

COMMUNICATION WORKFLOW

WORKING WITH YOUR SUBJECT MATTER EXPERT



Hello!

I'm Dan Smith.
Let's work together on your L&D project.

MY PROFILE

responsiveness
★★★★☆

listening
★★★★★

collaboration
★★★★☆

role
2

company
2

industry
5

I UNDERSTAND

▶ Future business goals

▶ Working with other SMEs

▶ My role inside and out



Evaluate your SME and make sure they will be a good fit for you and your team.

DO WE HAVE A GOOD SME FIT?



start your search over



With a journalistic mindset, meet your SME on their playing field and be curious.

What did you do before this job?

Can you recommend a backup SME?



What do you like best about your role?

What do you know now, that you wish you would have known in the first 6 months of the role?

GET TO KNOW

DISCUSS RISKS

1 Study the SME

2 Visualize what they do and where they do it.

3 Ask if they have any concerns.

4 Discover SME's gain from project completion.

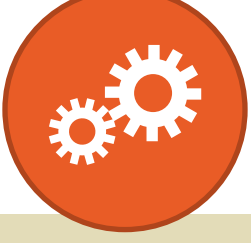
DAY IN THE LIFE

DIRECT BENEFIT

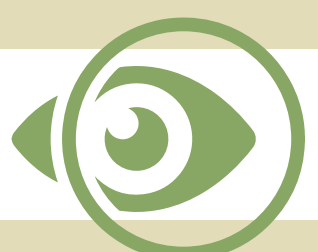


Ask your SME what days are best to contact them and their preferred channel.

BE
KIND
CLEAR
RESPECTFUL
EMPATHETIC
RESPONSIVE
AND COMMUNICATE WELL
Your SME should not have to ask for a status update. Ever.



Deliverables must be visual, easy to understand, and contain only applicable info.



Deliver a visual document.



Suggest a review workflow.



Assign a review deadline.



Discuss next steps.

