

Sub Factor	Question
Motivation/ personal capacity to transfer	When I leave training, I can't wait to get back to work to try what I learned
	I believe that I am empowered to make the desired changes in the work environment, that are under my control
	There is too much happening at work right now for me to use this training
	My workload allows me time to try the new things I have learned
Sub Factor	Question
Participant personality profiling	I am sure I can overcome obstacles on the job that hinder my use of new skills or knowledge
	I believe that other people at workplace play a big role in determining whether my condition improves, stays the same, or gets worse
	The type of help I receive from other people at workplace determines how soon my condition improves
	My job performance improves when I use new things that I have learned
Sub Factor	Question
Training Design	The trainer(s) used lots of examples that showed me how I could use my learning on the job
	The way the trainer (s) taught the material made me feel more confident I could apply it
	The training content had the right focus on the topic to achieve the desired objective
	The training atmosphere was one of openness and trust
Sub Factor	Question
Peer support	My colleagues appreciate me using new skills I have learned in training
	My colleagues collaborate and support me better in fulfilling my commitments (where there is an interdependency)
	My colleagues understand the sense of urgency (where there is interdependency)
Sub Factor	Question
Processes/ systems	My workplace empowers me to make the desired changes in the work environment, that are under my control
	My current work processes/ systems allow me to use the skills I acquired in the training
Sub Factor	Question
Implementation of Learning	I listen to my customers (both internal and external) more actively to understand their requirements
	I demonstrate 'can-do' attitude towards my customers (both internal and external)
	I take proactive approach in gathering the information to meet the deliverables
	I take ownership and act in a more responsible manner to ensure that the solution is delivered as per the agreed timelines to the end customer
	I respond to my customers' queries promptly
	I always put myself in customers' shoes to understand their needs
