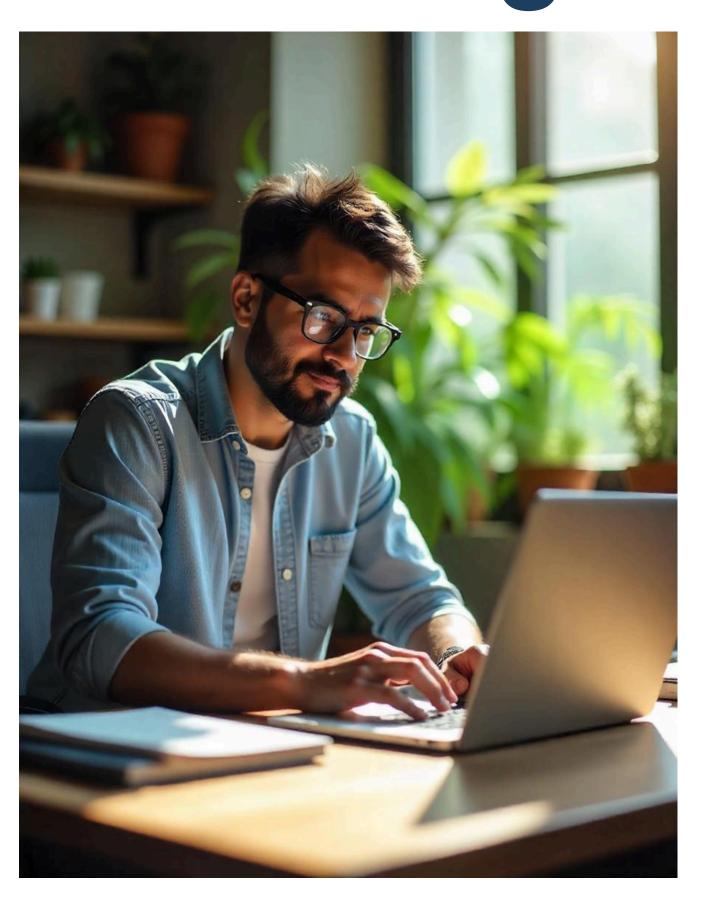
# Strategies for Technical Writers to Boost Product Knowledge



#### 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 knowledgesharing 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