



# KNOWN KNOWNS



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## 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 [PowerPlay™ video](#), 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.

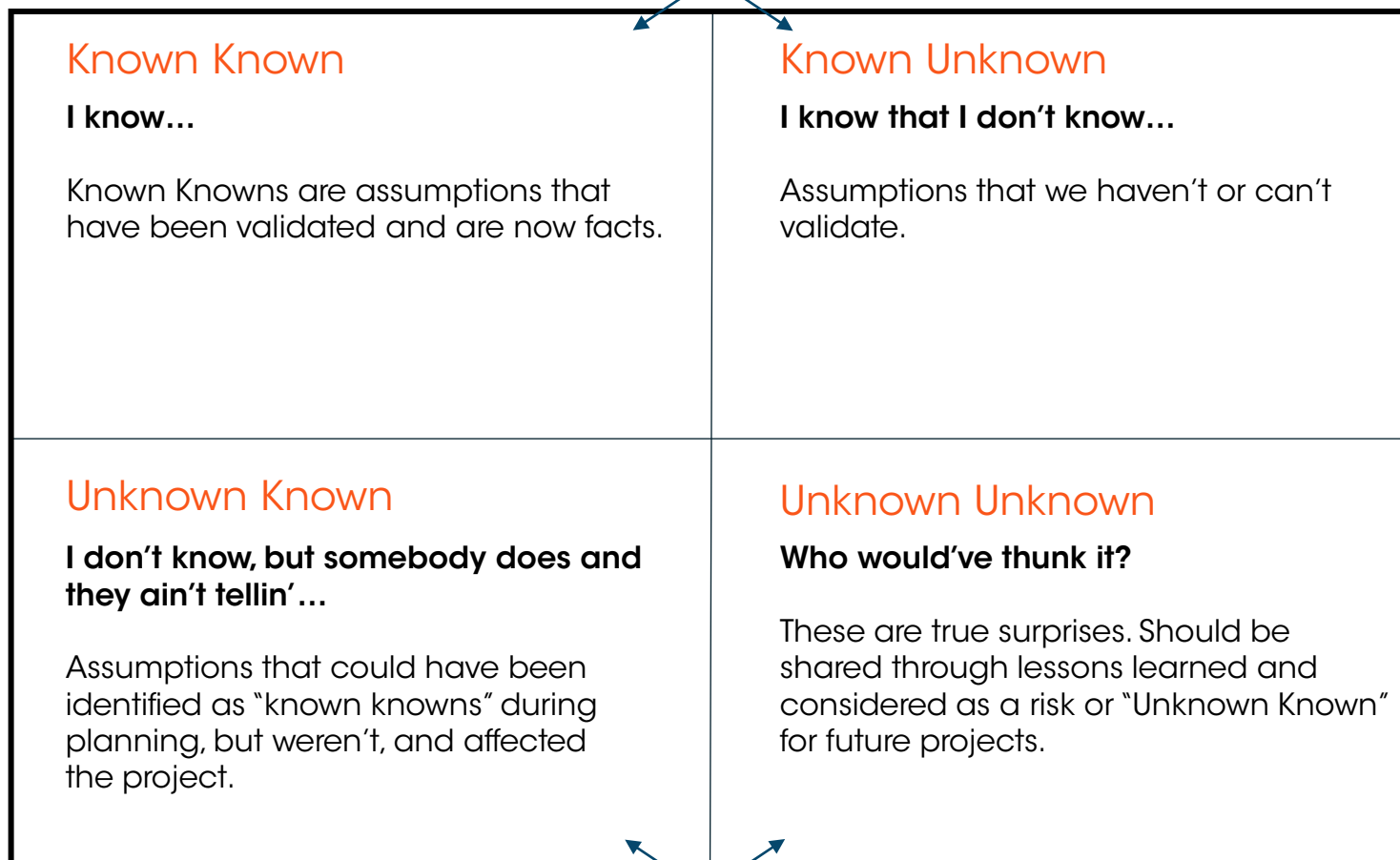
Step 2- Write your information need on a sticky note. (1 per note)

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 proactively.



Must be dealt with reactively.