

What follows are lists of questions generated by the discussion groups in addition to those listed in the PowerPoint presentation generated by the facilitator.

What is the purpose of front end analysis?

Identify stakeholders and constraints.

Target the right problem.

What will it take to get buy-in?

What are the risks?

What are the key questions that should be asked about the target population?

What do they have to gain?

Physical location – one or many?

Generation?

How are they being measured?

Prior knowledge?

Employee engagement scores?

Cultural history – Experience with the problem?

Union/non-union?

Experience with the proposed intervention?

How does the organization expect the change to affect the target population?

Language?

Frame of reference?

Subject to authority – are they employees or customers?

Job function?

Obstacles to learning vs obstacles to performance?

What are some key questions that should be asked about how each target population encounters the tasks / problems / decisions in question?

Strategic vs procedural?

Time constraints when facing the task?

How is performance to be measured?

What's working well now?

Perverse incentives?

How do they learn best?

Team vs individual?

Local or dispersed?

Incentives?

Feedback to performer while engaged in the task?

Can they be proactive?

How does change affect people?

Management support?

Organizational culture?

Time available to reach proficiency?

Time for training?

Who are your gurus?