Our goal is to help you be successful in your current role and to support any efforts to develop the knowledge and skills necessary for any future roles you are working towards. When you move on to your next role, we want to ensure the hard work you did is captured for the next person to fill your position. The questions below will prompt you to think about several aspects of your job. Try not to include standard skills common to the job that others in a similar position would already possess.

1. What special knowledge or skills do you have that your office would miss when you leave?
2. If you had only one day to brief your replacement, what would you put on your list of things to share?
3. Looking back, what things do you wish the person you replaced taught you early in your job?
4. What are the key resources (procedures, manuals, checklists, etc.) you use to do your job?
5. What pieces of knowledge are you most worried about slipping through the cracks when you leave?
6. Are there some important types of knowledge that take a long time for someone else to learn but are critical to your job? What are they?
7. How did you learn the things you know? What resources, training or work assignments, etc., helped teach you?
8. What is unique about your background compared to the typical employee in a position like yours that has helped you be successful?
9. Who do you contact for assistance most frequently in order to do your job?
10. What are the most frequent issues or questions people bring to you? Which consume the most time?
11. What significant changes or programs were implemented but not successful and why?

\*Adapted from Tennessee Valley Authority’s Knowledge Retention Program, Iowa Department of Administrative Services Human Resource Enterprise Knowledge Retention Program and Delaware’s Knowledge Mapping Questions