Performance Gap Analysis:
A Tool to Assist Managers/Supervisors

Details of Need

Current Performance:
(What is currently happening with performance? What is the employee doing or not doing? [include specific behaviors, results, etc.])

Expected Performance:
(What should be happening with performance to meet standards/expectations?)

Gap:
(Identify the difference between current performance & expected performance.)

Additional Information

Is the employee aware of what is expected?

☐ **Yes**

☐ **No**

If no:
- Clearly communicate what the goals and expectations (standards) are.

Specific action supervisor will take:

Is the employee aware of their own performance?

☐ **Yes**

☐ **No**

If no:
- Increase employee's self-awareness through performance coaching & specific feedback (use Feedback Worksheet).

Specific action supervisor will take:

Is the employee being held accountable to performing to these expectations?

☐ **Yes**

☐ **No**

If no:
- Use performance coaching and feedback to hold employees accountable to these standards; and
- Indicate what the consequences will be of not meeting standards.

Specific action supervisor will take:

Are there uncontrollable internal or external environmental factors influencing the employee's performance?

☐ **Yes**

☐ **No**

If yes:

- Indicate what could be occurring in the environment to cause the performance gap.

    1.

    2.

    3.

    4.

    5.

Does the employee lack the knowledge, skills or abilities to perform as expected?

☐ **Yes**

☐ **No**

If yes, indicate the specific objectives of the training intervention:

- What specific skills and competencies will be developed to close the performance gap?)

    1.

    2.

    3.

    4.

    5.

**Note: Training will not be an effective remedy if some of the previous items are affecting the performance gap. Furthermore, training will be more likely to improve performance when accompanied by management coaching & clearly communicated expectations for the training/learning event.

Does the employee lack motivation?

☐ **Yes**

☐ **No**

If yes:

- Identify how the employee can be motivated:

Comments: