EDGE GAP Analysis

- Confidential -

Participant Name:

JOHN DOE
XYZ CORPORATION

Supervisor's Name

JOHN E. DOE

May 2024

The following assessment report has been generated from the responses provided by selected members of this individual's work group, supervisors, peers, subordinates, and internal or external customers. The specific content and findings of this report should be used only to benchmark,determine developmental needs, and track the progress of such development. These results must not be used as the sole basis for selection decisions, or as the basis for any disciplinary action.

EDGETraining
systems inc.

This GAP Analysis individual feedback report has been prepared specifically for you. The information contained in this report is based on information about your leadership skills and performance collected on the assessment questionnaire you and your Supervisor recently completed.

Competency Summary

The ratings you and your Supervisor provided for each item in the competency were averaged together to give an average score for each competency. Your average score and your Supervisor's average score for each competency is listed. These scores were then averaged together to determine an "Average All" score. The "Average All" scores for each competency were used in producing the following portion of the Gap Analysis Report.
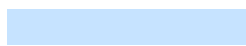
You will notice that most competencies on the report have a **bar** on the summary part of the report. This **bar** shows the range of item scores you received for that competency.

The "Average All" score for each competency is represented on the following charts by a **thick black line** and the score itself is listed in the Average All Raters column.

If there is no bar, only a **black vertical line**, then there was no variance in the ratings - you received the same rating on all items.

GAP Range

The Gap range section of the report shows you how your own evaluation of your performance compares to that given by your Supervisor. Your ratings are identified by the black circle and your Supervisor's ratings are identified by the white square.

If you rated yourself significantly higher (greater than one point on the scale) than your Supervisor rated you, then a bold black line connects the two ratings and calls your attention to a potential **blind spot** - an area in which you may be overrating your own performance.

If you rated yourself significantly lower (greater than one point on the scale) than your Supervisor rated you, then a dotted gray line connects the two ratings and calls your attention to a potential **hidden strength** - an area in which you may be underrating your own performance.

Rating Scale
You and your Supervisor were asked to respond using the following six-point rating scale. 1-Almost Never, 2-Not Usually, 3-Sometimes, 4-Often 5-Usually, 6-Almost Always

Competency	Summary			GAP Range	
		Average All Raters	**Need** 1 2 3 4 5 6 **Strength**	**Need** 1 2 3 4 5 6 **Strength**	
Closing	Self 4.64 Sup 3.45	4.05			
Communicating Effectively	Self 4.40 Sup 3.87	4.14			
Customer Service	Self 4.64 Sup 3.91	4.28			
Ethics	Self 4.82 Sup 4.18	4.50			
Handling Objections	Self 4.86 Sup 4.57	4.72			
Identifying Needs	Self 5.23 Sup 3.54	4.39			
Planning	Self 4.77 Sup 4.00	4.39			
Prospecting	Self 4.42 Sup 4.50	4.46			
Sales Presentations	Self 4.75 Sup 3.25	4.00			

Importance Ranking

<u>Ranking</u>

You and your Supervisor, were asked to rate the importance of each of the competencies assessed by the GAP Analysis For Sales. You were asked to specify which competencies were most important to your job.

If both you and your Supervisor selected the competency as most important, it was determined to be critical to your job.

If either you or your Supervisor selected the competency to be most important and the other selected it to be important, it was determined to be very important.

If neither you nor your Supervisor selected the competency to be most important, it was determined to be important.

<u>Importance/Performance</u>

This shows the correlation between the importance ranking of the competency and the ratings of your performance in the same area. This section can help you prioritize any training and developmental opportunities and highligh any strengths.

Any competency rated critical or very important but low in performance (less than 5 on a scale of 1 to 6) can be considered an **immediate developmental opportunity** and should probably be the focus of additional training and development efforts.

Those competencies rated high in performance (5 or greater on a scale of 1 to 6) can be considered **strengths** and could be areas in which you might consider mentoring others.

Any competency rated important and low in performance (less than 5 on a scale of 1 to 6) can be considered a **developmental opportunity**. Additional training and development efforts may be needed.

Competency	Average Rating (from summary)	Your Rating	Your Supervisor's Rating	Ranking	Importance / Performance
Closing	4.05	Most Important	Most Important	Critical	Immediate Developmental Opportunity
Planning	4.39	Most Important	Most Important	Critical	Immediate Developmental Opportunity
Customer Service	4.28	Most Important		Very Important	Immediate Developmental Opportunity
Identifying Needs	4.39		Most Important	Very Important	Immediate Developmental Opportunity
Prospecting	4.46	Most Important		Very Important	Immediate Developmental Opportunity
Ethics	4.50		Most Important	Very Important	Immediate Developmental Opportunity
Handling Objections	4.72	Most Important		Very Important	Immediate Developmental Opportunity
Sales Presentations	4.00			Important	Developmental Opportunity
Communicating Effectively	4.14			Important	Developmental Opportunity

Knowledge / Performance Grid

The Knowledge Performance Grid utilizes a four quadrant grid to show the correlation between the knowledge you have demonstrated on a particular competency and the performance rating given on the GAP Analysis assessment.

The measurement of knowledge comes from the results of the knowledge-based assessment you completed.
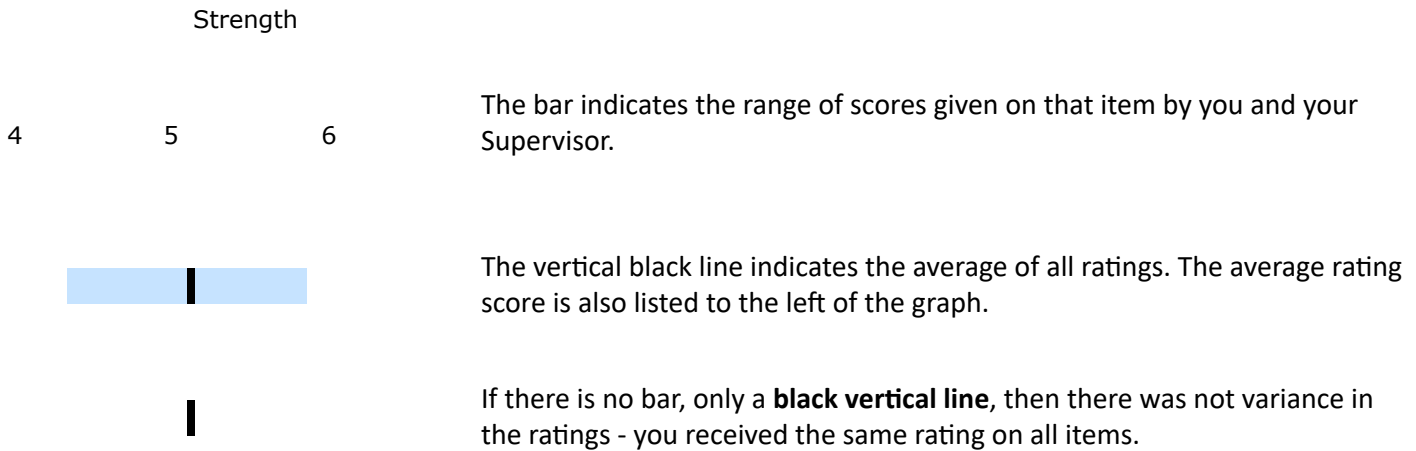
Any competencies shown in gray italic text were not measured by a knowledge-based assessment. Any competencies shown in **bold text** were rated with an importance of Very Important or Critical on the Gap Analysis assessment.

Knowledge Improvement Opportunity	Strength
Low Knowledge / High Performance **Knowledge less than 70th percent** **Performance greater than or equal to 5 on a scale of (1-6)**	**High Knowledge / High Performance** **Knowledge greater than or equal to 70th percent** **Performance greater than or equal to 5 on a scale of (1-6)**
Training Need **Low Knowledge / Low Performance** **Knowledge less than 70th percent** **Performance less than 5 on a scale of (1-6)**	**Coaching Need** **High Knowledge / Low Performance** **Knowledge greater than or equal to 70th percent** **Performance less than 5 on a scale of (1-6)**
Closing Communicating Effectively **Customer Service** **Ethics** **Handling Objections** **Identifying Needs** **Prospecting** Sales Presentations	**Planning**

Strengths / Needs Report

Of the behavioral items assessed, the Strengths / needs report lists your 10 highest-rated behaviors and your 10 lowest-rated behaviors.

Each listed strength or need includes the competency, the behavioral statement and the item number as it was on the questionnaire. A graph depiction of the overall average rating your received for that item is included.

Strength

4	5	6	

The bar indicates the range of scores given on that item by you and your Supervisor.

The vertical black line indicates the average of all ratings. The average rating score is also listed to the left of the graph.

If there is no bar, only a **black vertical line**, then there was not variance in the ratings - you received the same rating on all items.

Strength

		1 2 3 4 5 6
#1	Strength - Item 49 - Customer Service Knows how to communicate customer service issues effectively.	6.0
#2	Strength - Item 51 - Closing Knows when to use the if -then close effectively by asking if the company could do x then would they buy.	6.0
#3	Strength - Item 53 - Handling Objections When the objections of price comes up- asks for clarification.	6.0
#4	Strength - Item 88 - Communicating Effectively Doesn't interrupt when listening to a client.	6.0
#5	Strength - Item 100 - Handling Objections Knows how to handle the " I'm satisfied" objection by asking questions to uncover possible dissatisfaction.	6.0
#6	Strength - Item 118 - Customer Service Understands that mistakes can be made- but can be resolved with an apology and a nice card.	6.0
#7	Strength - Item 1 - Communicating Effectively Uses effective techniques at the beginning of a call to establish rapport.	5.5
#8	Strength - Item 14 - Handling Objections Handles objections by asking clarifying questions.	5.5
#9	Strength - Item 44 - Planning Uses some form of time management system to effectively manage time.	5.5
#10	Strength - Item 47 - Handling Objections Knows the best response to objections both real and not real.	5.5

Need

		1	2	3	4	5	6

#1   Need - Item 42 - Sales Presentations
    Makes benefit statements which are as specific as possible.   2.0

#2   Need - Item 17 - Customer Service
    Maintains an appropriate and high quality level of communication after the   2.5
    sale.

#3   Need - Item 19 - Communicating Effectively
    Listens to the client on a call and lets the client do most of the talking.   2.5

#4   Need - Item 37 - Sales Presentations
    Can effectively present to groups without distracting habits or problems.   2.5

#5   Need - Item 43 - Communicating Effectively
    Reads non -verbal clues and responds appropriately.   2.5

#6   Need - Item 55 - Customer Service
    When problems have been solved makes everyone in the organization that is   2.5
    a contact know that it has been solved quickly.

#7   Need - Item 8 - Closing
    Asks for the business by closing when appropriate.   3.0

#8   Need - Item 9 - Sales Presentations
    Can present the relevant benefits to the client based on identified need.   3.0

#9   Need - Item 40 - Closing
    Knows how to use the choice close when it is appropriate.   3.0

#10 Need - Item 59 - Planning
    Plans for an initial call by doing research about the client.   3.0

Written Comments

The written comments have been provided by you and your Supervisor to provide further feedback, observations and suggestions for your continued development. They are presented as they have been received, without editing or alterations being made.

Things this person does that should be continued:

- product knowledge

What could this person do to be more effective?

- Better customer follow up.

What does this person do that should be stopped?

- overcommitting

Action Plan

Use the following pages to create your own personalized action plan for further development. This action plan should include steps to build on the strengths you have identified, and to further develop areas of need.

As you reach your objectives and complete these plans, turn to a new strength or need and continue to develop your skills and abilities.

1. State your objective (what do you want to do?) regarding the competency.
2. Plan appropriate actions, learning experiences, and exercises to further develop this area.
3. Identify other people and resources that you can turn to for assistance in developing this area.
4. Finally, set specific target dates or milestones for completion of these development activities.

You can find resources to aid you in interpreting these results and determining your next steps in our Leadership Development Center, online at:

www.edgetraining.com/LearningPortal

Action Plan

Competency:	Objective:	
Actions:	**Resources / People**	**Milestone / Target Dates:**

Competency:	Objective:	
Actions:	**Resources / People**	**Milestone / Target Dates:**

Competency:	Objective:	
Actions:	**Resources / People**	**Milestone / Target Dates:**