



Root Cause Checklist: Is this a training issue?

Training is often the default solution to workplace performance problems, but training is the appropriate solution in only a limited number of situations. This three-step checklist will help you determine whether or not a performance problem is a training issue.

Step 1: Describe the performance gap

To solve a performance challenge, you must be able to describe the difference between existing and desired performance.

Existing Performance	Desired Performance

Step 2: Is the performance gap due to insufficient K.S.A.s?

It's only a training issue if the performance gap is due to insufficient Knowledge, Skills, or Abilities. Training fixes "can't do" but not "won't do".

	What's Missing?
K Knowledge	
S Skills	
A Abilities	

Step 3: Are you missing any of the three C's?

Knowledge, skills, and abilities tend to fade over time if they aren't kept sharp with the three "Cs".

Description	Result
Recency. When was the K.S.A. last used?	
Frequency. How often is the K.S.A used?	
Consistency. How consistently is the K.S.A. used?	