KNOWNS

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POWERPLAY™ #24 KNOWN KNOWNS



Quick Reference Guide

Don't become a victim of assumptions—use this quick and simple technique to identify and manage assumptions. With the Known-Knowns technique you can coach your team to see, rate and resolve assumptions, while managing the rest as risks. It will shift team members out of daily fire-fighting into a more proactive, disciplined team.

As discussed in the <u>PowerPlay[™] video</u>, there are four categories of information, and each category consists of two words being either: "Known" or "Unknown."

The first word states whether we have identified the data point. The second word indicates whether we can control the data point.

FACILITATION OVERVIEW

- Step 1- Replicate the quadrants below on a whiteboard or flip chart.
- Step 2- Write your information need on a sticky note. (1 per note)
- Step 3- Place the note on the board under either "Known Known" or "Known Unknown."
- Step 4- Validate as many "Known-Unknowns" as possible. For the rest, add them to your project risk register.
- Step 5- During your lessons learned session, identify your "Unknown-Knowns" & "Unknown-Unknowns." Record these items and use them when kicking off a similar project.

Can be dealt with <u>proactively.</u>	
Known Known I know Known Knowns are assumptions that have been validated and are now facts.	Known Unknown I know that I don't know Assumptions that we haven't or can't validate.
Unknown Known I don't know, but somebody does and they ain't tellin' Assumptions that could have been identified as "known knowns" during planning, but weren't, and affected the project.	Unknown Unknown Who would've thunk it? These are true surprises. Should be shared through lessons learned and considered as a risk or "Unknown Known" for future projects.

Must be dealt with reactively.