This is a sample of questions that help to get to the business outcome a client (either internal or external) is trying to achieve. By focusing on the outcome and client expectations, we become a business partner to our clients. Change the wording to fit your needs and add additional questions you have found helpful.

1. What are your business plans for next year? What’s new or going to be changing?
2. What are the most important business outcomes you are focused on for the next three to six months?
3. What are you doing that is working well? What could be improved?
4. Which metrics are you trying to effect?
5. What are your desired outcomes? Why?
6. What does success look like to you?
7. What obstacles might make it difficult to achieve success?
8. Would these plans require the development of new core capabilities?
9. What behaviors would employees need to change or develop to achieve the business outcomes?
10. Have you attempted to solve these issues in the past? What was the outcome?
11. What knowledge or understanding is required to change those behaviors?
12. What are the performance gaps? Which core capabilities (knowledge, skills, mindset) need to be developed to close it?
13. Looking at the list of potential improvements, where would a learning intervention be appropriate? Is there another intervention we should consider besides learning?
14. Based on your experience and knowledge of this area of the business, what kind of learning solution do you think we need?
15. Who are the subject matter experts and stake holders needed to make this solution successful?
16. What is your expected timeline for developing the new capabilities?
17. What do we know about your/our employees that will help create an engaging experience that keeps them motivated?
18. How will you embed the solution in the flow of work, and what support will you need?
19. How do you want to evaluate the outcomes and follow up on the results?
20. What questions should I have asked that I haven’t yet?