Knowledge Mapping Questions

Reflect on the questions below to help determine the knowledge and skills captured within your position. When gathering information, include anything a new employee would need to know to do the job. Do not include standard skills that are common to the job or that can be gained through a particular degree or certification program.

1) What kinds of knowledge or skills do you have that your office will miss when you leave?

2) If you had to leave suddenly and only had one day left to brief your replacement, what you put on your list of things to tell him/her?

3) Looking back, what things do you wish your office had taught you early in your job that you eventually learned the hard way?

4) What are the key resources (procedures, manual, checklists) that you use to do your job?

5) What pieces of knowledge are you most worried about slipping through the cracks when you leave?

6) Are there some important types of knowledge that take a long time for someone else to learn but are critical to your job? What are they?

7) How did you learn the things you know? What were the critical training programs, work assignments etc.?

8) What is unique about your background compared to the typical employee in a position like yours?

9) Who do you contact for assistance most frequently in order to do your job?

10) What are the most frequent issues or questions people bring to you? Which consume the most time?

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