Your Name: [enter here]

**ELITE   
Questions from the Trainer**

Answering the questions will help the trainer tailor their approach to fit your needs, as well as the

needs of the group.

**1. Approximately, what percentage of your current position requires you to:**

|  |  |  |
| --- | --- | --- |
|  | **Percentages  (total 100%)** | |
| a. Recognize additional revenue opportunities | |  |
| b. Understand customers’ technical needs | |  |
| c. Understand customers’ business needs | |  |
| d. Respond with appropriate solutions | |  |
| e. Manage issues/’put out fires’ | |  |

**2. What individuals do you typically interact with in a customer account?**

(eg. CIO, IT Manager, etc)?

|  |
| --- |
|  |

**3. What challenges do you experience when interacting with them?**

|  |
| --- |
|  |

**4. What would you personally like to be able to do better following this course?**

|  |
| --- |
|  |

Thank you – please remember to email your completed form to [ursula.s@totalinteraction.com](mailto:ursula.s@totalinteraction.com)