

Worksheet 6: Understanding Training Needs: Client Conversation Guide

About the client's organization

- What is the goal/mission of the client's organization?
- What product/service do they work with?
- Who are their consumers/customers?

The history & context of the request

- Who initially made this request in the organization?
- What event(s) gave rise to the request?

The training audience

- Who in the organization will attend the training? (Not names, just roles)
- How many will there be? (Keep in mind that ADA TN Modules were designed for audiences of about 20 – 40 participants)

Desired outcomes

- What does the client want to have happen differently as a result of the training session? (May be more than one desired outcome)

Desired dates/times

- a. Desired date(s):
- b. How long should the proposed training session be?
- c. Will there be a need for more than one session? (If so, gather logistics for each session)
- d. Where will it be delivered?

Program fit & expectations

- Given answers to above questions, what modules might fit the client's topic and time needs?
- Can the client's topic needs be met within the time frame the client desires?

Check it out (For more complex requests, this does not need to be done during one phone call)

- Propose a session, including modules and times
- Will your proposal meet the client's needs?

Future training needs

- Does the client anticipate any future training needs related to disability?

