

## LEARNING HANDBOOK

Guidance and tools to support systematic learning before, during and after project activity in health and care

### FAQs

Frequently Asked Questions (FAQs) are a useful way to signpost people to the most commonly sought information.

#### When?

FAQs can be useful to develop at the end of a project if the team are able to anticipate the questions that will be of most interest and will be most frequently asked.

FAQs are especially relevant where a project has a high profile, either internally or externally.

#### Who?

All those involved in a project should contribute to the FAQs to ensure they are comprehensive.

FAQs should be accessible to both internal staff and external stakeholders and partners if relevant.

#### How?

You can decide on the questions you'll be 'answering' in two ways – either the project team can decide which key points are likely to come up repeatedly, or the team can invite key stakeholders to suggest a first round of questions.

The number of questions included can grow over time as more questions are asked by stakeholders and identified as common areas of interest. Keeping track of the range and number of questions asked about your project is important to ensure the FAQs are as useful and as up-to-date as they can be.

Once you have decided which questions to answer, make sure you answer them in the right way. If you are unable to answer a question in one or two short paragraphs, it's unlikely your question is clear, or you may need to make the question more specific. For example, rather than answering the question: 'How did you engage with stakeholders?', you may want to answer the question, 'Which stakeholders were you able to engage particularly well with?' and then highlight the reasons why you were able to engage well with them, rather than just outlining the engagement process.

You should also try to answer questions in plain (simple) english to make sure answers are clear and easy to understand to everyone, including those with no prior knowledge of the project.

Once you have your set of FAQs and easy to understand answers, you need to make sure that a user can easily find the information that they need. You can do this by sorting the questions into categories e.g. listing the questions alphabetically, listing them by question type, project stage type or by audience type.

You also need to ensure FAQs are easy to access as this will reduce the amount of questions asked directly to the team. You can do this in many ways, e.g. if you have an intranet or a

designated learning repository, you should store this here so that all staff within your organisation can access it. You may wish to also advertise it's availability through internal social media and via email for external stakeholders.

**Further reading:**

- Garret Moon - [Ten tips for creating an FAQ page](#)

