Maynardleigh-Business Development Meeting

SPIN Sheet

	1	
	2	Contact Name: Ektyre Cari wohim, Ampra
		Designation: The all
		Contact Details: Datakase
		Email Address:
	3.	Inquiry on/ Stated Need:
	4.	Meeting Mode: One-to-One/ Telephonic / Video Chat or SKYPE & SUI)) / , V
	5.	Brief about the business (OPR):
	6. H	ow does this company serve the "Basic human need"?
_		
7.	The	Business Model:
8. V	Wher	e are they mainly based?
9. En	nplo	yee strength:
10. Tui	rnov	er:
11. Trai	ning	Budget:
12. SPIN the a	(As	k four types if questions during this phase: Situation, Problem, Implication and Needs-

	17.11
SITUATION i. Who are the target audience 20 - Round 3	
i. Who are the target audience	
7-Bands	
ii. Job Profile (understand how they contribute to Basic Human Need : try and take a	
simplified approach to how they serve this world) New York And	
iii. Age , Qualification – (grade of colleges A or B or C), Experience in years	,
	· e
iv. Span of control (do they lead people , or , are individual contributors)	A
	B
v. What is the current state VS desired state (expectations- knowledge, skills, attitude, habit) Current State Desired state	
ment 1 VOC as p Housenal effects	yeng !
mest fragle are some mathematically continued by continued and continued are the second of the secon	Juenn -
by the instomer of carrying	the
the on non than the No actions	vident?
team wants to do right Gallering a	cohum
tam getting themselves the maynarded	hy am
More busines visjonsible	

S=Situation

Seek hard facts, and soft information, to understand the background and the opportunity you are facing

Keep your questioning short but thorough

Sample Questions

- How did you hear of MLA?
- Why are we here?
- Who really owns the issue-eg a particular line manager, the CEO, the HR person?—see also Miller Heimann: who is the customer?
- What exactly does your company do? Is it currently profitable?
- What is its position in the market place: eg a leader, number two, a newcomér?
- How many people work for it and what is the turnover over staff—ie how are you managing your talent?
- Where are your people mainly based, geographically?
- What is the structure of the company—could I have an organisation chart?
- Does you company have any key business goals you can
- Who heads up HR or Learning and Development and who is their boss?
- Who are the key people with responsibilities for training and development?
- Would I be able to meet them at some time?
- Do you have a budget for tackling this issue, if so what is it?
- When do you finalise your training budget during the year?
- Who else in the company might be interested in what we

new changes-10 to 10 days before high business volume when is passible

maynardleigh

和大新	sure			
in when you we was	Use what, when, how, why, who questions What is the issue exactly you want to tackle? How would you describe it using of actual behaviour happening or not happening? Why is it important to resolve?	from resolving this issue? Who has the most to lose by not tackling it Who has most to gain? How many people are we talking about?eg the target audience? How long has this problem been happening? How does it relate to or connect with the company's key business goals?	Offer feedback: Have I understood your problem Sample Questions If this is happening does it mean (eg your team leaders have problems winning outstanding performance from their people?).	issue of culture and change?) From what you've told me so far you are probably (eg really concerned about the future?) Would I be right in concluding that one impact of this issue is (labour turnover is too high) Does this mean therefore that. (you have top management commitment to solve this? It would be worth spending some real resources to solve this issue then? From what you've told me I would think that the
Mo utriviler intereleperio s lohat if 9 s varies viled e	Get the client talking about the issue and why it worries them, or why it matters right now as opposed to say last year.	Ask probing questions in a spirit of enquiry, making it a conversation not an interrogation	Ž	this problem must mean for the company or the individual might it be costing, what insight can you offer at this stage about the ramifications of such a problem

Filesty Jed pressuring due to ma-	
The which in the mode of delighting	The same of the sa
i. Gaps in performance, quality of relationships (repeated probe from previous question) The state of the st	
ii. How have you arrived at these gaps (one person seid , you observed , multiple leaders said , is it from training need analysis , is it a problem diagnosed at company level , has it come from a customer / consumer/ partner / senior leader)	
iii. Validate the source of problem and try and rationalise it (percentage on customer score, talent engagement score, performance index, documented observations, result of a team hurdle). It will be good to record the name of the person who has articulated the problem statement. metrics	
Implication i. How has this problem impacted the business (ex increase in cost , decrease in revenue ,	
opportunity lost, brand tarnished, attrition, low morale, reduced customer satisfaction, conflict, low internal service, wastage of time, money, bandwidth) 1001111	
maynardleigh	

Need

ve you tried this solution or any other solution in the past How will you measure the effectiveness of this solution (MOS – measures of success)
How will you measure the effectiveness of this solution (MOS – measures of success)
How will you measure the effectiveness of this solution (MOS – measures of success)
What does the solution look like to you (modular , one day , two day , three months ,
bespoke, quickie)
What level of solution would you like to attend (at the level of knowledge , or practise , or internalised)
internalisedy
-

maynardleigh

. Who are the key pe	ople with responsibilities	for Training a	nd Development?	
		No	Requested	By when
5.	Yes	140		
Org Chart				- 12
Competencies				
Gap Assessment				
Internal Survey				
Any other documents	1			196-
7.	Day cools ats	1	Date	
Deliverable (Appro	ach note, Proposals etc	1 1	1 1	
option of				
	d them about Venue requ	uirements)		
	raining budget during the	e year?		and the second

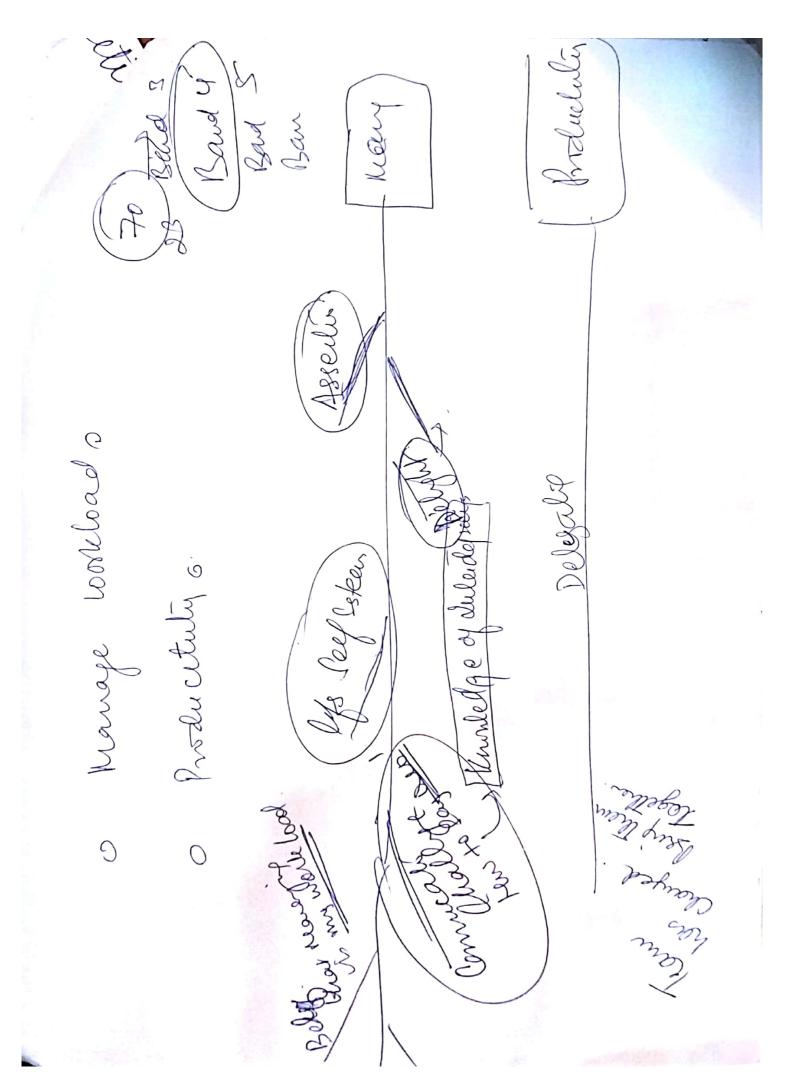
Behamoral -> Wtakeholder Mgt. -> Personal effectiveness -> People Nigt. Junitional MC-Internal voire of customer 35.1. Mast year- 67/-this year Hologram technology A Behref its change to be high anstead of islaming ithe cluston they think siff customer well guth cless! I will have less. belief - [1] am responsible. very landfully without

2) How to improve, producti as a team 6. Adding ation)

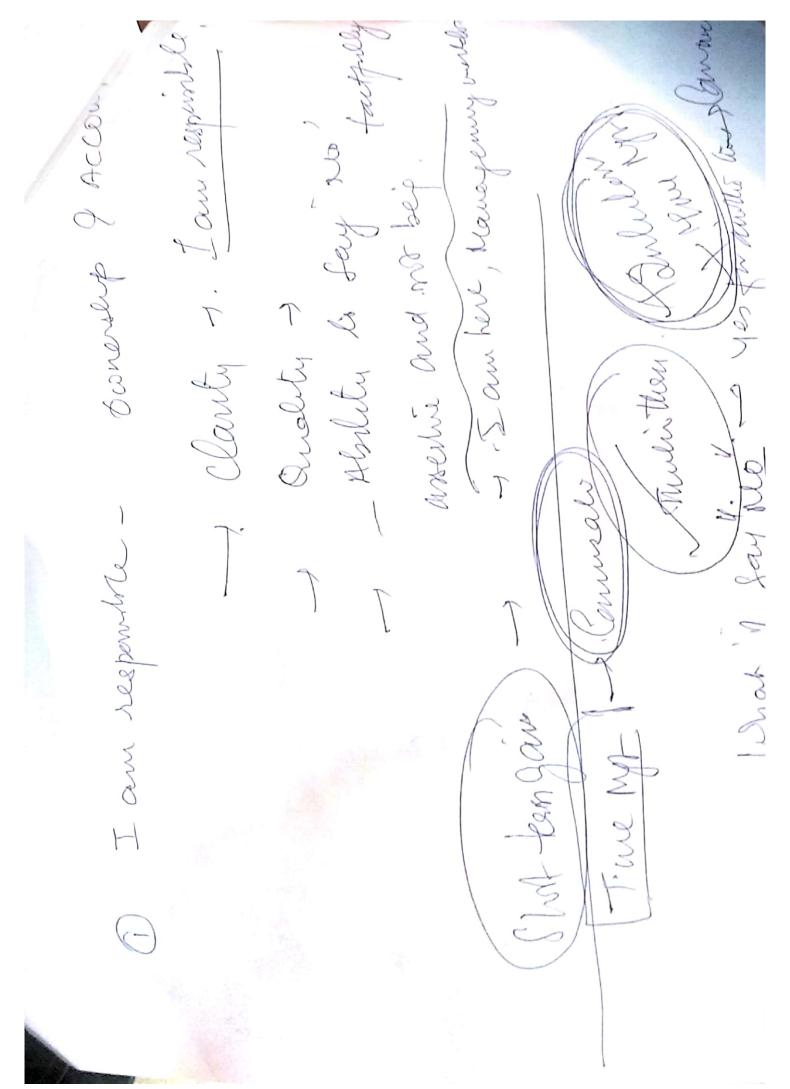
(apakility at the lower level

that don't deverage the

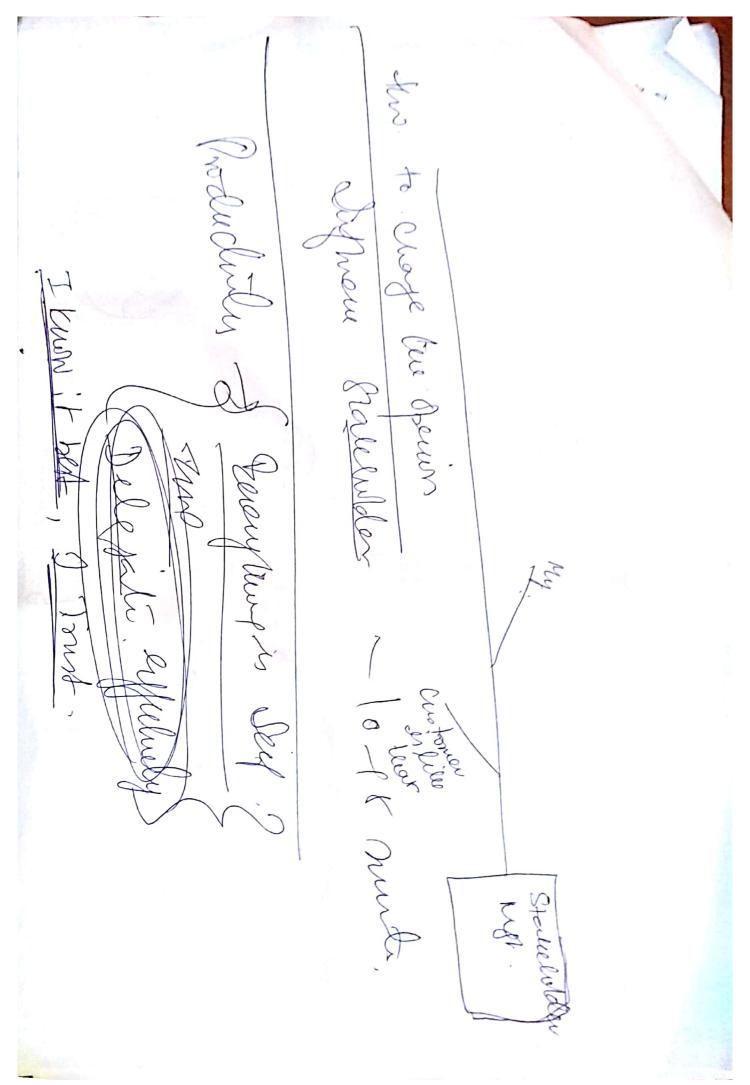
strengths Dolegale effectively Dupression to get credit from superiors. Hanage workload Effectively 7 1. se efficiency Getwun Mussovie of now learn y Then changed > bring them together



Scanned by CamScanner



Scanned by CamScanner



Scanned by CamScanner