

Tool 39-3. Potential Questions for Client Contact Meeting

Change

- What are your personal beliefs and experience with change?
- What benefits and difficulties have you experienced in implementing other change efforts?
- What did you learn from a recent effort similar to the one we are discussing?
- What motivates you to make changes in behavior, the organization, or business processes?

Business/Organization

- What is the background that led to your decision to call me?
- What have you done or tried so far?
- What business issues are you currently facing? What is the background?
- What employee/organization/performance issues are you currently addressing? What is the background?
- How is this issue affecting the business, customers, or employee results?
- How is it affecting the employees and the ability of the team or the organization to function effectively?
- What has been successful in the past?
- What is working now?
- If these issues were resolved what would the business/organization/performance look like?
- What may impede or get in the way of accomplishing the desired outcomes?
- What will support or help achieve the desired outcomes?
- What opportunities are opening up for your business or organization?
- How would your ideal organization function?
- How do you see the organization three to five years from now?
- What are your ideal performance outcomes/results?
- Who else needs to be involved in this project?
- May I talk to your boss/employees/colleagues to get a broader perspective?
- Whose commitment do we need for this project? How will we secure that?
- Are there parts of the project we can break into smaller pieces?
- I would like to spend time on the shop floor/riding with the sales team/listening in on customer service calls/or _____ to learn more about your business. Can you set that up for me?
- What administrative or other needed support is available?

Client

- What is driving or motivating your interest in this effort?
- What interests you in doing X?
- What else is taking your time right now?
- How much time and attention are you willing to devote to this initiative?
- What role are you willing to play?
- What are your personal goals for the future?
- Have you had prior experience with a similar change effort before?
- What benefits and difficulties did you experience?
- What did you learn?

Relationship

- How do you see us working together?
- How will we resolve differences or conflicts?
- How will we communicate? How often?
- How will decisions be made?
- How will we manage changes from outside the project?
- How will we handle changes needed within the project?
- What ground rules or agreements will guide our work together?
- How and when would you like to hear feedback about your support and leadership of the project?
- How often do you want progress reports?

Source: Scott (2000).