

Will I have the final say in the content?

That depends upon how many subject matter experts are involved in the project and who is identified as having the final sign-off of the material.



Part of my role is to be respectful and open to your feedback and also to make alterations to clarify or correct content when necessary.

I will work with your internal project manager and escalate when subject matter experts disagree on content or the training direction.

I listen to your feedback.

Tips for Content Reviewers

- Give me more feedback than just grammar edits. Please mark grammar error, but I need your feedback about content accuracy.
- Give me direction. Comments like "No" or "This is wrong" do not provide me direction on how to correct the material.
- Look for Subject Matter Expert questions embedded in the material and respond. If you don't know the answer, help me find it or tell me who to talk to.
- You comment and I make the edits. Make review comments in red pen directly on the hardcopy of the document, or use the Notes or Edit Tracking feature of your software. While it may seem more efficient to make an edit directly into the document. It may impact the overall instructional strategy or sequence of instruction. So let's talk it over.
- Ask for clarification on the instructional goal. If you don't understand what I'm trying to do or my reasons for taking a certain approach with the content, email or call me to discuss these things.

Training Partners *Plus*, Inc.

PROCESS and PERFORMANCE IMPROVEMENT CONSULTING

So, if
You're
a Subject
Matter
Expert,
What am I?

Frequently Asked Questions by Subject Matter Experts (SME)

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I am an Instructional Designer.

What is an Instructional Designer?

That's a really good question. And not so easy to explain because so many people who work in training come from such a wide variety of backgrounds including education, industrial psychology, communication human resources, and technical writing.

The goal of the Industrial Designer is to maximize knowledge transfer. Industrial Designers apply principals of educational psychology and design to the presentation of information in order to create learning efficiencies and meet specific learning, behavioral, or business objectives.



What is your background and area of expertise?

Most of the Instructional Designers used by Training Partners Plus, Inc. have an advanced degree in Instructional Design, Instructional Systems technology, Corporate Education or Human Performance Technology. Many of us have over 15 years of experience working with companies like yours to develop training programs.

I am expert in how people learn.

How can you create training and not be an expert in the content area?

It is frequently the case in corporations that expert performers are asked to take on training responsibilities, so I get this question a lot. And the answer is that I research the content and interview experts – like you.

How do we work together?

We work together as a team – you are the subject matter expert and I am the apprentice. I want to know what you know, but more importantly I need to know what you may have forgotten. Because expert performance often forget how they came to be experts, my job is to help you remember by putting myself in the learner role.

I want to know what triggers you to do a task. I'm looking for linkages, dependencies, associations and discrepancies between information and tasks. If you make decisions. I want to know all the variables that go into making that decision. I'll also ask you to provide me with examples of documents and real life cases. Then I'll go away for awhile to think over what you have taught me and create a training decision document for you to review.



How much time will it take?

I will do my very best to use your time efficiently. Typically, I will need your time to gather together resource material, participate in content interviews and answer my questions. Then I will need you to review the design outline and give feedback on the content sequence and learning strategies. Finally, I will ask you to review the final training product before delivery.

I follow a prescribed process.

