

## Analyze: Performance or Gap Analysis Recommendations

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You'll notice in the model below that only some of the situations suggest training. Other recommendations fall to the supervisor or manager to perform. It is everyone's job in the organization to make sure that training sticks and is a value-added commodity. Keep in mind that telling isn't training. Learning transfer is achieved through practice and coaching.

<b>Willing To Do IT</b>	<b>Can Do It</b>	<b>Can't Do It</b>
	<b>Can/Will Situation</b> <ul style="list-style-type: none"><li>• Look for another cause for deficient performance</li><li>• Support with time and resources</li><li>• Provide practice and coaching</li></ul>	<b>Can't/Will Situation</b> <ul style="list-style-type: none"><li>• Provide skills training</li><li>• Conduct on-the-job training</li><li>• Could be lack of resources, equipment, tools, etc.</li><li>• Could be a lack of coaching and support</li><li>• Look for another cause – conflict</li></ul>
<b>Will Not Do IT</b>	<b>Can/Won't Situation</b> <ul style="list-style-type: none"><li>• Discuss negative attitude</li><li>• Identify consequences</li><li>• Provide feedback</li><li>• Provide coaching</li><li>• Supervise practice</li></ul>	<b>Can't/Won't Situation</b> <ul style="list-style-type: none"><li>• Provide skills training</li><li>• Supervise practice</li><li>• Discuss negative behavior and poor performance</li><li>• Identify benefits/consequences</li><li>• Investigate possible other problem</li></ul>