

Is This a Training Issue?

There are many reasons for a workplace performance gap. Training is often prescribed as a solution, but it can really just fix three gaps. These gaps go by the abbreviation KSA:

- Knowledge: information required to perform
- Skills: techniques required to perform
- Abilities: the talent or proficiency required to perform

Scenarios

A training solution has been suggested for each scenario below. Review the scenarios and decide whether the solution is likely to fix the problem.

Scenario 1

A small department is having a hard time working together because two senior employees create an uncomfortable work environment. Will team building training fix the problem?

Scenario 2

Employees don't know how to use the organization's new computer system. Will computer training fix the problem?

Scenario 3

Employees can't keep up with their workload due to a staffing shortage. Will time management training fix the problem?

Watch "Decide whether it's a training issue" to see the answers.