# Case for Training Questions

## Laying the Foundation

* Have we got a logical and compelling reasons for the training?
* How will training help the client?
* What is the best way to establish a sense of urgency?
* How do we prepare a roadmap for the training?
* How can we communicate, convincingly, why the training is happening?
* What are barriers and implications to a successful implementation of the training?
* How is the proposed training aligned with our organizational strategy plan?
* What is the end state vision? How clear and compelling is this vision?
* Who will form the guiding coalition that will aid the training effort?
* What will tell us that we have been successful?
* How can we paint a picture of what success will be like for people?
* Have we incorporated new values and attitudes into our work culture?

## Learning What We Need to Know

* What’s actually going to change? What will people have to give up?
* Who will feel threatened by the change and how will I deal with their concerns?
* Do people have the skills needed to implement and adopt the system?
* How well do people trust their leadership?
* Who are the informal leaders who can help advocate for the change?
* Who are the supporters of the training and how can we leverage their support?

## Planning the Training Process

* When and how will the training be introduced and reinforced?
* How can we remove obstacles and amplify wins?
* What communications will we need?
* Who are the right people to communicate those messages?
* What can we do to keep the information flow frequent, timely and clear to all stakeholders and also listen to their concerns?
* How can we involve some of the people affected by the change?
* How can we leverage employee’s knowledge and empowerment?
* How can we support and coach people during the training process?
* What training will people need?

## Making the Change Work

* How well do people understand what we’re saying about the change?
* What do our metrics tell us about our progress?
* How well are we reinforcing positive behavior?
* What are our plans in order of priority to manage resistance?
* What are we learning as we implement?
* What course corrections need to be made?