





## Analysis for Performance Support

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### A Five Step Process to Effectively Target Your Performance Support Efforts

#### ***Step 3 – Identify KSA's***

Take each of the goals you identified in step 2B, and follow the process outlined below:

- A. Write the goal you defined:
  
- B. Who will participate in accomplishing this goal? (you may use a generic description, such as a position title, or list specific individuals in your organization depending on your preference):
  
- C. For each person you identified in step B above, define the knowledge, skills, and abilities that they will need to accomplish the goal. This will be most effective if done collaboratively with the persons identified. To that end, it may be useful to combine this activity with the gap analysis in step 4.

Person 1:

Knowledge:

Skills:

Abilities:

Person 2:

Knowledge:

Skills:

Abilities:

Person 3:

Knowledge:

Skills:

Abilities:

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#### **Step 4 – Gap Analysis**

For each person identified in step 3C, complete (or, ideally, have him/her complete) the following analysis:

| Performance Support Analysis for: |                                    |   |  |
|-----------------------------------|------------------------------------|---|--|
| Goal Identified:                  |                                    |   |  |
| Area                              | Current Status (where you are now) | Desired Status (the level you want to get to) | Performance Support (How the gap between current state and desired state will be closed) |
| Knowledge Needed:                 |                                    |   |  |
| Skills Needed:                    |                                    |   |  |
| Abilities Needed:                 |                                    |   |  |

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#### ***Step 5 – Implementation Plan***

For each item or effort identified in the performance support column in step 4, articulate the plan to accomplish them:

| Performance Support Plan for:                       |  |                               |             |
|---|--|-------------------------------|-------------|
| Goal Identified:                                    |  |                               |             |
| Performance Support Activity<br>(what will be done) | Implementation responsibility<br>(who will develop & deliver the activity) | When will it be accomplished? | Budget cost |
|   |  |                               |             |
|   |  |                               |             |
|   |  |                               |             |