

# When They Want Training Right Away

Helping your sponsor identify their target outcome



1. What is the issue you are experiencing? What makes you conclude that this is a training issue?
2. What will the people in the class DO differently after this training? How would an observer be able to tell if someone was properly trained? (Remember the fly-on-the-wall analogy.)
3. What is most important to you in addressing this issue? Quality, Speed, Cost, Reputation? How are business goals affected?
4. What would happen if you did nothing? What is the cost of *not* providing training
5. What are the real-world consequences to participants if they are or are not successful at implementing what they learn at your training?
6. How will we be able to tell the training was successful?
7. How will the new behavior be reinforced back on the job?