

Identifying Training Issues

Training can fix just three gaps that cause poor performance. These gaps go by the abbreviation **KSA**:

- **Knowledge:** This is information required to perform.
- **Skills:** These are techniques required to perform.
- **Abilities:** This is the talent or proficiency required to perform.

An issue that is not caused by a gap in at least one of these areas **cannot** be fixed with training. Use the worksheet to identify whether training can solve a specific issue.

Step	Action	Notes
1	<p>Describe the issue</p> <ul style="list-style-type: none"> • What problem are you trying to solve? 	
2	<p>Identify the outcome</p> <ul style="list-style-type: none"> • What does a successful outcome look like? 	
3	<p>Assess KSA Gaps</p> <ul style="list-style-type: none"> • Is there a lack of knowledge? • Is there a lack of skill? • Is there a lack of ability? <p>Note: You may need to observe or interview the affected employee(s) to make an assessment.</p>	
4	<p>Is this a training issue?</p> <ul style="list-style-type: none"> • Did you answer "Yes" to any questions in step 3? 	<ul style="list-style-type: none"> • "Yes" to any question in step 3 indicates a potential training issue. • "No" to all three questions in step 3 indicates training will not solve the problem.