TechnologyAdvice

Individual Gap Analysis Template

Individual Analysis				
Stakeholders		**Timeline**		
Name			**Due Date**	**Date Completed**
Title		**1. Determine stakeholders**		
Name		**2. Identify important skills**		
Title		**3. Mark priority and required levels**		
Name		**4. Assess skills**		
Title		**5. Analyze and communicate next steps**		

Employee name	Skill	Hard vs. soft skill	Desired level	Current level	Gap	Next steps
Jane Doe	*Leadership*	*Soft*	*4*	*2*	*2*	*N/A*

**Note: italics are examples; see sheet below for example scoring system.*

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Group Skill Gap Analysis

Group Analysis				
Stakeholders		**Timeline**		
Name			**Due Date**	**Date Completed**
Title		**1. Determine stakeholders**		
Name		**2. Identify important skills**		
Title		**3. Mark priority and required levels**		
Name		**4. Assess skills**		
Title		**5. Analyze and communicate next steps**		

Skill or competency	Hard vs. soft skill	Purpose	Desired level	Current level	Gap	Priority 1=lowest; 5=highest	Next steps
Phone etiquette	*Soft*	*Provide excellent customer service and maintain satisfaction score of 70% or higher.*	*4*	*2*	*2*	*4*	*Enroll department in phone etiquette training course.*
VoIP knowledge	*Hard*	*Answer over 90% of calls and redirect appropriatley.*	*5*	*4*	*1*	*5*	*Host mandatory VoIP software refresher course and track attendance.*

*Note: italics are examples; see sheet below for example scoring system.

Example Rating System

Score	Definition
0	Unaware of the skill.
1	Aware but unable to perform skill.
2	Performs skill with heavy assistance.
3	Performs skill with occasional assistance.
4	Performs skill on their own.
5	Able to instruct others on the skill.