

# Strategies for Technical Writers to Boost Product Knowledge



# Use the Product

become a power user, test different features, and capture your experiences. Try to break things and explore use cases to understand the product's limitations and capabilities

# Learning Sessions

Schedule regular knowledge-sharing sessions with subject matter experts (SMEs), developers, and product managers. Go prepared with specific questions and request them to walk you through complex features or recent changes

# Join Channels

Join internal communication channels (Slack, Teams) where product discussions happen, especially channels used by the development and QA teams. Follow bug reports, feature discussions, and customer feedback threads

# Track

Create a personal knowledge base/documentation system to track what you learn. Take detailed notes during meetings, record sessions, and maintain a list of questions to investigate. This helps build a knowledgebase

# Shadow

Shadow customer support / professional support calls to understand real user pain points and common issues.

This provides insights into how customers actually use the product and what documentation needs improvement