|  |  |
| --- | --- |
| Your name: |  |

**CONNECT – Beyond Technical   
Questions from the Trainer**

Answering the questions below 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 customer contact is:**

|  |  |  |
| --- | --- | --- |
|  | **Percentages   (total 100%)** | |
| a. Phone | |  |
| b. Email | |  |
| c. Face to Face | |  |
| d. Other – please specify: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | |  |

**2. What level of individual do you usually engage with?**

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|  |

**3. What communication challenges do you experience?**

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|  |

**4. What would you like to get out of this course?**

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|  |

Thank you