

# Implementing Effective Essential Skills Solutions



## PHASE 1: ASSESS THE SITUATION

- STEP 1 Identify the high-level business success indicators in your organization.
- STEP 2 Identify which Essential Skills are required.
- STEP 3 Identify existing skill levels and the gaps between those and the levels required for success. (Special Note: Ensure that it is an Essential Skills issue versus other types of performance issues – process, equipment, supervision etc.)
- STEP 4 Identify, analyze and prioritize solutions.

## PHASE 2: SELL THE SOLUTION

- STEP 5 Make the business case.
- STEP 6 Raise awareness and market internally.
- STEP 7 Get buy-in and reduce resistance.

## PHASE 3: CREATE RESULTS-BASED SOLUTIONS

- STEP 8 Create relevant and effective assessments, training and performance supports for inclusion in human resources aspects like job descriptions, recruiting and promotion.
- STEP 9 Implement solutions.
- STEP 10 Evaluate the results and recommend future course of action.