WORKSHEET 10.1

Topic list and knowledge risk

Choose three justified initial topics.

Use one sheet per topic. Record departures only when confirmed and communicated. Do not score age. Known criteria can be ranked 1-3; mark unknowns as open rather than low.

Specific work question

Situation, recurring question, affected task.

Knowledge holders and documentation

One, two or several specialists? Current, partial or no documentation? State evidence.

Timing and impact

Known handover date; effects of a knowledge gap. No speculation about people.

Priority and ownership

Justified rank, missing data, expert, steward and date.

REVIEW CRITERION

Three topics are selected as questions with evidenced need and owners.

WORKSHEET 10.2

Interview guide per topic

Enable a short conversation without leading questions.

Use this sheet for topic 1 and sheets 10.8 and 10.9 for topics 2 and 3. For each topic write an opening, four to six open single-focus questions with probes, and a close. The facilitator guide contains three examples.

Topic and introduction

Purpose, expert, steward, draft status and correction route.

Questions 1-3 with probes

Last case, recognition cues and first decision reason.

Questions 4-6 with probes

Exceptions, common errors, limits and responsible person.

Frame and close

Planned duration about twelve minutes, required questions, stop word, confirmation and next review route. Confirm actual configuration.

REVIEW CRITERION

Each question covers one matter; situation, statement, why and limits are covered.

WORKSHEET 10.3

Expert briefing and pending approvals

Prepare participation with checkable commitments.

This sheet does not replace legally reviewed information. Promise only confirmed procedures; send processing and participation questions to responsible functions.

Benefit and recognition

What becomes easier for the expert? How should their contribution be recognised?

Time and co-design

Work-time slot, topic choice, voluntary participation and influence over questions.

Statements and corrections

Draft, expert confirmation or correction, steward review, question route.

Processing and open questions

Permitted content, access, storage/deletion, required information/approval, owner and date.

REVIEW CRITERION

Every commitment is confirmed or clearly marked pending with a date.

WORKSHEET 10.4

Trial interview observation

Improve questions and process using what was heard.

Choose one observation focus per observer: process, content or experience. Link observations to a question or timestamp. Manual case: draft notes describe handover H-26 as completed. Ask an open question about the last evidenced state and invite the expert to correct the draft.

Frame and version

Topic, guide version, channel, observation focus.

Observed conversation moment

Which question and probe? What was confirmed, corrected or left open?

Knowledge fields and experience

Situation, statement, why, limits; clarity and expert feedback.

Justified change

Which question will we change and which observation supports it?

REVIEW CRITERION

A revision or justified retention is linked to observation.

WORKSHEET 10.5

Interview and review plan

Turn guides into actual dates.

Use one sheet per topic. Plan short conversations and fixed review rather than letting drafts accumulate.

Topic, expert and channel

Guide version, tested access, approved channel.

Invitation and work time

Who invites? Which information is reviewed? Date and work-time slot.

Steward and deputy

Content review, date, questions and handling uncertainty.

Use and feedback

Where is approved knowledge needed? How does the expert learn what happened to it?

REVIEW CRITERION

All three topics have dated interview, review and feedback.

WORKSHEET 10.6

Practical knowledge transfer

Translate narrated knowledge into observable action.

Complete for action-related knowledge alongside the interview. Have the expert demonstrate, observe together, let the learner practise and give feedback. The responsible specialist sets safe practice conditions.

Task and safe practice

Which skill should be demonstrated? Practice environment, limits and responsible specialist.

Demonstration and observation

Which decision is explained aloud? Which cues does the learner observe?

Practice and feedback

What does the learner perform independently? Observable criteria and feedback.

Open learning steps

What has been demonstrated and what has not? Next attempt, support and date.

REVIEW CRITERION

Practical skill is observed; an interview does not replace that observation.

WORKSHEET 10.7

Statement, correction and approval status

Trace a statement to the reviewed knowledge state.

Complete for one important item from the trial. Expert confirmation and content approval are separate steps. For H-26 retain both the draft wording and the correction. Check source evidence, content approval and KSE adoption separately.

Statement and origin

Topic, interview passage, situation, statement, why and limits.

Confirmation or correction

What has the expert confirmed? What remains uncertain or confidential?

Content decision

Steward, evidence, contradictions, question or approval.

Adoption and use

KSE adoption confirmed? Where is the item needed and retested?

REVIEW CRITERION

Draft, expert confirmation, approval and adoption are recorded separately.

WORKSHEET 10.8

Interview guide for topic 2

Enable a short conversation without leading questions.

Use topic 2 from sheet 10.1. Give this copy its own title and version. Write four to six open, single-focus questions with probes, and agree on a close.

Topic and introduction

Purpose, expert, steward, draft status and correction route.

Questions 1-3 with probes

Last case, recognition cues and first decision reason.

Questions 4-6 with probes

Exceptions, common errors, limits and responsible person.

Frame and close

Planned duration about twelve minutes, required questions, stop word, confirmation and next review route. Confirm actual configuration.

REVIEW CRITERION

Each question covers one matter; situation, statement, why and limits are covered.

WORKSHEET 10.9

Interview guide for topic 3

Enable a short conversation without leading questions.

Use topic 3 from sheet 10.1. Give this copy its own title and version. Write four to six open, single-focus questions with probes, and agree on a close.

Topic and introduction

Purpose, expert, steward, draft status and correction route.

Questions 1-3 with probes

Last case, recognition cues and first decision reason.

Questions 4-6 with probes

Exceptions, common errors, limits and responsible person.

Frame and close

Planned duration about twelve minutes, required questions, stop word, confirmation and next review route. Confirm actual configuration.

REVIEW CRITERION

Each question covers one matter; situation, statement, why and limits are covered.