

## **How do you closeout a project/ contract? What would be looked at in a post project review?**

Yeah, generally speaking, when we have major projects that come out of these, we will meet with the client and everyone. We call a huge gathering. We gather the clan, we get all the instructional designers together. We get all of the clients and stakeholders together, all the people who've been involved. We have them invite significant others. And we roll out the product. We demonstrate the product, we usually do two reports. And we divide it up among the team, so that people will first deliver a demonstration of the product. Because even though they've been involved all the way through, they haven't seen it live in the flesh running around on a table. They haven't seen that happen. So it's really great to get them seated in front of a computer, doing the stuff, playing with it, being amazed, watching them work their way through it. So we get hands on demonstrations of the material. Then secondly, we will often have the instructional design team demonstrate why it looks, feels and operates the way it does. In other words, we just kind of pull back the curtain. They get to see the Wizard of Oz. And it's, that's a wonderful moment of revelation for clients, where they can see "Oh, that thing's that, that interface has a blue banner across the top for a reason. It has buttons aligned this way, for reasons that were very well." So you bring in your user data, you say, "Look users, we're having real problems with this kind of language. So we use this kind of language, instead." We find that kind of thing becomes a cause for shock and awe, amazement, and celebration for the client. Clients are rooting for us. Almost every client I have ever worked for, they want us to do a good job. They're looking forward to seeing what this thing is. And many are in a position where they kind of own the responsibility for that product with their organizations. So they're really rooting for us. They have personal gain, personal investment involved in it. So I love those moments of celebration, and I love them to be intentional. I think you can do that online. And I would involve people online who can't be there in person. But I certainly hope that with the pandemic and whatnot, that we're able to move to more person to person meetings like that, because they're very powerful, very engaging and very important, I think to do this kind of work in the future.