# Performance Gap Analysis Job-aid!

1. **Clarify Training Request:**

How many people need to be trained and frequency of training reoccurrence?

What specific performance improvements are you targeting, planning for?

How will you measure the performance improvement?

Have employees received training in this in the past?

What would happen if this training were not offered?

1. **Identify expected performance**

How are employees supposed to be performing the task in question?

What are the different performance expectations for different employee levels?

How are employees supposed to use the information, skills in question?

1. **Identify how employees are actually performing the task or using the knowledge or skills in question. Here are some possible methods for answering this question:**

* Hold interviews with stakeholders, managers, supervisors, employees
* Observation (direct or indirect)
* SME
* Reports, documents, dates

1. **Identify the performance gap:**

Once you have identified both current (point 3) and expected (point 2) performance, compare the two to identify if and where a gap exists.

What is this gap?

1. **Identify the cause and solution:**

If a gap exists, look at potential causes and identify possible solutions.

Can it be grouped into one of the areas listed here?

Which one(s) and why?

* Knowledge and Skills
* Guidelines
* Measurement
* Feedback
* Motivation
* Workplace Conditions

1. **Propose a solution:**

Once you’ve found the cause and best solution to close the gap, you can:

* Build your findings into your Learning Design Plan;
  + Present your findings to your team, the project manager or client to support your findings and the proposed solution.