

Essentials of Coaching SMEs to Facilitate Learning
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Program Outline

Description:

Subject-matter experts (SMEs) often have little or no experience designing and delivering effective learning opportunities. They may find it intimidating and fraught with challenges, yet we frequently rely on them to share their knowledge. Explore methods to uncover your SMEs issues and concerns and learn techniques to help them excel. Discover the critical role you play in making sure learning happens for your target audiences.

Session 1: Laying the Foundation for Effective Learning

What you need to know before getting started

- Why it's important to support SMEs
- Before you ever sign an SME...
 - What to have in place first
 - Qualities of the ideal SME
 - The roles SMEs could play
 - The role of the SME's manager/supervisor
- Characteristics of an effective learning leader
- What it means to facilitate learning
 - For SMEs as content providers and as learning leaders
- SME motivations and concerns
 - What motivates SMEs?
 - Discovering SMEs motivations
 - SME concerns, and the questions they ask
- Two critical roles for you that contribute to quality and consistency of learning opportunities

Session 2: Building Effective Learning: It's a Partnership!

- Your additional roles in SME success
 - Five other critical roles that contribute to quality and consistency
- Selecting and assessing SMEs
 - What to look for
 - Inviting a new SME on-board – questions to ask and methods for learning more
 - Asking SMEs what they think about their knowledge, skills, and attributes
- Enhancing relationships with your SMEs
 - The assumptions we make
 - Great relationships don't "just happen" – four things to consider
- What SMEs need to know, regardless of their roles in supporting learning

Session 3: Giving SMEs the Tools to Structure Effective Learning

- Does content source matter?
- Preparing SMEs for success
 - Establish a strategy for SME development
 - Five things that need early attention
 - The special challenges of the “experienced” speaker
 - Resolving resistance
- What an effective speaker development program should include
 - Identify program elements
 - Provide support tools to aid SME preparation
 - Determine learning objectives for SME development opportunities
 - A sample agenda for “formal” learning – face-to-face and virtual
 - Ignite opportunities for informal learning
- Coaching SMEs who contribute to learning opportunities
 - The coaching process – a tool, not a strategy
 - Characteristics of effective coaching
 - When SMEs typically require coaching
- Evaluating performance with the future in mind
 - Encourage SMEs to self-reflect
 - Evaluate both formally and informally for continuous improvement
 - Keys to providing successful feedback