EXPERT INTERVIEWS

Prepare Expert Interviews

Three topics with good questions

One trial interview and a transfer plan

EXPERT INTERVIEWS

Half-day outcomes

Ranked topic list

Three refined interview guides

Dates for interviews, review and practice

EXPERT INTERVIEWS

The route of a statement

Capture and confirm

Review and approve content

Check KSE adoption and apply knowledge

EXPERT INTERVIEWS

Knowledge with a concrete need

Recurring question and current gap

Known handover date

Impact on a work task

EXPERT INTERVIEWS

Three initial topics

A question rather than a department

Expert and documentation

Steward and next date

Activity: Use sheet 10.1 per topic

EXPERT INTERVIEWS

Four knowledge fields

Situation and specific statement

Why this decision?

Limits, exceptions and handover

EXPERT INTERVIEWS

The interview guide

Four to six open single-focus questions

Write possible probes explicitly

Agree duration, stop and close

Activity: Complete one guide per topic on 10.2, 10.8 and 10.9. Choose one guide for the trial.

EXPERT INTERVIEWS

Experts co-design the transfer

Time during work

Influence over topics and corrections

Recognition and visible benefit

EXPERT INTERVIEWS

Handling statements

Uncertainty remains visible

Corrections have a clear route

Content review remains with the steward

EXPERT INTERVIEWS

The trial interview

Confirm guide and version

Observe process, content and experience

Hear the expert first

Activity: Record observations on sheet 10.4

EXPERT INTERVIEWS

One evidenced improvement

Observation linked to question or time

Justified guide revision

Send open statements for review

EXPERT INTERVIEWS

Demonstrate and practise knowledge

Demonstrate and explain the decision

Observe and practise independently

Feedback and next learning step

EXPERT INTERVIEWS

Interview and transfer plan

Topic, person, channel and date

Steward, deputy and review slot

Practical exercise and feedback

EXPERT INTERVIEWS

Next action

Three guides within five working days

Resolve pending approvals before real interviews

Review reuse and gaps in format 12