

This questionnaire is an opportunity for you to specify your training needs. Please freely share information--the questionnaire is anonymous and will only be read by the trainer/consultant. By giving **specific** and **detailed** answers, you ensure training filled with practical skills. **Please type or print clearly in ink. You may use another page for your answers.**

1. I would like to change the following things about my job:

**(Rank these in order of importance to you, with (1.) being the most urgent)**

(1.)

(2.)

(3.)

2. Three skills I would like to develop or improve to help me work with co-workers more effectively:

**(Rank these in order of importance to you, with (1.) being the most urgent)**

(1.)

(2.)

(3.)

3. My level of enthusiasm and energy while at work is: (check one)

Very High    High    Medium    Low    Very Low

4. The reason my enthusiasm and energy is at this level is because:

5. The key challenges I face at work are:

6. When I am communicating with co-workers in a one-to-one situation, my most difficult challenge is:

7. When other co-workers communicate, their most difficult challenges seem to be:

8. The way I feel about confrontation and conflict is:

**9.** My top three work-related skills are:

**(1.)**

**(2.)**

**(3.)**

**10.** I'm not always able to fully utilize my skills, because:

**11.** If I could make a wish list of the things that would bring me greater job satisfaction, that list would include all of the following:

**12.** Feel free to add any additional comments, concerns, or information that will help the trainer to design a program targeted to your needs.

**13.** Please use the remainder of this page (and extra pages) to write several of the comments or questions that you have had difficulty responding to. Consider challenging situations or the remarks that you hate to hear and that leave you wishing you had a better response. You might hear these in face-to-face encounters or in telephone discussions with customers or co-workers. It is not necessary, but is helpful, if you write this in "script dialogue" form and include your typical responses to each comment. List as many as you can.

***Thank you for taking your time and for sharing your insights! I'm looking forward to meeting you!***  
***Gloria Thomas***