



Training Preparation Questionnaire

1. Who are the employees or the group(s) that will need training?

2. Are they mostly professional exempt employees or non-exempt, hourly employees? Or both?

3. What is the general level of education of the employees who will attend training?

4. Do all of the employees speak, read, and write English well?

5. How many people will need to be trained?

6. What are some of the leadership and/or employee behaviors you have observed that cause you to feel training is needed?
e.g. Employees complain that the managers "disrespect" them or "talk down" to them
e.g. Customer complaints are up, with many comments that employees are "rude"

7. What are some of the performance issues/problems that currently exist which cause you to feel training is the solution?
e.g. HR / Employee Relations is seeing an increase in the number of employee complaints about supervisors and managers
e.g. Managers are avoiding conflicts with employees and expecting HR to handle them

8. What are some of the “bigger picture” business objectives that are not being met?
e.g. losing customers, higher turnover, lower profitability, etc.

9. How do you feel training will help you in improving the organization’s ability to accomplish the objectives?

10. What kind of results do you expect to see once the training has been completed?
e.g. What do you expect your return on investment will be?

11. Who is the final, financial decision-maker with authority to approve the training?

12. What is your budget for implementing a training program?

13. When do you wish to begin implementing the first classroom workshop or Online E-learning course?

14. Where are the employees who need training located, geographically?

If employees are located in numerous geographical locations, it is feasible for them to all come to one central location (such as company headquarters) or have training delivered in several different geographical locations?

15. Would you prefer to have employees attend classroom workshops led by an instructor or have employees take courses via our Online E-learning campus?

16. If you feel the Online may be a good option, here are a few things to consider:
Do the employees have good computer skills with ability to take classes online?

If Yes, the Online E-learning is a good training method. If No, an instructor-led program will be the effective training method

Do the employees have their own email addresses so they can receive passwords and instructions for taking courses online?

If No, an instructor-led program will be necessary

Will employees have a quiet place to log on take their online courses?

Would you prefer to have employees complete their online courses while at home, or will they be required to complete their courses while at work?

If you elect to have them log on at home, and the employees are non-exempt, have you considered the additional overtime expenses you will incur? Non-exempt employees must be compensated for training the employer requires as part of the job

17. Would you prefer to utilize your facilities to provide classroom workshops for employees, or would you rather use local meeting space such as a conference center or hotel to get them removed from the day-to-day environment?

18. Would you prefer to have employees attend training as a team-building off-site, traveling to Boca Raton, Florida to utilize the RPC training facility?

19. Do you have a staff of qualified team members who have experience in facilitating leadership or employee training program(s)? If so, we can provide a Train-the-Trainer program, certifying members of your organization to facilitate courses from our leadership curriculum. If you currently have a dedicated group of trainers, this can be a cost-effective option.

20. What training have the leaders/employees had in the past? If they have had training, how long has it been since the last program was delivered?

21. Are you expecting to *increase* the size of your workforce, or are you expecting to *decrease* the size of your workforce this fiscal year?

21. Have there been any significant events in your organization that might impact the attitudes/behaviors of employees attending a training program? I.e. recent downsizing, union activity, recent law suit or investigation, etc.