

# Knowledge Capture Expert Interview



KNOWLEDGE MANAGEMENT

Expert interviews are conducted to capture critical knowledge from experts at risk of retiring, changing roles, or leaving the organization. This document may be used as a guide, and questions may be changed to fit your specific organization, your target audience, and the specific knowledge you wish to elicit.

| Category                     | Description                                                                                                            | Sample Questions                                                                                                                                                                                                                                                                                                                                                                                            |
|------------------------------|------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>General Questions</b>     | General questions to ask an expert.                                                                                    | <ul style="list-style-type: none"><li>• What knowledge will be lost when you leave the role or organization?</li><li>• What are some key lessons you have learned? Any illustrative stories to tell?</li><li>• You've been with the company ___ years; considering our challenges as we advance, what knowledge can you share that may help employees not have to learn the hard way?</li></ul>             |
| <b>Operating Data</b>        | Information routinely used by the expert, such as key operating statistics, budgets, requirements, and specifications. | <ul style="list-style-type: none"><li>• What operating data is critical to your role (i.e. your productivity would suffer if you did not have it)?</li><li>• From what sources do you obtain this data? Please consider both direct sources (reports, databases, manuals) and individuals to whom you turn for information.</li><li>• Is there any historical data that is critical to your role?</li></ul> |
| <b>Primary Job Functions</b> | Overview of the employee's knowledge areas and job functions.                                                          | <ul style="list-style-type: none"><li>• What are the primary job objectives of your role?</li><li>• What are the primary tasks and activities that you carry out to support your job functions?</li><li>• Of these activities, which are critical to achieving your job objectives and performing well in your position, and which are secondary?</li></ul>                                                 |
| <b>Skills</b>                | Skills the employee needs to do the job, as well as ancillary or new skills that might be beneficial.                  | <ul style="list-style-type: none"><li>• List the critical skills necessary to perform well in your job. Rank each skill from 1 – 3, with 1 being the most important.</li><li>• What additional training or education would be helpful in your job? What additional skills should you acquire?</li><li>• What is unique about your background compared to other employees in your position?</li></ul>        |

| Category                               | Description                                                                                                                             | Sample Questions                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|----------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Knowledge Network</b>               | Contacts inside and outside the organization relevant to the performance of the employee's job.                                         | <ul style="list-style-type: none"> <li>• <b>Internal Network:</b> Who are your formal and informal knowledge sources (peers, subordinates, mentors, etc.), and what kind of information do they provide you with?</li> <li>• <b>External Network:</b> Who are your external knowledge sources (customers, suppliers, mentors), and what type of information do they provide you with?</li> </ul>                                                                                               |
| <b>Internal and External Customers</b> | People inside and outside the organization to whom the employee provides formal or informal products or services (including knowledge). | <ul style="list-style-type: none"> <li>• Who are the internal customers to which you provide formal or informal products, or services? <ul style="list-style-type: none"> <li>• People / teams to whom you provide advice and counsel, other forms of knowledge, or formal or informal services.</li> <li>• May include supervisors, peers, or direct reports.</li> </ul> </li> <li>• Who are the external customers to which you provide formal or informal products, or services?</li> </ul> |

## Interview Follow Up:

1. Review the information within 1-2 weeks of collecting it and set a timeline to organize and distribute the information.
2. Translate the content from the interview into the format(s) selected for dissemination (e.g., job aid, transcript, video clip, white paper).
  - See: [Knowledge Transfer Methods PDF](#)
3. Ask the interviewee to review the materials created from the interview and evaluate/edit them for clarity and accuracy.
4. Distribute the materials to the target audience (e.g., successor, supervisor, teams) through the appropriate channels.
  - Note: Special communications or campaigns may be required to make employees aware of the knowledge artifacts and their value.

**Feedback:** Do you have a suggestion for improvement? Please [click here](#) to submit your feedback.