

## 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:**

- a. Phone
- b. Email
- c. Face to Face
- d. Other – please specify: \_\_\_\_\_

Percentages  
(total 100%)


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

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

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

Thank you