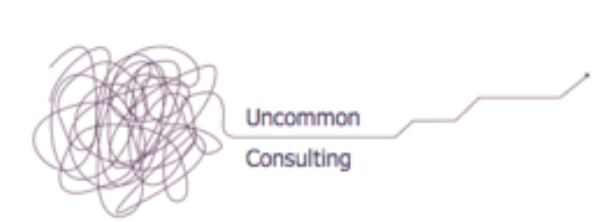


Contracting for Success (A conversation with your client)

1. Tell me more about your situation.
2. What are the top three biggest challenges contributing to this situation?
3. What one thing, if changed, would make the biggest positive difference in this situation?
4. What impact is this situation having on your business/personal success?
5. When this program/engagement is successful, describe for me what will be different. What will you see/get/experience more of, less of?
6. What specific impact do you anticipate this change will have on your business/you personally?
7. What have you done so far to address this issue?
8. What do you expect a consultant/facilitator can bring to this program/engagement that you cannot provide internally?
9. How much are you willing or able to invest in making this change happen?
 - a. Program/session time (how many hours/days)
 - b. Duration (weeks, months)
 - c. Financial (budget)
 - d. Personal attention, behavior change, commitment
10. What are the logistical factors?
 - a. Number of people
 - b. Location
 - c. Roles, levels, functions
 - d. Reporting relationships
11. Do any other stakeholders have an impact (or might they feel an impact from) on the change you'd like to see? In what way should they be involved?



12. How do you anticipate the group will respond to this program/engagement?
 - a. To what extent are they aware of your goals?
 - b. To what extent do they support the goals?
 - c. What obstacles do you anticipate we might encounter?

13. What else should I know about your goals, the group, your expectations?
 - a. What kinds of programs/engagements have you contracted for in the past?
 - b. What did you like about those engagements?
 - c. What could have been better?

14. What questions do you have for me?

15. Next steps:
 - a. Proposal based on what we've reviewed above
 - b. Confirm content, format and delivery dates
 - c. What else would be helpful for you in terms of next steps?