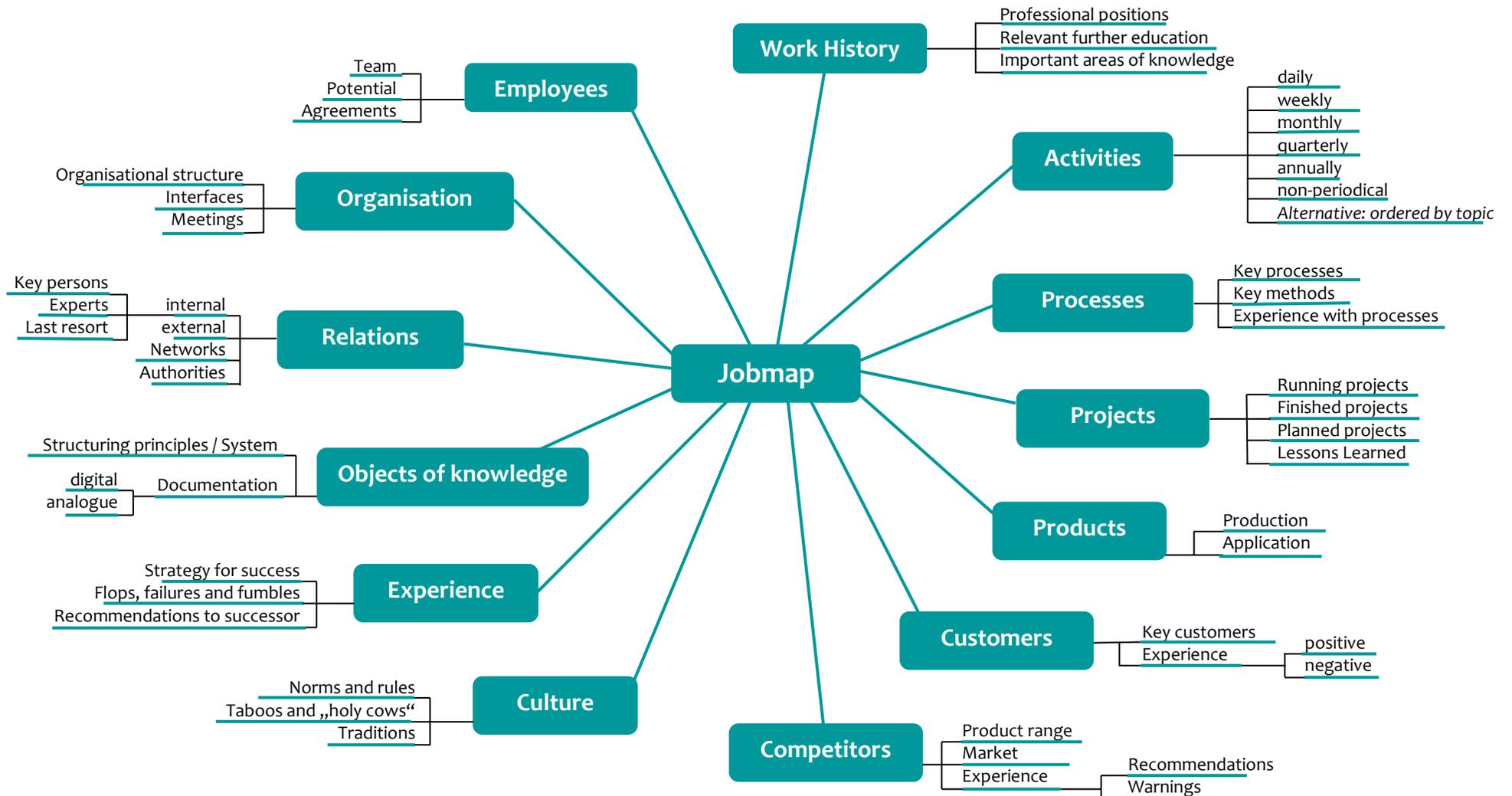


The Jobmap



inspired by: Mittelman: *Werkzeugkasten Wissensmanagement*, p. 101

The Jobmap

The jobmap is an **instrument** which serves the purpose to **systematically save and document the knowledge of a departing employee**. Originally, the method derives from the **Expert Debriefing** which was developed by the founders of Cogneon at Audi AG. Within a structured knowledge transfer the jobmap is filled by a **moderator** who **facilitates the conversation between a knowledge bearer** (= departing employee) **and a knowledge taker** (= successor). A **thematically uninvolved moderator** has the **advantage** that he or she can **focus solely on guiding and documenting the conversation**. Furthermore, it is easier to **ask also „stupid“ questions**.

A jobmap **comprises the explicit** as well as the **tacit knowledge** of the knowledge bearer. Through the **predesigned structure of the jobmap** all areas of knowledge can be walked through **systematically** and **one after the other**. Nevertheless, it is also **possible to change between the different areas of knowledge** – depending on the current topic of the conversation. **If the time for a knowledge transfer is short, a prioritisation of the relevant topics is possible**.

For the **documentation** the **freeware-program XMind** is used. The **location** for the knowledge transfer should be in a **quiet room** with **little disturbances** that **contains** optimally **a beamer**. Through the **projection** of the written documentation **all participants** of the transfer **can read the documentation in real time**. Furthermore, it is possible to perform the knowledge transfer **online via a web-conferencing-platform** (e.g. Zoom or MS Teams).

The jobmap is a **living document** that can be **continuously actualised and adapted** with the information of the knowledge area. Following the knowledge transfer, the jobmap can be **stored digitally** (as an **excel sheet** or a **digital mind map**) but also **analogically** (e.g. **as printed folder**) which sometimes makes the look-up of topics for the successor easier.

References:

Angelika Mittelmann: *Werkzeugkasten Wissensmanagement* (Books on Demand), 2011