

## Corporate Needs Analysis Questionnaire

1. Why do you want your staff to participate in a Protocol, Etiquette Training programme?
2. Are there specific areas/problems you would like addressed?
3. Do you want all the staff to participate in the programme or just specific sections?
4. Would you be interested in customized and specialized protocol, mentoring and training programme for each section of your Organisation?
5. Are there any specific staffers you feel would benefit more from personalized programme?
6. Would you like your staff to learn how to communicate with clients or co-workers more effectively?
7. Is there a specific skill that you would like your staff to learn?
8. Have your staffers had similar protocol and business etiquette training programme? If so, was it effective?
9. Would you like to have your staffers trained in basic business etiquette?
10. What results would you look for to consider this Programme a success?