

# KNOWLEDGE EXPERT PROGRAM CONTENT OVERVIEW

## The transition journey into the role

- How the Knowledge expert uniquely adds value to the organization
- Transition journey involves shift in:
  - Work values
  - Time application &
  - Skills
- My personal transition

## Delivering results through personal expertise

- Characteristics of a high-performing Knowledge expert
- Defining own domain of expertise
- Scoping own domain of expertise and identifying value contribution for own team and other colleagues
- Linking own objectives to overall value chain
- Dealing with daily dilemmas
- Prioritizing own tasks

## Personal excellence and guiding peers

- Developing a flexible communication style
- Mastering the power of the question
- Excellent decision making project assignments effectively
- Applying structured problem solving in daily work and secures strong alignment with others
- Seeking and providing feedback to and from others when guiding peers

## Representing own domain of expertise

- Seeking and applying domain-specific knowledge to increase performance
- Building a professional brand inside the team and functional area
- Positioning own domain of expertise
- Driving continuous improvement
- Releasing creativity by applying parallel thinking standards

PERSONAL DEVELOPMENT PLAN & EXECUTION PLAN

WORK VALUES, TIME APPLICATION AND SKILLS

KNOWLEDGE CONTRIBUTOR PERFORMANCE STANDARDS