



Great questions to uncover needs

When dealing with your stakeholders it is important to ask the right questions, so that you can really uncover the needs that the training is meant to meet. In a conversation with a stakeholder or client, a good model to use is the **HIRE** model. This has been devised by Krystyna Gadd and drawn from several coaching and consultancy approaches.

List questions for each phase in the boxes provided below:

H	Tell me what is HAPPENING ?
I	What are the underlying ISSUES ?
R	What are the RAMIFICATIONS of these problems?
E	What do you EXPECT ? (the benefits)



H	<p>Tell me about what is happening just now? Tell me about what is not happening just now? Why now? Who is(not) involved? Who should be involved? How long has this been going on? Who are the key people? What have you tried?</p>
I	<p>What are the underlying issues? What might have triggered this/these? What has gone well? How did it happen? Why did it happen? What would you do to prevent this in the future? What changes might have triggered this? Have you any evidence?</p>
R	<p>What are the ramifications of not addressing these problems? If you solve this what will you achieve? If you do not solve this what will happen? What is the worst that can happen? What is the cost of not doing this? What is the cost of doing this? How is this impacting the stakeholders? What are the implications to the wider organisation? How do people feel about this?</p>
E	<p>What do you expect to get from this? What are your priorities? What will really make a difference? Where do you want to be in 6 months? What does "good" look like? What is the budget? What are the constraints? Is there anything else that we have not thought of?</p>