvements	
Knowledge				<ul style="list-style-type: none"> Objectives of an AAR Potential project management issues Components of AAR documentation templates Communication techniques 	<ul style="list-style-type: none"> Objectives of an AAR Potential programme and project management issues Communication techniques 	
Abilities				<ul style="list-style-type: none"> Determine need to conduct an AAR following project activities or events Facilitate discussions to assess project management outcomes Document AAR to ensure that key learning and discussion points are captured Follow-up on key points to apply to future projects Demonstrate empathy and openness to feedback to facilitate discussion to assess project management outcomes Improve own capability in conducting AAR by subscribing to diverse learning channels and discussion platforms to enhance workplace performance 	<ul style="list-style-type: none"> Set programme and project AAR policies and guidelines to encourage continuous improvement and learning Direct discussion to assess programmes and project management outcomes Evaluate implications of AAR findings and discussion topics on project management functions and organisational processes and procedures to determine follow-up actions Establish improvements to project management functions and organisational processes and procedures based on AAR findings to enhance organisational performance Demonstrate openness to feedback to set an open atmosphere to encourage 	

SKILLS FRAMEWORK FOR RETAIL
 TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT

					active participation in AAR discussions <ul style="list-style-type: none"> • Improve own capability in leading AAR by subscribing to diverse learning channels and discussion platforms to enhance workplace performance 	
--	--	--	--	--	---	--