

## Regional Training Coordinator Probing Questions Resource

The below list of sample probing questions can be used by the Regional Training Coordinator (RTC) as a tool/resource when soliciting/determining if a training provider(s)/consultant(s) are able to fulfill the regions training needs. **Please note:** This is not an all-inclusive list and can be used as a tool/resource to build upon as the RTC deems necessary.

- What is/are the desired outcome(s) of the training being requested?
  - Be sure to list as many specific as possible to ensure that all elements will be trained.
- Who is the audience and/or attendees? How many attendees is training needed for? (*i.e. AJCC Staff, AJCC Management, WDB Staff, WDB Leadership/Board Members*)
  - Does RTC need to make arrangement for attendees with disabilities?
- Max capacity the training provider will deliver training to?
- Does the RTC have a location/space in mind to hold training? If not, is trainer possibly aware of location/space to hold training?
- Ask training provider what their training objectives are to determine if the training will fulfill the desired outcomes.
- Training delivered in-person or via webinar?
- Has the trainer provided training to another region/local workforce board?
  - If yes, RTC is welcome to contact RTC or local area for feedback.
- How long has trainer trained on topic?
- Does the trainer or RTC have a preferred date/time to hold training(s)?
- Is training scheduled to take place at least 30 days out?
- Is the training provider willing/able to customize their training to fulfill the region's training needs?
- Is the trainer willing to negotiate a lower rate if all elements in training not needed?
- Will the training provider share the training objectives with the RTC prior to the training being delivered?
- What should be the skill level of attendees or pre-requisites to participate/understand training being delivered?
- Do attendee's need to have access to a computer/telephone to receive training?
- Will the trainer require a pre-training questionnaire to be completed prior to providing training?
- Will the training provide practical examples which reflect the actual work? (*i.e. work, case studies, scenarios, reflection, break out into small work groups, and/or require audience participation. Doing, rather than just listening, or speaking?*)
- Will trainer provide training/resource materials that will be referenced too during training?
  - If yes, will materials be made available in advance or day of training?
- Will the training provide "learning outcome" evaluations to be completed at the end of training from all attendees?
  - If yes, can the evaluations also be shared with the RTC?
- Will the trainer require access to computer, microphone, audio/vision equipment, etc.?
- Will trainer accept questions while providing training?
- Is the training provider willing to provide follow-up training if updates have been made to training?
  - If yes, free or at a discount?
- Response time after training to provide information on topics that were unable to be answered during training?
- If it is deemed that the initial training needs were not fulfilled as previously described is the training willing to return to provide training again?

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- If yes, free or at a discount?
- Does the trainer have a website or have a list of additional training topics?
- How soon after training will trainer submit invoice?
- RTC can request/confirm that invoice submission requirements are included in contract to avoid invoice delays.

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