



WORKING WITH SUBJECT MATTER EXPERTS

Job Aid

This document is designed to work alongside the corresponding online course at <http://www.dremotorsports.com/SME/Home.html> Use this document when preparing for your next interview with a SME.

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Documents created
By Rhonda DeYoung
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Guide to Working with Subject Matter Experts



Introduction

Subject Matter Experts (SMEs) are a necessary part of instructional design in providing information, advising on instructional methods and reviewing sample materials. Setting up efficient interviews can be a crucial part in establishing a good relationship, allowing for smoother design processes. The interview should be conducted in a professional manner. Use this guide when planning your next interview. Upon completion of this course:

Unit 1

The three components of the SME interview are

- Preparing for and setting up the Interview
- Conducting the Interview
- Follow-up with the SME

The Types of SME interviews are

- Recovery
- Discovery

After an interview with a SME, be sure to

- Write a summary of the main point covered

Unit 2

Include in the email contact template

- Your contact information
- Address the SME in a professional manner
- Your need and context for the interview
- Clearly state the knowledge you are gathering
- Flexible, suggested times for the interview

Unit 3

Three ways to be prepared for an interview with an SME are

- Research the subject
- Prepare the direction of the interview
- Prepare for shifts

Types of interview questions include

- Open-ended
- Leading

Unit 4

The meeting's controllable dynamics are

- Content
- Pace
- Tone

While conducting an interview with a SME you need to

- Make the SME comfortable
- Take the lead and stay focused during the interview
- Listen to the SME
- Utilize body language
- Allow for appropriate pauses.

This job aid will remind you what is needed to accomplish your goal of obtaining valuable information from an interview with a SME. The templates below can be filled out to help you organize and prepare for the interview.

Unit 1 Interviewing Basics

In order to plan for the interview with a SME, you will need to find out what information you need from them. First research the subject. Review your learning goals and objectives, then find out all you can on the matter, then ask yourself; “what is missing to complete the project?” Now think of possible candidate who can be interviewed for the relevant needed data. Below, write in what you know and what you need to know. Then write in names and contact information of the individuals you feel can provide the missing information.

*Gather information
you need for the
content that outlines
what you need from
the interview*



Project Name _____ Due Date _____

Subject _____

| Subject Matter | | | | |
|----------------|------------------------|--|------------------------|---------|
| What you know | What you need to learn | | Names of possible SMEs | Contact |
| 1. | | | | |
| 2. | | | | |
| 3. | | | | |
| 4. | | | | |
| 5. | | | | |
| 6. | | | | |
| 7. | | | | |
| 8. | | | | |
| 9. | | | | |
| 10. | | | | |

Unit 2 Setting up the Interview

Once chosen, contacting the SME will need to be professional and concise. Before making contact, have in mind exactly what information you need based on Unit 1 and write a few sample questions. Email is a best practices method for initial contact especially with a person you do not know. This will leave an electronic discussion thread and agreement for an interview. Keep the email brief and to the point, be flexible with the time to meet for the interview(s) by letting the SME take the lead. Below, write a few sample interview questions and your times of contact, responses and the actual meeting date.

*You may contact by
phone or in person if
the situation
warrants*



Sample interview questions

1.

2.

3.

| Date of contact | Response | Meeting time |
|-----------------|----------|--------------|
| | | |

Unit 3 Being Prepared

Being prepared for an interview with an SME will go a long way to building professional relationships. Write in what you need to bring to the interview below and check off when you have the item ready. Examples would be, batteries and a recorder, refreshments, pad and paper, material about the subject, your interview questions, etc.

Research the subject

*from reputable
sources online, in
house and from
managers*

[illegible]

Unit 4 During the Interview

You want to make the interview a comfortable and pleasant experience. Below next to the main topic on controlling the interview, write your idea of how to make the situation happens.

*Keep control of the
interview and never
interrupt*



Induce a relaxed atmosphere

Lead the interview and keep focused

Listen to everything the SME says

Observe body language

Embrace pauses

Value leading and open-ended questions