

Consulting Services Assessment Form

Description

The Consulting Services Assessment Form is distributed to clients by the performance consultant at the end of a performance consulting project.

How can you use it?

- ☐ To measure the client's satisfaction with the consultant and the results of the project.
- ☐ To assess the knowledge and skills of the consultant.
- ☐ To ensure the consultant met the expectations you set at the start of the project.
- ☐ To guide the consultant's ongoing development.

Tip

Note that the form is designed to capture testimonials from clients. Make sure you broadcast your successes to the rest of your organization.

Note

The Consulting Skills for Trainers workshop contains a comprehensive set of forms, checklists, worksheets, and tools to help you apply a step-by-step performance consulting process that is realistic for trainers.

Consulting Services Assessment Form

Client Name: _____ **Date:** _____

Client Title: _____

Consultant Name: _____

	Strongly Disagree	Disagree	Agree	Strongly Agree
The Consultant ...				
1. Listened carefully to the performance needs.	1	2	3	4
2. Demonstrated understanding of the performance needs.	1	2	3	4
3. Showed concern for me (and my staff).	1	2	3	4
4. Demonstrated knowledge of performance solutions.	1	2	3	4
5. Researched the issue(s) thoroughly.	1	2	3	4
6. Conducted a detailed analysis of the performance gap.	1	2	3	4
7. Helped select relevant and useful solutions.	1	2	3	4
8. Always explained the implications of our decisions.	1	2	3	4
9. Guided me through the process from start to end.	1	2	3	4
10. Managed time effectively.	1	2	3	4
11. Showed enthusiasm throughout the process.	1	2	3	4
12. Contributed valuable knowledge and skill.	1	2	3	4
13. Ensured confidentiality.	1	2	3	4
Expectations				
14. The solution yielded the results I expected.	1	2	3	4
15. Overall I am satisfied with the consultant's services.	1	2	3	4

If you had to make one suggestion for improvement to the consultant, what would it be?

We would appreciate a testimonial from you.
