The Jobmap

adónde
Coaching | Moderation | Training

Jobmap

Work History
- Professional positions
- Relevant further education
- Important areas of knowledge

Employees
- Team
- Potential
- Agreements

Activities
- daily
- weekly
- monthly
- quarterly
- annually
- non-periodical
- *Alternative: ordered by topic*

Organisation
- Organisational structure
- Interfaces
- Meetings

Processes
- Key processes
- Key methods
- Experience with processes

Relations
- Key persons
- Experts
- Last resort
- internal
- external
- Networks
- Authorities

Projects
- Ongoing projects
- Finished projects
- Planned projects
- Lessons Learned

Objects of knowledge
- Structuring principles / System
- digital
- analogue
- Documentation

Products
- Production
- Application

Experience
- Strategy for success
- Flops, failures and fumbles
- Recommendations to successor

Customers
- Key customers
- Experience
  - positive
  - negative

Culture
- Norms and rules
- Taboos and „holy cows"
- Traditions

Competitors
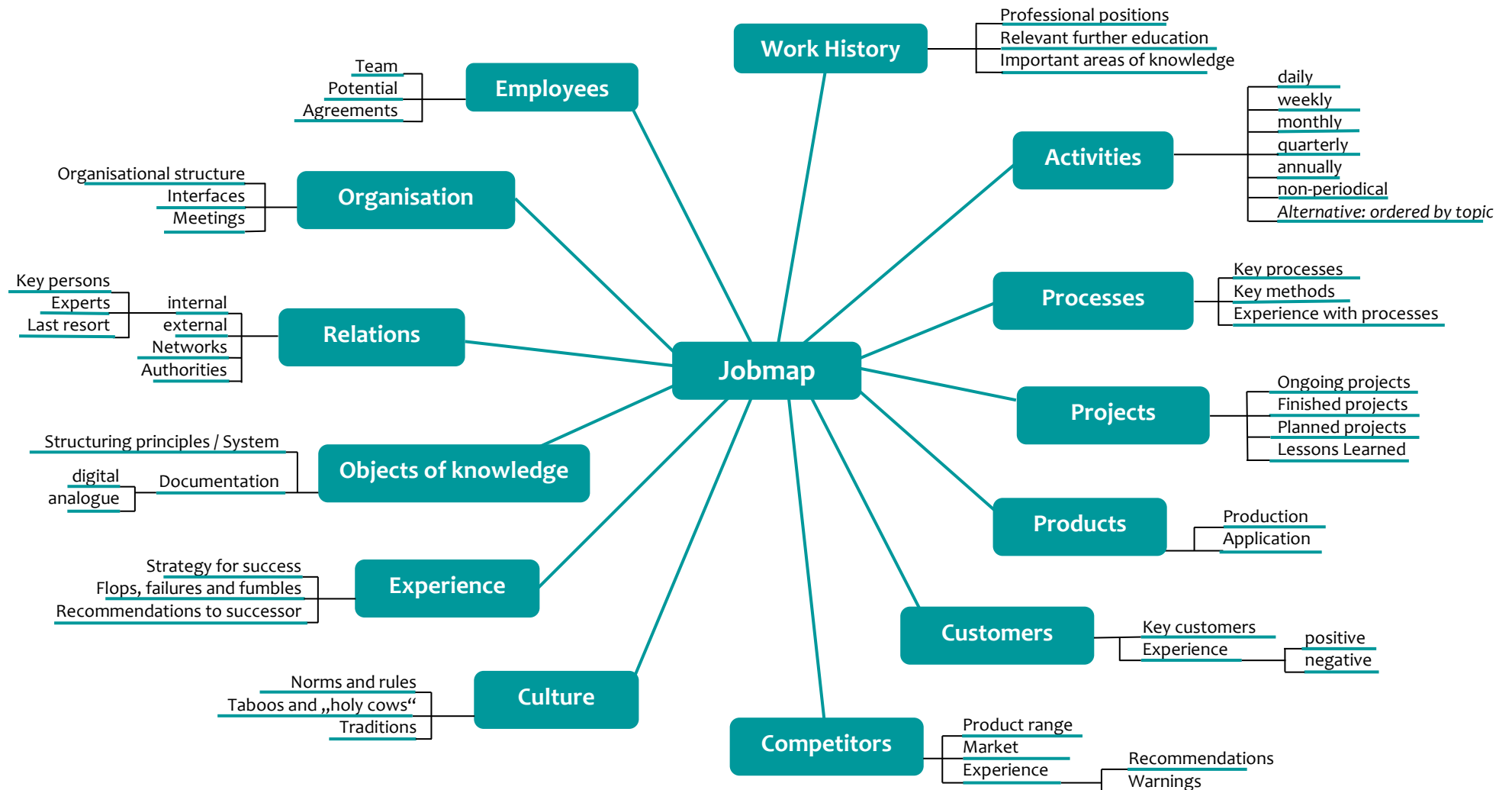- Product range
- Market
- Experience
  - Recommendations
  - Warnings

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

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