**‘KNOWLEDGE WORKER’ INTERVIEW SCHEDULE**

**Introduction**

1. What is your job title and please explain how it fits into the organisational structure?

**Employee Qualifications**

1. Can you tell me a little about your educational qualifications and when and where these were obtained?
2. Considering your education and qualifications, to what extent does your current position utilise the knowledge and skills that you have acquired?
3. To what extent are the qualifications and skills *specifically required* *to do this job* used in practice?
4. In the last 2-3 years, what training and development have you had? Are you satisfied with the training & development you have received?
5. To what extent do you feel that the training and development that you have received is valuable for your career progression
6. Within the firm?
7. In the field or sector?

**Employee’s Job**

1. Please provide a brief overview of the work you do.
2. Do you work on your own or in a team? If the latter what does this involve?
3. What other people and departments do you interact with in your job?
4. What is the extent of variety in your job? What opportunities does the job give you to develop or explore new ideas?
5. What is the extent of autonomy in the job? How closely are you supervised or managed?
6. Do you have opportunities for job rotation or secondment (either internally or externally); visiting clients, customers, or experts external to the organisation?
7. What would you say about the level of job satisfaction you get from your work? Explain why.
8. Has the job met your expectations?
9. Do you find it intellectually stimulating?
10. How would you evaluate the skill levels involved in the job?

**Generating & Sharing Knowledge & Ideas**

1. In what ways do you and your colleagues generate and share new ideas or knowledge (formal & informal systems, e.g. departmental & project meetings, idea forums etc)?
2. If you have a good idea or you solve a problem in relation to some aspect of your job, what do you do with the idea or solution?
3. Equally if you have a good idea about something outside of the parameters of your job what would you do?
4. If you face a difficulty in working on a task, what do you do?
5. If you work in a team(s), what role do these play in:
6. The generation of new ideas?
7. The sharing of knowledge?
8. Role of internal & external networks in generating & sharing knowledge
9. Do you have a coach or mentor?
10. How would you evaluate the effectiveness of current systems and methods in promoting innovation and knowledge sharing?
    1. i.e. meeting & communication systems; also idea forums, incentive schemes, PDP/appraisal systems; other HR policies such as training & development

**Career**

1. How well do you feel the organisation manages the careers of knowledge workers?
2. To what extent have you personally been able to realise your career goals here so far?
3. How do you see your future career developing?
4. Do you think this is a good sector to work in (employment prospects/opportunities for skills development etc)? Do you think the government, universities etc are making it an attractive place to work?