



**Working with Subject Matter Experts:
Building Validation for your Selection Process and
Other HR Activities**

Introductions



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Why a Webinar on Subject Matter Experts?

- Lots of utility
- Provide critical validation
- Obtain much-needed expertise and trust



Agenda

- A definition of the term and role
- Description of how they are used
- Important considerations/best practices
- Input from our attendees

What / Who are SMEs?

A subject matter expert, or SME, is a "person with bona fide expert knowledge about what it takes to do a particular job."

What Do They Accomplish?

- **Employment testing:** Job analysis, test development, pass point setting, raters
- **Training:** Curriculum and materials development
- **General HR activities:** job description creation/update, minimum qualifications development



Why Are They Important?

- Provide key technical knowledge
- Give a picture of the pulse and culture
- A critical part of content validation
- Help obtain buy-in

Important Considerations

Confidentiality

- Communication
- Expectations
- Forms

Important Considerations

SME Participation

- Communicate (again!)
 - Use agendas
- Say thank you
- Do your homework

Important Considerations

SME Group Makeup and Planning

- Identify the ideal number of SMEs in advance
- Be flexible
- Build in participation

Important Considerations

SME Group Makeup and Planning (cont.)

- Consider rotations
- Give credit where appropriate

Important Considerations

Train Well!

- Don't assume SMEs know
- Kick-offs and other meetings
- Provide examples of the final product

Important Considerations

Sources of SMEs

- Internal
- External
- How to obtain

Important Considerations

Facilitating Meetings

- In person
- Virtual

Important Considerations

Reducing and Eliminating Bias

Due to:

- Position
- Experience/tenure

Important Considerations

- Be open and honest about the consequences of serving as a SME

Best Practices

- Selection/recruiting
- Training & integration of SMEs
- Managing personalities
- Leveraging differences in experience
- Facilitating meetings in person
- Facilitating web/remote meetings
- Capturing their input/ideas



Resources

- Sample confidentiality form
- Sample JA flowchart for milestones for SMEs
- Doodle Poll (doodle.com)

Sample Confidentiality Form

Subject Matter Expert Confidentiality Agreement

As a Subject Matter Expert (SME) participating in exam development related services to Cooperative Personnel Services, I accept responsibility for maintaining the strict confidentiality of all examination-related materials.

I will not discuss any aspect of the examination development process with anyone except the CPS examination contact person. This includes, but is not limited to: examination reference materials; examination content areas; and my evaluation of the actual examination scoring process.

I will not retain any examination copies or examination-related materials for my own personal files, nor will I make any copies of examination-related materials. I will ensure that all examination-related materials are kept in a secured location and will return all materials to the person designated to return the materials.

I will comply with State Government Code Section 19680 regarding the confidentiality and security of State examination materials made available for the SME's use or review. Specifically, the SME agrees to not expose examination materials to any unauthorized person(s) or to share in any way information pertaining to examination contents.

I will refrain from any activities which would pose a conflict of interest including but not limited to providing private instruction/training to potential examinees.

I have read and understand the provisions of this confidentiality agreement, and my signature below signifies that I agree to the terms of this agreement without reservation.

Subject Matter Expert Information

Sex (M/F): _____

Ethnic Group: White Black Hispanic Asian or Pacific Islander
 Filipino American Indian or Alaskan Native Other

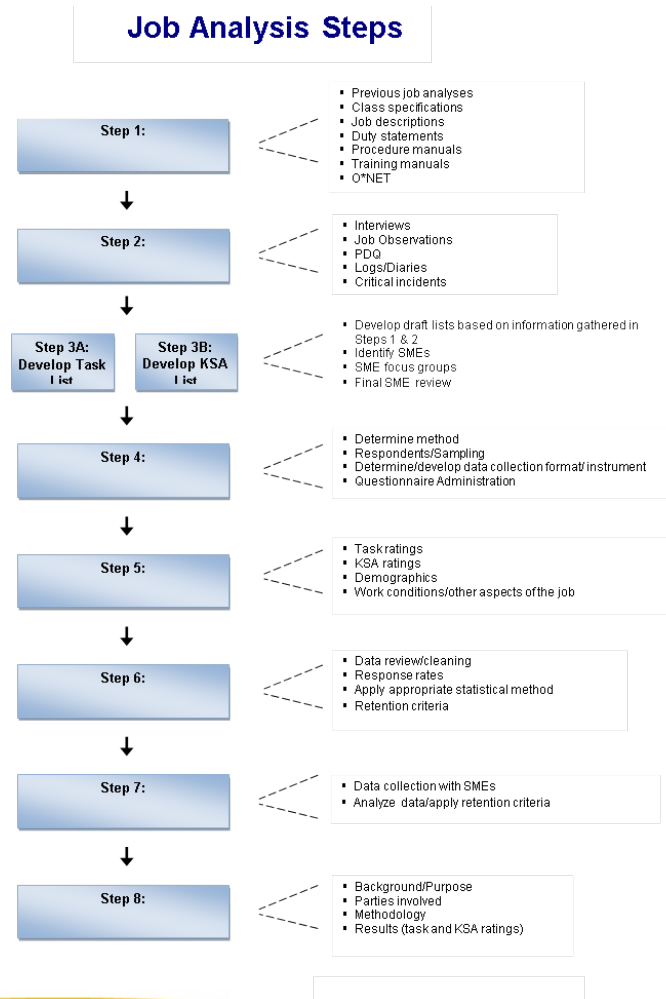
Current Position Title and Number of Years: _____

Total number of years in the field (list prior positions and years held):

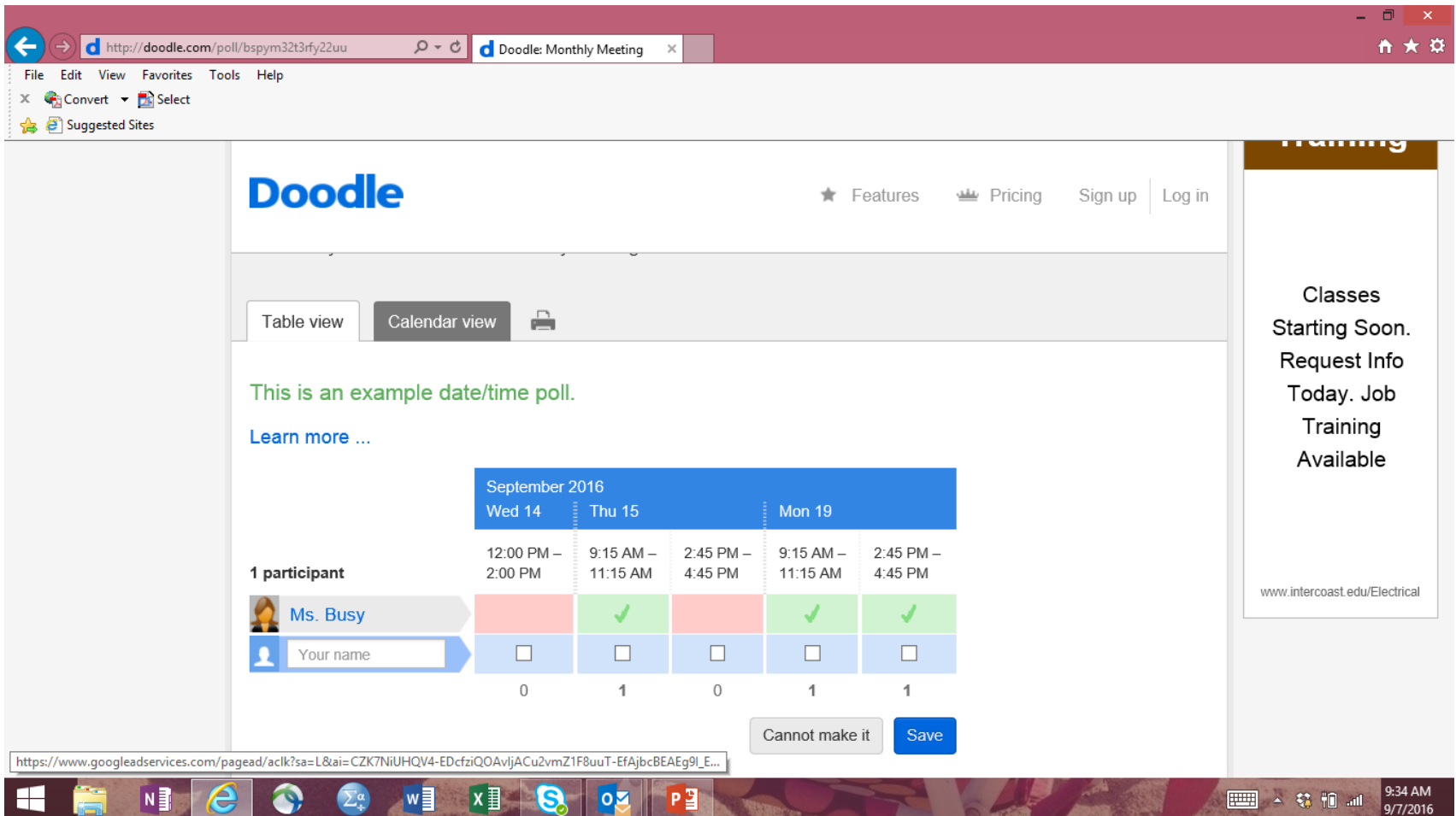
Department: _____ Section/Division: _____

SIGNATURE: _____ DATE: _____



Job Analysis Steps



Doodle Poll



The screenshot shows a web browser window with the URL `http://doodle.com/poll/bspym32t3rfy22uu`. The page title is "Doodle: Monthly Meeting". The browser's address bar and menu bar are visible. The Doodle interface includes a navigation bar with "Features", "Pricing", "Sign up", and "Log in" links. Below this, there are "Table view" and "Calendar view" tabs. The main content area displays a poll for "September 2016" with the following schedule:

	Wed 14	Thu 15		Mon 19	
	12:00 PM – 2:00 PM	9:15 AM – 11:15 AM	2:45 PM – 4:45 PM	9:15 AM – 11:15 AM	2:45 PM – 4:45 PM
1 participant					
 Ms. Busy	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
 Your name	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	0	1	0	1	1

At the bottom of the poll, there are two buttons: "Cannot make it" and "Save". The browser's address bar shows the URL `https://www.googleadservices.com/pagead/aclick?sa=L&ai=CZK7NiUHQV4-EDcfziQOAvljACu2vmZ1F8uuT-EfAjbcBEAEg9l_E...`. The Windows taskbar at the bottom shows the date and time as 9:34 AM on 9/7/2016.

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www.intercoast.edu/Electrical

Questions?

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