



Working with Subject Matter Experts Chatbox

11:02:41 From Erica Beggan to Everyone:

I saw your post on LI Dawn - congratulations!

11:02:58 From Connie Halvorsen to Everyone:

Congrats, Dawn! I may be looking for a job near the end of May first of June! Time will tell!

11:03:03 From Amy Malkasian to Everyone:

Congrats Dawn

11:03:25 From Brandon Pachey to Everyone:

Brandon joining from Anchorage, AK.

Congrats Dawn!

11:03:28 From Dawn Wiley to Everyone:

Replying to "Congrats, Dawn! I may be looking for a job near th...":
Let me know if there is any way I can support you in that process.

11:03:41 From Andrew Vercoouteren to Everyone:

I have a contract for 80 hours doing Learning Needs assessment and initial design for a manufacturing company.

11:03:45 From Jennifer Nemitz to Everyone:

Hi! I'm Jennifer Nemitz, joining from Florida. Nice to meet everyone!

11:03:51 From Connie Halvorsen to Everyone:

Replying to "Congrats, Dawn! I may be looking for a job near th...":
Thank you so much, Dawn! I'll let you know!

11:03:58 From Chris Hoden to Everyone:

Congrats! I am Chris Hoden and joining from Seattle, WA.

11:04:08 From Connie Halvorsen to Everyone:

Congratulations, Andrew!

11:04:23 From Jason Dreyer to Everyone:

Welcome Newbies!

11:04:35 From Casey Klos to Everyone:

Casey here from Pittsburgh, instructional designer :)

11:04:41 From Rhoda Green to Everyone:

Joining from Vacaville California

11:04:54 From Elizabeth Waite to Everyone:

Greetings from Sebring FL, featured on HGTV Hometown Takeover

11:05:02 From Chris Hoden to Everyone:

47 degrees here in Seattle. But was just in Boston for a week interviewing SMEs on site.

11:10:20 From Shannon Tipton to Everyone:

Empathetic_SME_Collaboration_Checklist.pdf

11:12:58 From Connie Halvorsen to Everyone:

I loved the "Be patient when they go deep - filter later, not during!"

11:13:24 From Amy Malkasian to Everyone:

Thanks Shannon! The checklist is a great aid in "interviewing" SMEs.

11:13:35 From Jessica Koleno to Everyone:

Came in a bit late...can someone repost the document please? Thank you!

11:13:57 From Jason Dreyer to Everyone:

Empathetic_SME_Collaboration_Checklist.pdf

11:14:28 From Noel Zykowski to Everyone:

I had a key SME that I've had a challenging time keeping engaged for years. In a leadership offsite meeting, he was describing to everyone in the room that he was in a formula1 race car waving at everyone as he drives by because he can't stop (for his pace).

I responded that I'm the one desperately clinging for my life to his back bumper! He just laughed and that was that.

11:15:41 From Chris Hoden to Everyone:

I built interview questions from the JTA and made sure they knew that I was there to pick their brain and let them know I was there to make their vision of the realities of the job seen.

11:16:27 From Andrew Vercooteren to Everyone:

I literally did that yesterday!

I met with the SME face to face at his workplace for us to get to know each other, what his problems are and how we're going to work together.

11:16:31 From Jason Dreyer to Everyone:

Some of it is playing the long game in relationship building and showing they can trust you

11:16:31 From Chris Hoden to Everyone:

I also was able to make connections before the on site visits to build relationships.

11:17:20 From Noel Zykowski to Everyone:

@Erica Beggan - your hoodie is glorious!

11:17:31 From Deb Duty to Everyone:

I have done kick off calls with new SMes to help them understand our roles, responsibilities and expectations. Especially when they are voluntold that they will be a SME.

11:18:51 From Chris Hoden to Everyone:

Love that Erica. We did a lot of discussion about pain points and solutions.

11:19:08 From Dawn Wiley to Everyone:

Yes Erica - getting to the root cause/problem that they want training to solve

11:19:57 From Rhoda Green to Everyone:

I'm having trouble now with my SMEs understanding how long it takes to create a class. There are multiple classes that I will be revamping using their old content. Is 8 weeks too long to transform 100 slides into a class with PowerPoint, trainer guide, and participant guide? I'm looking at the flow of each class, adding activities and quiz questions. Some will be turned into eLearning modules.

11:19:57 From Kat C to Everyone:

Replying to "I have done kick off calls with new SMes to help t...":

Same. But I still have problems with commitment or quality contributions. So I started scheduling working meetings and that helped a little with followup async work. Any other ideas people have when you have SME contribution issues?

11:21:06 From Noel Zykowski to Everyone:

@Rhoda Green - what's your talk track around meeting the goals/reason you're doing this and the persona you're targeting?

11:23:18 From Rhoda Green to Everyone:

Replying to "@Rhoda Green - what's your talk track around meet...":

I'm sorry. I don't know what a talk track is. These classes are for new hires being brought into a department.

11:23:43 From Erica Beggan to Everyone:

So true Elizabeth! We also build the SME's trust when we can ask them about their pain points/areas that constantly cause friction/issues in people doing their jobs since we are not the SMEs and do not need to be the SMEs...as long as we value the SMEs we get to work with.

11:25:59 From Dawn Wiley to Everyone:

Replying to "I'm having trouble now with my SMEs understanding ...":

depends on the approach to the class and it is in person or virtual. I revamped someone else's 20 slide presentation deck into a 45 minute flip chart carousel. I didn't have to lecture, the participants contributed their knowledge and experiences, and were able to move around, and with final processing were ready to implement a new idea to solve a problem or grow.

11:26:04 From Noel Zykowski to Everyone:

Replying to "@Rhoda Green - what's your talk track around meet...":

When you're discussing the purpose of the project with the SMEs and why you're building this thing, thinking about you you talk to the goals you're trying to achieve and how analysis results in the right design for the right person at the right time.

11:26:15 From Erica Beggan to Everyone:

Replying to "@Erica Beggan - your hoodie is glorious!":

Thank you Noel! I got to see the "concert on the 17th. So much fun!

11:30:14 From Dawn Wiley to Everyone:

Does anyone work with SMEs on compliance training? Looking for tips to help move SMEs thinking beyond knowledge checks at the end of an elearning course for the compliance to applying what is learned to improve their work or better help their customers.

11:31:09 From Noel Zykowski to Everyone:

Replying to "Does anyone work with SMEs on compliance training?...":

@Dawn Wiley - they don't get to make that choice, you do! Though when that's a

challenge, I show a graphic of Blooms Taxonomy and point them to the “what do we need them doing differently?”

11:32:03 From Connie Halvorsen to Everyone:

Replying to "Does anyone work with SMEs on compliance training?...":

@Dawn Wiley we like to use short interactive scenarios that help to tell the why, the importance of compliance.

11:32:10 From Rhoda Green to Everyone:

Replying to "@Rhoda Green - what's your talk track around meet...":

@Noel Zykowski thank you for the explanation. I do think that we were initially on the same page with goals and the overall vision for the project. I suspect something is going on internally within the department that I'm not privy to. Also, I think it's a situation where they think they have presented good clean content and don't understand what standards/reasonable timelines are for IDs to complete a class..

11:32:31 From Noel Zykowski to Everyone:

Replying to "Does anyone work with SMEs on compliance training?...":

Giving examples like “do we need them to repeat this compliance rule only? What happens if they don't actually follow that compliance rule?” Then continue the conversation on how we get those learners to do the right thing.

11:33:45 From Noel Zykowski to Everyone:

Current state v. Future state is a great way to boil it down!

11:35:18 From Amy Malkasian to Everyone:

WIIFT

11:35:18 From Connie Halvorsen to Everyone:

I always just like to acknowledge that they are busy and let them know how much I appreciate their time and attention. And then "batch questions and requests when possible" just as is noted in the checklist under Content gathering.

11:37:39 From Elizabeth Waite to Everyone:

That attitude is called expert bias.

11:37:58 From Jessica Koleno to Everyone:

Replying to "Does anyone work with SMEs on compliance training?...":

I struggle getting definitive answers, which doesn't help staying on track. So I will email questions and say something like, if I don't hear back by [certain date], I will assume [you have approved this design decision]. I also created a "Bricks to Clicks" self-enroll course for instructors (higher ed) to learn best practices for online instruction and what a course COULD look like. Next design sprint I am going to use a collaborative whiteboard to gather initial data

(modules titles, major assessments and learning objectives) up front. Hopefully this will help with alignment and course mapping.

11:39:32 From Elizabeth Waite to Everyone:

Purpose of the request. What is the problem we're trying to solve?

What do you want them to know or be able to do? Why do they need to know or be able to do this?

11:40:12 From Connie Halvorsen to Everyone:

@Noel Zykowski What images do you use of blooms? Do you put it together or what do you show them? Do you have an example?

11:40:58 From Noel Zykowski to Everyone:

Replying to "Does anyone work with SMEs on compliance training?...":

@Jessica Koleno those are great tips! From a practical perspective, I also like utilizing LLAMA for project management

11:41:15 From Erica Beggan to Everyone:

Replying to "That attitude is called expert bias.":

As much as confirmation bias coming into play too. They might want to only have their expertise confirmed and not truly interested in deconstructing the purpose of a training asset.

11:42:06 From Noel Zykowski to Everyone:

@Shannon Tipton - yes, it's making me realize that we can spend a lot of time and energy trying to get a SME to empathize with the learner, but sometimes they never will. Instead, we can use that time and energy to directing them towards that goal/purpose.

11:42:12 From Chris Hoden to Everyone:

The SMEs I am currently working with are supervisors in their company. New supervisors have always been trained on the job. The company now wants a formalized OJT training with me creating a manual, training guide, trainee guide, and OJT checklists. The hardest part is, due to the nature of this job, people learn just by watching. So, I have about 6 SMEs trying to give me all this information from their own OJT. For most of them, this means they learned from trial and error after their OJT ,mostly after their training ended. It is messy.

11:42:32 From Erica Beggan to Everyone:

Replying to "Does anyone work with SMEs on compliance training?...":

Love LLAMA!

11:42:35 From Elizabeth Waite to Everyone:

I think we need to be aware of our own expert bias in the way we describe the steps of the learning process and the purpose for different learning activities

11:43:03 From Noel Zykowski to Everyone:

Replying to "The SMEs I am currently working with are superviso...":

@Chris Hoden - what an amazing opportunity to align all of that input into a standard approach for the organization

11:43:09 From Erica Beggan to Everyone:

Replying to "Does anyone work with SMEs on compliance training?...":

Devised by Megan Torrance of Torrance Learning for those curious.

11:43:54 From Chris Hoden to Everyone:

Replying to "The SMEs I am currently working with are superviso...":

I have a month. lol

11:44:42 From Noel Zykowski to Everyone:

Replying to "The SMEs I am currently working with are superviso...":

A big part of a program like that is that you can raise the risk of failure of the program. All the best materials will never work if the "trainers" aren't using them because it "isn't their way"

11:45:08 From Erica Beggan to Everyone:

Replying to "The SMEs I am currently working with are superviso...":

@Chris Hoden - I've done this type of work for FOH and BOH managers for a restaurant concept. Reach out if you'd like to chat.

11:45:53 From Jacqueline Morris to Everyone:

I don't think we need to kill jargon - jargon is a shorthand that allows experts in a field communicate faster and more concisely. We need to TEACH the jargon like a second language. I used to be an engineer. Jargon saves lives sometimes.

11:45:59 From Chris Hoden to Everyone:

Replying to "The SMEs I am currently working with are superviso...":

👍 Thank you!

11:46:27 From Noel Zykowski to Everyone:

LOVE that Jessica! It's like the conversation I try to have in that situation where I ask them what was the best "class" they ever had and what made it so great? I think I learned that one from Shannon!

11:47:02 From Chris Hoden to Everyone:

Replying to "The SMEs I am currently working with are superviso...":

My email is choden@hscllc.net if you want to connect.

11:49:40 From Jessica Koleno to Everyone:

Replying to "LOVE that Jessica! It's like the conversation I tr...":

@Noel Zykowski Thank you! I'm definitely going to start asking that question as well now! Thanks for the tip 😊 Also, can you talk more about LLAMA?

11:50:37 From Erica Beggan to Everyone:

We've stopped providing storyboards. It was causing more confusion and friction than helping. We have moved into a course outline to "prototype" development in the development tool. It allows them to see what the course could start to look like instead of trying to get their head around an abstract grid on paper.

11:51:04 From Noel Zykowski to Everyone:

Replying to "LOVE that Jessica! It's like the conversation I tr...":

Yeah! It's an agile-like methodology by Megan Torrance. Here's the info:
<https://www.torrancelearning.com/llama-lot-like-agile-management-approach/>

11:51:30 From Noel Zykowski to Everyone:

Replying to "LOVE that Jessica! It's like the conversation I tr...":

I've been using this methodology for almost 7 years now and it's been a strong supporting in keeping projects aligned and moving along

11:51:39 From Jessica Koleno to Everyone:

Replying to "LOVE that Jessica! It's like the conversation I tr...":

Is it a paid service?

11:51:54 From Noel Zykowski to Everyone:

Replying to "We've stopped providing storyboards. It was causin...":

Yes! "Prototype" or "wireframe" is a great approach

11:52:45 From Dawn Wiley to Everyone:

Replying to "We've stopped providing storyboards. It was causin...":

Yes! I am creating what I'm calling a course design blueprint for my new team that encompasses key elements from a content outline, storyboard, etc. since they are SMEs but have never received training on being IDs.

11:52:59 From Erica Beggan to Everyone:

Replying to "LOVE that Jessica! It's like the conversation I tr...":

No. Its a methodology. She's written a book and offers training.

11:54:20 From Erica Beggan to Everyone:

Replying to "We've stopped providing storyboards. It was causin...":

@Noel Zykowski - Sadly, I am not able to wireframe in its truest sense.

11:55:17 From Erica Beggan to Everyone:

Replying to "LOVE that Jessica! It's like the conversation I tr...":

@Jessica Koleno -

<https://www.torrancelearning.com/llama-lot-like-agile-management-approach/>

11:56:51 From Noel Zykowski to Everyone:

Replying to "LOVE that Jessica! It's like the conversation I tr...":

@Jessica Koleno - here's a presentation I did a few years ago on how my team transitioned to LLAMA:

https://docs.google.com/presentation/d/1b_UKaYH1hBb7zyXMJDFmC2tY7donpoF1/edit?usp=s haring&oid=106213457634990857076&rtpof=true&sd=true

11:57:05 From Erica Beggan to Everyone:

Replying to "LOVE that Jessica! It's like the conversation I tr...":

This appears to be the same URL @Noel Zykowski dumped in. It will give you the information on the course. Here's the link for the ATD "TD at Work Guide" -

<https://www.td.org/product/td-at-work-guide--agile-and-llama-for-isd-project-management/251411>

11:57:19 From Jessica Koleno to Everyone:

Replying to "LOVE that Jessica! It's like the conversation I tr...":

Thank you! I am going to pitch this to my supervisor. We need something like this

11:57:24 From Shannon Tipton to Everyone:

<https://mailchi.mp/learningrebels/spark-sign-up-page>

12:02:16 From Jacqueline Morris to Everyone:

I've found NotebookLM works really well for this sort of thing. Adding all the material that one gets from the SME, including conversations, presentations, recordings... works wonders.

12:02:41 From Connie Halvorsen to Everyone:

Gotta go! Thank you everyone! This was great!

12:03:06 From Dawn Wiley to Everyone:

Thanks everyone for sharing your experiences and expertise!

12:03:18 From Brandon Pachey to Everyone:

Great info, thanks much!

12:03:22 From Chris Hoden to Everyone:

Thank you so much!

12:03:40 From Casey Klos to Everyone:

Improv!

12:03:42 From Jacqueline Morris to Everyone:

We have a 4 day weekend - Eid holiday on Monday, and Another holiday on Tuesday

12:04:03 From Jacqueline Morris to Everyone:

So will be at the beach.

12:04:31 From Regina Doeppel to Everyone:

@Erica Beggan Go Trojans! Have a great weekend everyone

12:04:40 From Casey Klos to Everyone:

Thank you, Shannon! Have an awesome weekend!

12:05:41 From Amy Malkasian to Everyone:

Congrats Andrew!