TNA meeting Qs

# Background

Use this flexibly

## Mental preparations

Affirmations to yourself:

* If a three-year old can do it I can do it.
* I know I can help them get to the precise need.
* How would my favourite detective behave?

# Welcome

Put the person at ease

Establish/build rapport

They made a good decision to talk with you

## Small talk

Thank them for getting in touch. Confirm that you’re looking forward to helping them get to the precise training need and solutions to fill it.

### Positive strokes

Such as a compliment. Perhaps, the welcome at reception, their website, something they recently posted as news.

### Their business

Give something you know or have found out about their business.

### Link

Our purpose today is to get specific about the training need you have so that we can have solutions that work best for you and your context here.

Shall we move on to that?

# Agenda

The way that this works best in my experience is that I will ask you some questions and you respond with as much information as you can.

I’ll start off broad and then focus in on specifics

I appreciate it’s often a challenge to explain what you know deep down because you are so close to it. That’s why I use different types of questions.

Once we have the need we can explore options to meet it

Then the resources to make it happen

And how you will know that it’s worked

When we are done I will go away and write up our discussion and send over the recommendations for your comments, feedback and approval.

How does that sound?

# Needs

Ok then, tell me about your desire for XXXXXXXXX?

What tells you that’s a need?

What specifically is the desired capability?

Say more about that?

When you say ‘XXXX’, what is that for you?

Do the people know it’s a need?

What specifically is the current capability?

What tells you that?

Say more about that?

When you say ‘XXXX’, what is that for you?

Let’s think about knowledge, skills and behaviours

What bits of knowledge are needed to get to the capability that you need?

When you say XXX what level or depth do they need exactly?

What skills are needed to get to the capability that you need?

When you say XXX skill what is it that they need to be able to do exactly?

And lastly what behaviours do they need to show to get to the capability you want?

## Importance and urgency

On a scale of 1 to ten where ten is high how important is it for ABC?

What leads you to that score?

Importance is one thing urgency is another. For example it’s important to me to see the Pyramids. It’s not urgent hat I do it tomorrow. I’ll go there in the next five years.

So, on a scale of 1 to ten where ten is high how urgent is it for ABC?

What leads you to that score?

## Reflect back

So let me, if I may, summarise what I’ve picked up so far:

* You want to improve XXXXX
* And you know it’s a need because xxxx
* The people involved know/aren’t aware it’s a need
* The current situation is causing XXXXX
* It’s an X Importance to the business and a X Urgency

# Operational issues

How is it impacting on your results? (KPI’s, metrics or however they assess results)

What does that mean in terms of time, money, other impacts?

What operational issues and constraints, like time and money, do we need to know about in any recommendations we make?

## Reflect back

So let me, let me summarise again:

* The current situation is causing XXXXX
* You have these constraints XXXXX

# Results

Great stuff. Let’s move on to results. Every training investment needs to show a return on your expectation and where relevant a return on investment. Value in other words.

Let’s say we jump to the time when the training is done, the people have applied their actions at work and everything that you want is achieved.

What are you now seeing that tells you it’s worked?

On your desk?

In reports?

In customer interactions

In senior team meetings

In the workplace?

Is there an absence of things like complaints

What are you hearing people around you say that proves it’s worked?

Participants

Line managers

Senior team

What feelings are you having because you know the program worked?

And where is it easiest to look at evidence that the programme worked?

Stats surveys, sales, absences,

Which is the easiest to access?

### Reflect back

So let me, reflect back the results from a programme that work:

The easiest things to look at are X and Y

You will know the programme was successful as you’d see X, Y Z

And people would be saying things like X Y Z

# Culture

Context is king in every programme. That’s what it’s important for me to understand more about the likely participants.

It’s important that any training solutions match the culture and your context.

What kinds of training or training activities do the people like or would prefer?

# Stock take

That’s super. Thanks again for all of that information. It’s all so very helpful in making sure you get what you want from a programme.

Is there anything else you’d like to add about the need or how you would assess the business benefit?

Ok. If anything else does come to simply get in touch with me.

# Offer any interim conclusions

I will of course reflect on what I’ve heard before a firm recommendation. What’s coming to mind is:

This could be:

* Actual training solutions
* The ingredients of a tailored training solution
* Non-training solutions like communications

# Next actions

Remember if anything else comes to you simply get in touch

Proposal with investment. May include additional options for you to consider

# Final thought

Thanks again

I’m certain our proposal will address the needs you’ve shared and the results you desire. Programmes like this are only meaningful when they deliver value.

End