

Skills Gap Analysis

Maximizing Employee
Potential



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Introduction

Ready to level up your team's skills but not sure where to start? You're in the right place! This guide offers a simple, actionable way to measure competencies in key areas like Communication, Time Management, and more. In just a few minutes, you'll know exactly where to focus your training efforts.

Purpose

The purpose of this Skills Gap Analysis is to quickly and accurately identify the areas where your team excels and where improvement is needed. It's your roadmap for targeted training, helping you allocate resources effectively. By knowing where the gaps are, you can boost productivity, enhance job satisfaction, and ultimately, drive business success.

Who Should Use This Template?

This guide is perfect for team leaders, HR professionals, and even individual employees who want to take charge of their own development. Whether you're looking to refine existing skills or identify new training opportunities, this guide offers a straightforward way to get actionable insights. So, if you're committed to elevating performance and driving success, this guide is for you.



Employee Self-Assessment

Employee Name: _____

Position: _____

Date: _____

RATING

SOFT SKILLS

🌟 😊 😐 😞 😱

COMMUNICATION

I can effectively convey information to others.

I am a good listener and understand instructions well.

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TIME MANAGEMENT

I can prioritize tasks and manage my time efficiently.

I rarely miss deadlines.

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TEAMWORK

I work well in a team and can collaborate with others.

I contribute positively to group dynamics.

🌟 😊 😐 😞 😱

EMPATHY

I work well in a team and can collaborate with others.

I show genuine concern for others' well-being.

🌟 😊 😐 😞 😱

CONFLICT RESOLUTION

I can handle disagreements in a constructive manner.

I can mediate disputes and find common ground

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CUSTOMER SERVICE

I can handle customer complaints effectively.

I can build strong relationships with clients or customers.



Employee Self-Assessment

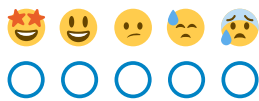
Employee Name: _____

Position: _____

Date: _____

RATING

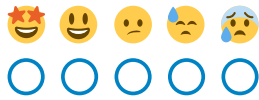
JOB SKILLS



MANAGEMENT

I can delegate tasks effectively.

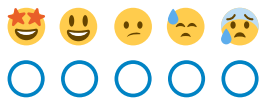
I can motivate and lead a team to achieve its goals.



SCHEDULING

I can create and manage schedules efficiently.

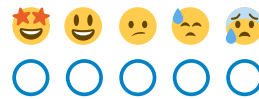
I can adjust schedules based on unforeseen changes.



DOCUMENTATION

I can maintain accurate records and documentation.

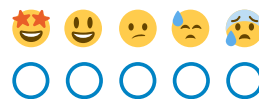
I am familiar with the tools and software used for documentation in my role.



STRATEGIC PLANNING

I can set and achieve long-term goals for my department or role.

I can anticipate future challenges and plan accordingly.



INTERVIEWING

I can effectively assess a candidate's suitability for a role during an interview.

I can ask relevant and probing questions during interviews.



Employee Self-Assessment

Employee Name: _____

Position: _____

Date: _____

RATING

JOB SKILLS



RESUME SCREENING

I can quickly identify key qualifications and red flags on a resume.



I am familiar with the qualifications and skills necessary for roles I'm hiring for.



CANDIDATE SOURCING

I can effectively use various platforms and methods to find suitable candidates.



I can build a network of potential candidates for future roles.



SALES

I can effectively pitch products or services to potential clients.



I can handle objections and close deals successfully.



TECH-SAVVY

I am proficient in using the proper tools for my role.



I can troubleshoot common issues or challenges with these tools.

Manager's Evaluation



Employee Name: _____

Position: . _____

Date: _____

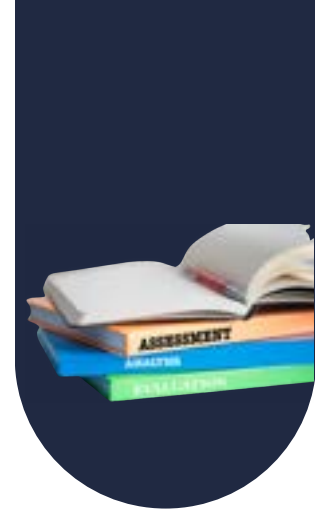
Instructions: For each skill, rate their proficiency on a scale of **1 to 5**.

1 = No experience or knowledge
 2 = Basic understanding but limited experience
 3 = Competent with regular use or practice
 4 = Proficient with strong experience
 5 = Expert with extensive experience and knowledge

SOFT SKILLS

| | CURRENT SCORE | DESIRED SCORE |
|---|----------------------|----------------------|
| COMMUNICATION | | |
| • Effectively convey information to others. | | |
| • Good listener and understand instructions well. | | |
| TIME MANAGEMENT | | |
| • Prioritize tasks and manage time efficiently. | | |
| • Rarely miss deadlines | | |
| TEAMWORK | | |
| • Work well in a team and collaborate with others. | | |
| • Contribute positively to group dynamics. | | |
| EMPHATY | | |
| • Understand and share the feelings of another. | | |
| • Show genuine concern for others' well-being. | | |
| CONFLICT RESOLUTION | | |
| • Handle disagreements in a constructive manner. | | |
| • Mediate disputes and find common ground. | | |
| CUSTOMER SERVICE | | |
| • Handle customer complaints effectively. | | |
| • Build strong relationships with clients or customers. | | |

Manager's Evaluation



Employee Name: _____

Position: . _____

Date: _____

Instructions: For each skill, rate their proficiency on a scale of **1 to 5**.

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- 4 = Proficient with strong experience
- 5 = Expert with extensive experience and knowledge

JOB SKILLS

| | CURRENT SCORE | DESIRED SCORE |
|--|--------------------------|--------------------------|
| MANAGEMENT | | |
| • Delegate tasks effectively. | | |
| • Motivate and lead a team to achieve its goals. | | |
| SCHEDULING | | |
| • Create and manage schedules efficiently. | | |
| • Adjust schedules based on unforeseen changes. | | |
| DOCUMENTATION | | |
| • Maintain accurate records and documentation. | | |
| • Familiar with the tools and software used for documentation in the role. | | |
| STRATEGIC PLANNING | | |
| • Set and achieve long-term goals for the department or role. | | |
| • Anticipate future challenges and plan accordingly. | | |
| INTERVIEWING SKILLS | | |
| • Effectively assess a candidate's suitability for a role during an interview. | | |
| • Ask relevant and probing questions during interviews. | | |

Manager's Evaluation



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Position: _____

Date: _____

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JOB SKILLS

| | CURRENT SCORE | DESIRED SCORE |
|--|---------------|---------------|
| RESUME SCREENING | | |
| • Quickly identify key qualifications and red flags on a resume | | |
| • Familiar with the qualifications and skills necessary for the roles the organization is hiring for | | |
| CANDIDATE SOURCING | | |
| • Effectively use various platforms and methods to find suitable candidates. | | |
| • Build a network of potential candidates for future roles. | | |
| SALES | | |
| • Effectively pitch products or services to potential clients | | |
| • Handle objections and close deals successfully. | | |
| TECH-SAVVY | | |
| • Proficient in using the proper tools for their role: | | |
| • Troubleshoot common issues or challenges with their tools. | | |

Communication Skills Evaluation



Employee Name: _____

Position: _____

Date: _____

PROFICIENCY QUESTIONS:

How often do you present or share information in group settings?

Never Rarely Sometimes Often Always

How comfortable are you with writing formal documents or emails?

Not at all Slightly Neutral Quite Extremely

Rate your ability to understand complex verbal instructions on the first try.

Poor Below Average Average Good Excellent

STRENGTHS AND APTITUDE

- Describe a situation where your communication skills positively impacted a project or team.

- What communication tools or platforms are you most familiar with? (e.g., Slack, Zoom, Microsoft Teams)

SKILLS TEST

SCENARIO:

The quarterly meeting has been rescheduled to the 15th of next month. Please adjust your calendars accordingly and inform any external stakeholders.

Question: What is the new date for the quarterly meeting?

- A.** 5th of next month
- B.** 15th of this month
- C.** 15th of next month
- D.** Last month

Communication Skills Evaluation



Employee Name: _____

Position: _____

Date: _____

THEORETICAL UNDERSTANDING:

Which of the following best describes the purpose of the "feedback loop" in communication?

- To provide a speaker with a platform.
- To ensure the receiver has understood the message.
- To repeat the message multiple times.
- To amplify the message for a larger audience.

PRACTICAL APPLICATION:

Exercise: Here's a paragraph detailing a new company policy. After reading, summarize the key points in two sentences.

"Starting from the next fiscal year, all employees will be required to submit their annual leave requests at least two months in advance. This change is due to the new system implementation which requires a longer processing time. It's essential for the HR and your respective department to coordinate effectively to ensure smooth operations."

SKILLS DEMONSTRATION

SCENARIO:

You're in a meeting and a colleague is presenting a complex topic. Midway, you realize you're lost. How would you address this without disrupting the flow of the meeting?

Time Management Skills Evaluation



Employee Name: _____

Position: _____

Date: _____

PROFICIENCY QUESTIONS:

How often do you use tools or software to manage your tasks and time?

- Never Rarely Sometimes Often Always

How frequently do you find yourself working beyond regular hours to meet deadlines?

- Never Rarely Sometimes Often Always

Rate your ability to prioritize tasks when faced with multiple urgent requests.

- Poor Below Average Average Good Excellent

STRENGTHS AND APTITUDE

- Describe a situation where your time management skills ensured the timely completion of a project.

- Describe a situation where your time management skills ensured the timely completion of a project.

SKILLS TEST

SCENARIO:

The project deadline is on the 20th. However, the client has requested a preliminary review on the 10th. The design team needs at least 3 days for final touches.

Question: By which date should the design team ideally have their draft ready for internal review before the preliminary client review?

- A. 5th
- B. 7th
- C. 10th
- D. 12th

Time Management Skills Evaluation



Employee Name: _____

Position: _____

Date: _____

THEORETICAL UNDERSTANDING:

The "Eisenhower Box" or "Urgent-Important Matrix" helps to:

- Calculate the time spent on each task.
- Prioritize tasks based on urgency and importance.
- Allocate resources for team projects.
- Track long-term project milestones.

Which time management technique involves breaking work into intervals, typically 25 minutes in length, separated by short breaks?

- The 2-minute rule.
- Time blocking.
- The Pomodoro Technique.
- The 80/20 rule.

PRACTICAL APPLICATION:

Exercise: You have a project due in 5 days. List the steps you would take to ensure timely completion, considering potential obstacles.

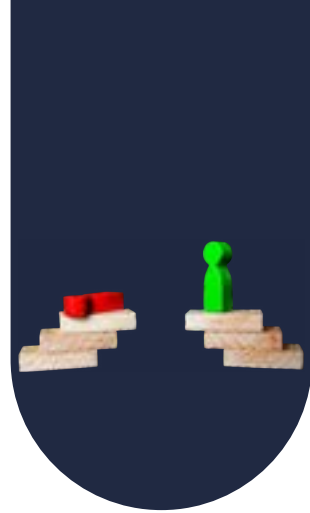
1. _____
2. _____
3. _____
4. _____
5. _____

SKILLS DEMONSTRATION

SCENARIO:

You're managing a team project, and two critical tasks are falling behind, threatening the deadline. How would you address this to ensure the project stays on track?

Conflict Resolution Skills Evaluation



Employee Name: _____

Position: _____

Date: _____

THEORETICAL UNDERSTANDING:

Which of the following best describes the "Collaborative" conflict resolution style

- Avoiding the conflict and waiting for it to resolve on its own.
- Working together to find a mutually beneficial solution.
- Quickly making a decision to end the conflict.
- Giving in to the other party's demands to maintain harmony.

The "Win-Win" approach in conflict resolution aims to:

- Ensure one party benefits more than the other.
- Find a solution where both parties benefit equally.
- Prioritize the organization's needs over individual concerns.
- Focus on the quickest solution, regardless of the outcome.

Emotional intelligence plays a crucial role in conflict resolution because:

- It allows an individual to suppress emotions.
- It enables understanding and managing one's own emotions and those of others.
- It ensures that emotions are not part of the resolution process.
- It emphasizes the importance of always being right.

Conflict Resolution Skills Evaluation

Employee Name: _____

Position: _____

Date: _____



SCENARIO-BASED QUESTIONS:

- Two of your team members are in disagreement over a project approach. One believes in following the traditional method, while the other wants to try a new, untested strategy. How would you mediate this situation?
- A team member feels that they are consistently given more work than others and is visibly upset. How would you address their concerns?
- During a team meeting, two colleagues get into a heated argument and the discussion becomes personal. What steps would you take to de-escalate the situation?
- You've implemented a decision that a significant portion of your team disagrees with. They approach you with their concerns. How would you handle this?

SELF-REFLECTION QUESTIONS:

- Describe a time when you successfully resolved a conflict at work. What was the situation, and how did you handle it?
- How do you handle situations when you strongly disagree with a superior? Can you provide an example?
- How do you ensure that personal biases or emotions don't interfere with resolving conflicts?
- In your opinion, what is the most challenging aspect of mediating conflicts, and how do you overcome it?

Customer Service Skills Evaluation



Employee Name: _____

Position: _____

Date: _____

THEORETICAL UNDERSTANDING:

Which of the following is a primary principle of effective customer service?

- Always ensuring the customer knows company policies.
- Making sure the customer is always right.
- Listening actively to the customer's concerns.
- Ensuring quick service, regardless of quality.

In the context of customer service, what does the acronym "L.A.S.T" stand for when addressing complaints?

- Listen, Act, Solve, Thank
- Look, Ask, Solve, Terminate
- Listen, Acknowledge, Solve, Thank
- Lead, Act, Serve, Terminate

Why is empathy crucial in customer service?

- It allows representatives to upsell products.
- It ensures faster resolution times.
- It helps in understanding and resonating with the customer's feelings and perspective.
- It ensures the customer knows company policies.

Customer Service Skills Evaluation



Employee Name: _____

Position: _____

Date: _____

SCENARIO-BASED QUESTIONS:

A customer calls, extremely upset that a product they ordered arrived damaged. How would you handle this situation?

- Inform them that damages sometimes occur during shipping.
- Apologize, assure them a replacement, and investigate the cause.
- Suggest they order a new product.
- Tell them to read the return policy on the website.

A customer is dissatisfied because a service they were promised within 24 hours has taken 3 days. They've called multiple times, and this is your first interaction with them. How would you approach this?

- Explain that sometimes delays happen and they should be patient.
- Apologize for the delay, provide an explanation if possible, and offer a solution or compensation.
- Tell them to wait for a call from management.
- Suggest they use a different service next time.

SELF-REFLECTION QUESTIONS:

1 2 3 4 5

- On a scale of 1 to 5, how confident are you in handling customer complaints where the company is at fault?
- Rate your ability to stay calm and empathetic when a customer is being verbally aggressive.
- How would you rate your problem-solving skills when faced with a unique customer issue that doesn't have a clear solution in the company guidelines?
- In terms of managing a team of customer service representatives, how would you rate your leadership and mentoring abilities?

Customer Service Skills Evaluation



Employee Name: _____

Position: _____

Date: _____

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Home Care Scheduler Evaluation



Employee Name: _____

Position: _____

Date: _____

THEORETICAL UNDERSTANDING:

Why is flexibility crucial for a home care scheduler?

- To change schedules on a personal whim.
- To accommodate unforeseen changes and emergencies.
- To ensure that schedules are fixed and unchangeable.
- To give caregivers more shifts than they can handle.

What is the primary goal of a home care scheduler?

- To fill as many shifts as possible.
- To ensure the highest number of caregivers are working.
- To ensure that client care needs are appropriately matched with caregiver availability and expertise.
- To ensure that schedules are made weeks in advance.

SCENARIO-BASED QUESTIONS:

What is the primary goal of a home care scheduler?

- To fill as many shifts as possible.
- To ensure the highest number of caregivers are working.
- To ensure that client care needs are appropriately matched with caregiver availability and expertise.
- To ensure that schedules are made weeks in advance.

Home Care Scheduler Evaluation



Employee Name: _____

Position: _____

Date: _____

SCENARIO-BASED QUESTIONS:

Two clients request the same caregiver for the same time slot. This caregiver is particularly skilled and in high demand. How would you approach this?:

- Assign the caregiver to the client who has been with the agency the longest.
- Discuss with the caregiver and let them decide.
- Evaluate the care needs of both clients and prioritize based on urgency and necessity.
- Flip a coin.

SELF-REFLECTION QUESTIONS:

On a scale of 1 to 5, how confident are you in making quick scheduling decisions under pressure?



Rate your ability to communicate schedule changes effectively to both caregivers and clients.



Documentation Skills Evaluation

Employee Name: _____

Position: _____

Date: _____



THEORETICAL UNDERSTANDING:

Why is accuracy crucial in documentation?

- To make the document look professional.
- To ensure that all stakeholders have a clear and correct understanding of the information.
- To use as many technical terms as possible.
- To ensure the document is lengthy.

Which of the following is NOT a best practice in documentation?

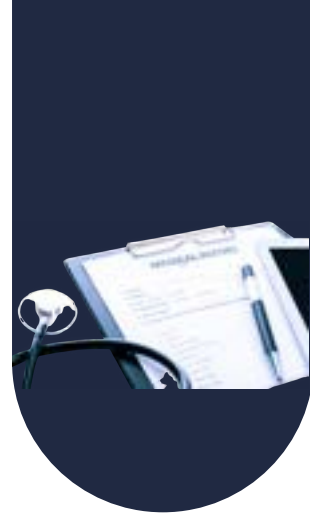
- Keeping information concise and relevant.
- Regularly updating and reviewing documents.
- Using jargon without explanation.
- Ensuring a logical flow of information.

SCENARIO-BASED QUESTIONS:

You're reviewing a document and notice a discrepancy in data that could impact client care. What's your immediate step?

- Ignore it, assuming it's a minor error.
- Correct it based on your best guess.
- Flag the discrepancy and consult with the relevant team or individual to clarify.
- Delete the data point.

Documentation Skills Evaluation



Employee Name: _____

Position: _____

Date: _____

SCENARIO-BASED QUESTIONS:

You're tasked with documenting a new procedure that many are unfamiliar with. How would you ensure clarity?

- Use as many technical terms as possible to sound authoritative.
- Write a lengthy background on the topic.
- Break down the procedure into step-by-step instructions, using clear language and possibly visual aids.
- Copy information from various sources.

SELF-REFLECTION QUESTIONS:

Rate your attention to detail when creating or reviewing documents.



How confident are you in your ability to convey complex information in a clear and understandable manner?



Management Skills Evaluation



Employee Name: _____

Position: _____

Date: _____

THEORETICAL UNDERSTANDING:

Which of the following best describes the role of a manager?

- Solely to delegate tasks.
- To ensure team cohesion and effective execution of tasks.
- To use as many technical terms as possible.
- To ensure the document is lengthy.

In management, what does the term "delegation" refer to?

- Assigning tasks based on favoritism.
- Giving all challenging tasks to senior team members.
- Entrusting tasks or responsibilities to appropriate team members.
- Avoiding tasks and passing them to others.

SCENARIO-BASED QUESTIONS:

A team member consistently misses deadlines, affecting the entire project. How would you handle this?

- Ignore the behavior, hoping it improves on its own.
- Publicly reprimand the team member during a meeting.
- Discuss the issue privately with the team member, seeking to understand the cause and find solutions.
- Immediately transfer the team member to another department.

Management Skills Evaluation



Employee Name: _____

Position: _____

Date: _____

SCENARIO-BASED QUESTIONS:

You receive feedback that team morale is low due to lack of recognition.

What's your next step?

- Disregard the feedback as irrelevant.
- Implement a system of regular feedback and recognition.
- Blame the team for not communicating earlier.
- Increase the team's workload to distract them.

SELF-REFLECTION QUESTIONS:

Rate your ability to balance team strengths and weaknesses when allocating tasks.



How confident are you in your decision-making abilities, especially under pressure?



Leadership Skills Evaluation



Employee Name: _____

Position: _____

Date: _____

THEORETICAL UNDERSTANDING:

Which of the following is a primary characteristic of transformational leadership?

- Leading by fear and strict rules.
- Inspiring and motivating team members towards a shared vision.
- Avoiding decision-making responsibilities.
- Relying solely on historical data for all decisions.

In leadership, the concept of "leading by example" primarily means:

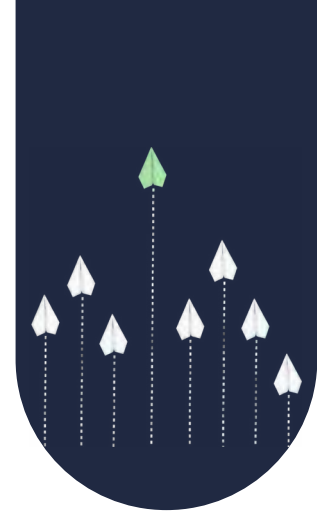
- Taking credit for all successes.
- Demonstrating the behavior and work ethic expected of team members.
- Always being the loudest voice in the room
- Delegating all challenging tasks.

SCENARIO-BASED QUESTIONS:

A conflict arises between two departments that are crucial for a project's success. How would you lead the resolution?

- Let the departments resolve it without intervention.
- Choose the side of the department you prefer.
- Facilitate a collaborative discussion between the departments to find a solution.
- Escalate the issue to higher management without trying to mediate.

Leadership Skills Evaluation



Employee Name: _____

Position: _____

Date: _____

SCENARIO-BASED QUESTIONS:

You're leading a team through a significant organizational change, and resistance is evident. How do you ensure a smooth transition?

- Force the team to accept the changes without explanation.
- Communicate the reasons for the change, provide training, and be open to feedback.
- Avoid discussing the change until it's fully implemented.
- Offer promotions to those who adapt quickly

SELF-REFLECTION QUESTIONS:

Rate your ability to inspire and motivate your team, especially during challenging times.



How would you rate your skills in building and maintaining trust within your team?



Strategic Planning Skills Evaluation



Employee Name: _____

Position: _____

Date: _____

THEORETICAL UNDERSTANDING:

What are the key components of a SWOT analysis, and how do they contribute to strategic planning?

- Strengths, Weaknesses, Opportunities, Threats
- Sales, Workforce, Objectives, Tactics
- Strategy, Work, Operations, Technology
- Systems, Workflows, Objectives, Timeframes

Why is SWOT analysis (Strengths, Weaknesses, Opportunities, Threats) crucial in strategic planning?

- To ensure a lengthy planning process.
- To identify internal and external factors that influence organizational goals.
- Avoiding decision-making responsibilities.
- Relying solely on historical data for all decisions.

SCENARIO-BASED QUESTIONS:

Your team is falling behind on project milestones. What's your first step in strategic planning to address this?

- Reassign team members.
- Review and adjust the project timeline.
- Cut project features to save time.
- Ignore it and hope for the best.

Strategic Planning Skills Evaluation



Employee Name: _____

Position: _____

Date: _____

SCENARIO-BASED QUESTIONS:

A competitor releases a product similar to yours. What strategic action would you consider?

- Lower your prices immediately.
- Conduct a market analysis to assess impact.
- Discontinue your product.
- Focus solely on marketing.

SELF-REFLECTION QUESTIONS:

How well do you grasp the basics of strategic planning?



How comfortable are you with applying strategic planning in practice?





Scoring Guideline

| SCORE | What it Means | Recommendations |
|-----------------------------------|---|---|
| 1-Needs Immediate Training | The employee is not yet equipped to perform this aspect of the job effectively. | Immediate and comprehensive training is required |
| 2-Below Average | They have some familiarity but are not fully competent. | Additional training and practice are needed. |
| 3-Average | They can perform the task but there's room for improvement. | Continue learning and seek opportunities for improvement. |
| 4-Above Average | They are highly skilled but there's always room for a bit more improvement. | Fine-tune their skills and encourage them to improve. |
| 5-Expert | They have mastered this skill and could teach it to others | Maintain their skill level and consider mentoring others. |