

Co-BALT: Q & A

I. Introductory (Set the Stage - ~2 minutes)

Thank you for taking the time to speak with me. As you know, we're looking at ways to improve processes and enhance efficiency across the organization. I'm gathering input from department heads to identify key areas where we can focus our efforts. This will be the foundation for a new initiative, Co-BALT, focused on collaborative improvement.

II. Core Questions (Focus on Issues - ~10-15 minutes)

1. If you could wave a magic wand and fix "one" thing within your department that consistently hinders your team's effectiveness, what would it be? (This is a powerful opener, focusing on the biggest pain point.)
2. What are the biggest roadblocks your team faces when trying to implement new technologies or processes? (Directly relates to Co-BALT's focus.)
3. Thinking about communication and collaboration "across" departments, what's working well, and what could be improved? (Addresses potential systemic issues.)
4. What training or development opportunities do you think would have the biggest impact on your team's performance? (Identifies learning needs.)
5. Are there any recurring issues or complaints you hear from your team members regarding internal processes or systems? (Uncovers common frustrations.)
6. If you had more resources (time, budget, personnel), where would you invest them to improve your department's operations? (Reveals priorities and unmet needs.)
7. On a scale of 1-5 (1 being very low, 5 being very high), how would you rate your team's overall morale, and what's driving that rating? (Gauges team sentiment – follow up on low scores.)

III. Concluding (Gauge Support & Next Steps - ~3-5 minutes)

1. Based on our conversation, do you see areas where a collaborative, organization-wide effort like Co-BALT could be beneficial to your department?
2. Would you be willing to potentially have a team member participate in Co-BALT if it moves forward?
3. Is there anything else you'd like to share that you think is important for me to know?

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IV. Key Considerations

- Active Listening: Pay close attention to their responses and ask clarifying questions.
- Non-Judgmental: Create a safe space for them to be honest.
- Note-Taking: Take detailed notes, focusing on key phrases and recurring themes.
- Brevity: Respect their time – keep the interview focused and concise.

After each interview, immediately jot down your initial impressions and categorize the themes that emerge. This will help you identify the top three common issues across all departments.

This approach should provide you with the information you need to launch Co-BALT with a clear focus and strong departmental buy-in.