PERFORMANCE GAP ANALYSIS

This list of interview questions will help you gather information on which behaviors employees need to address to make a business impact. Discuss these questions with business leaders, analyze the data, and identify the pattern of which competencies are most important for the organization to develop.

1

Think about your team's current performance and your industry's trends within the next 2-3 years.

What are the top 3 skills employees need to be successful in your department and why?

Note: Determine if these skills differ by business unit, experience level, office location, etc.

2

What does exhibiting _____ skills look like to you?

Note: Go through each of the skills mentioned. Ask for specific examples of observable behaviors. *Example: Improving Communication Skills can mean speaking more clearly and concisely or it can also mean knowing who to CC in an email (two completely different behaviors).*

3

On a scale of 1-5, how does your team currently rank against each of these skills?

Note: You're looking for an average rating for the team--some employees may rank a 5 (high) while others rank a 1 (low).

4

What's preventing your team from reaching a 5 rating (if applicable)?

Note: If they say "time" or "workload," ask which days/times would be optimal for employees to attend training so you can adjust your training logistics to help with business operations.

5

What are the negative impacts on the organization due to employees not being able to exhibit the skills we've discussed?

Note: Get a better understanding of their departmental and/or organizational objectives so you can see the bigger picture.