Working With Subject Matter Experts

Do your homework

- ☐ Learn about their background.
- ☐ Learn about terms, jargon, keywords, and acronyms common in their field.
- ☐ Prepare for meetings with a list of questions.

Establish expectations

- ☐ Define project roles and responsibilities up front.
- ☐ Provide a project timeline with meeting and deliverable dates.
- ☐ Go over communication channels.
- ☐ Introduce them to project tools, processes, and workflows.

Give examples

- ☐ Show examples of past projects or courses.
- ☐ Show examples of needed source materials.

Remove barriers

- ☐ Determine preferred methods of communication and use them (if possible).
- ☐ Determine preferred tools and incorporate them (if possible/appropriate).

Resolve conflicts

- ☐ Remain calm and professional.
- ☐ Schedule a team call or meeting.
- ☐ Collaborate with the entire team to work through differences.

Be flexible

- ☐ Adapt to shifting priorities.
- ☐ Listen to new ideas and perspectives.

Send feedback

- ☐ Communicate what is and is not working.
- ☐ Push back when necessary, but do so with professionalism and diplomacy.

Thank them

- ☐ Email them, thanking them for their time throughout the project, and upon completion.
- ☐ Provide a link to or images of the completed project.
- ☐ Create and send a certificate of appreciation.