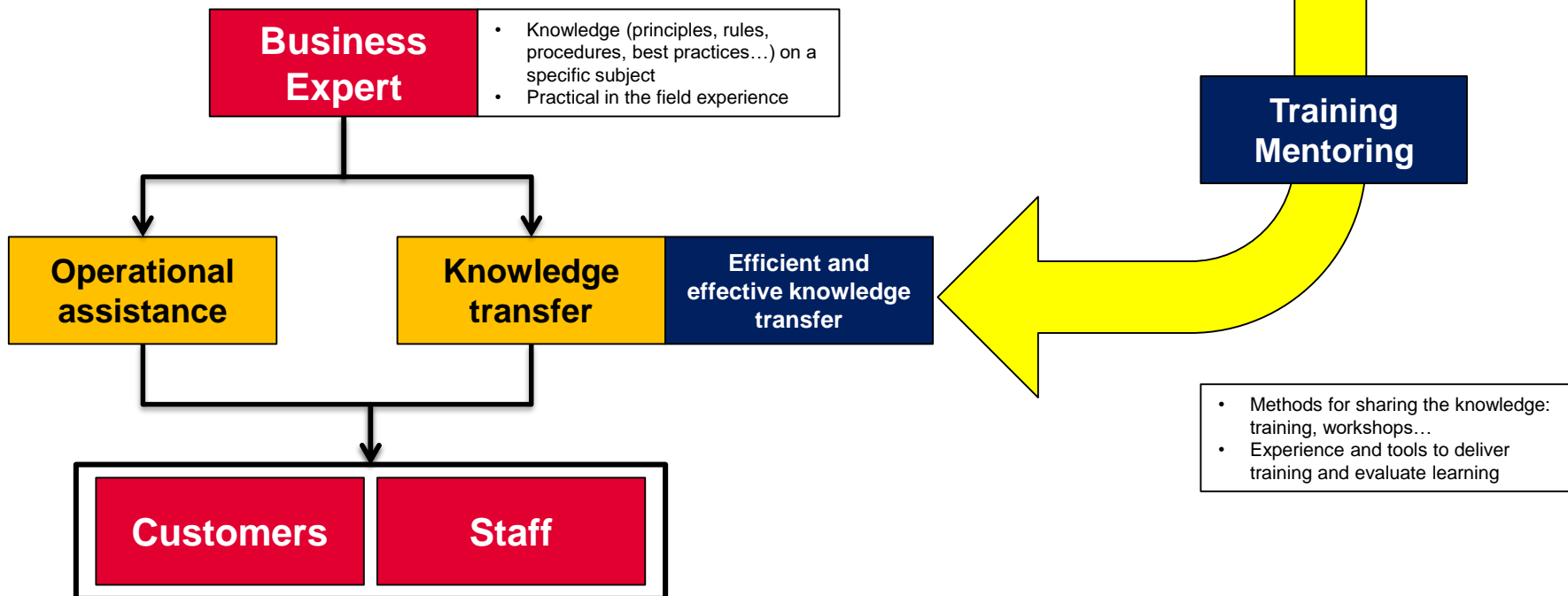


## TRAINING MENTORING FOR EXPERTS

A method to enhance “Business Experts” impact in their activity of transferring knowledge within the organization.



# TRAINING MENTORING FOR EXPERTS

**IMPROVING KNOWLEDGE SHARING EFFECTIVENESS**



# CONTEXT

## WHAT IS AN EXPERT

### AN EXPERT IS SOMEONE:

- who has an extensive knowledge in a particular field through education and practice (experience)
- Recognized by peers and/or by a competent authority (external body or internal organization) as capable of evaluating the context and deciding “wisely” in the particular field

### EXPERTS ARE SELDOM CALLED “EXPERTS”:

- Few organizations have created specific positions for “Expert” or “Specialist”
- In most cases Expertise is a function attached to positions such as: Product Manager, Technical Manager, Key User....

# CONTEXT

## EXPERTS RESPONSIBILITIES

### STATE-OF-THE ART KNOWLEDGE IN A PARTICULAR FIELD

- Business and technical intelligence
- Establishing standards and operating procedures

### SHARING THEIR EXPERTISE WITHIN THE ORGANIZATION:

- Implementing and controlling Best Practices
- Assisting internal and external users, directly or through local supports
- **Transferring useful knowledge to support staff and/or customers (internal or external)**

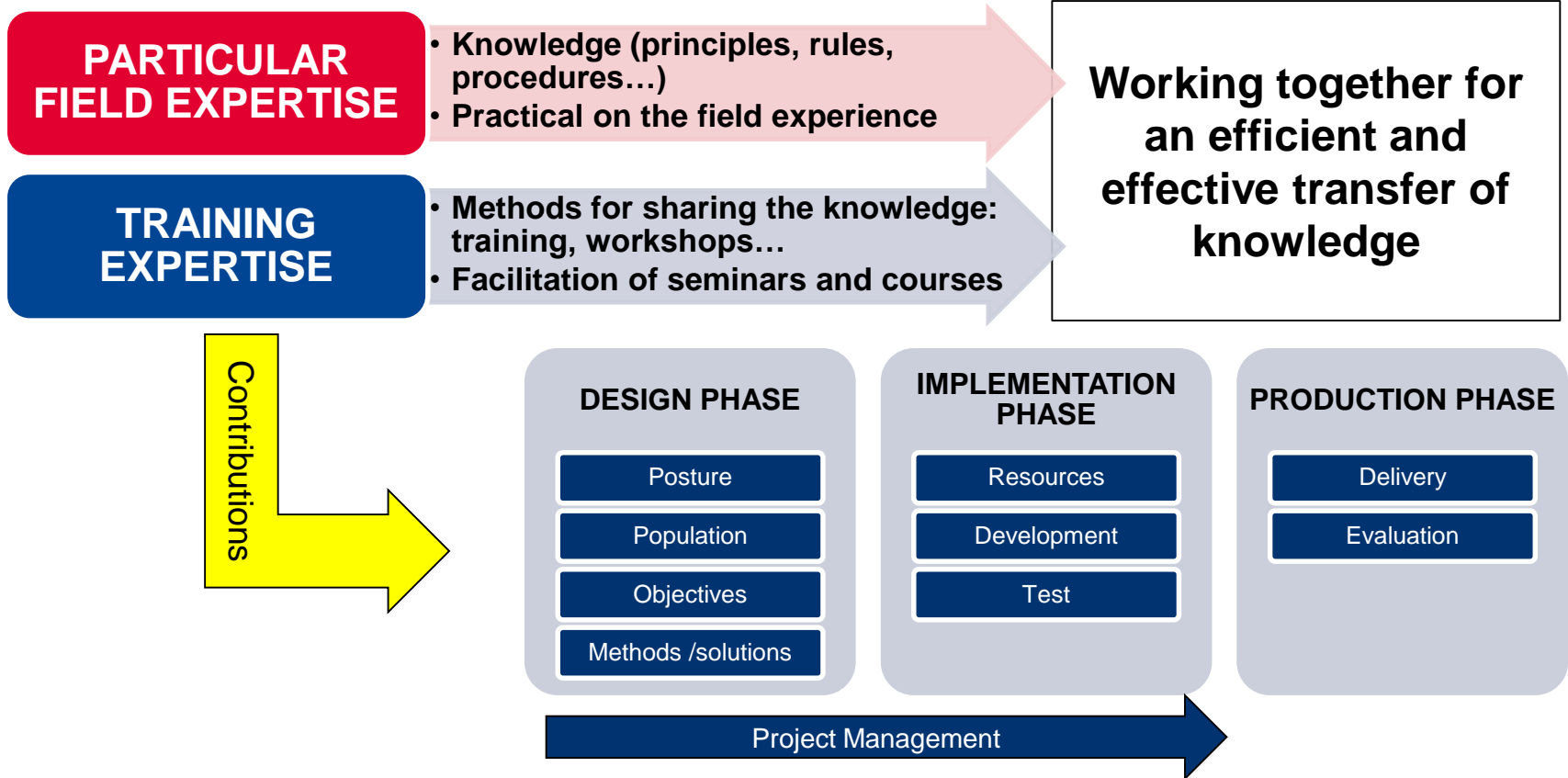
#### Informal Transfer

- Day-to-day assistance
- Informal exchanges
- Blogs / communities
- Observation
- ....

#### Formal Transfer

- Training
- Seminars / conferences
- Mentoring
- ....

# PEDAGOGICAL MENTORING FOR EXPERTS CONTRIBUTIONS



# TRAINING MENTORING FOR EXPERTS CONTRIBUTIONS IN THE DESIGN PHASE

- **POSTURE** – pedagogical approach of facilitator more than teacher:
  - mobilizing and enhancing recipients experience
  - interaction, feedback and exchange to facilitate the sharing of knowledge and best practices
- **POPULATION** – identifying and segmenting knowledge sharing beneficiaries
  - Relevant segmentation criteria from the knowledge sharing viewpoint
- **OBJECTIVES** – setting pedagogical objectives:
  - Aligning operational objectives and pedagogical objectives
  - Setting evaluation criteria and tools for measuring efficacy
- **METHODS / SOLUTIONS**
  - Knowledge of the methods for knowledge sharing (class, digital, blended, seminars, workshops, peer-to-peer...)
    - Check-list for selecting
  - Knowledge of the tools and solutions in the market

**We can also support segmentation through our experience in Mapping of Activities and Know-How:**

- **Identifying who knows and what**
- **Mapping the know-how needs of the trainees**
- **Highlighting priorities and critical knowledge**

# TRAINING MENTORING FOR EXPERTS CONTRIBUTIONS IN THE IMPLEMENTATION PHASE

- **RESOURCES:**

- Knowledge of the market and the suppliers
- Experience in the purchase process for this type of service (specification, selection criteria...)

- **DEVELOPMENT:**

- Scenarios and story-board implementation
- Assistance to the Expert in preparing the content:
  - Facilitation of workgroups with experts or users
- Production of materials and supports:
  - For the trainer
  - For the trainees
- Definition of the evaluation tools

- **TEST:**

- Assistance to the expert for a pilot phase / session
  - In the field train-the-trainer assistance

We can also assist the Business Expert  
for the Project management activity and during the Production Phase

# CONTACT DETAILS

For any further information, please contact:

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