

Figure 1.4: Success Tool—Performance-Gap Analysis

Instructions: Answer the questions in this worksheet. Then, guide a discussion with your team members about how these questions relate to their big rocks.

Facilitation tip: Document the discussion on chart paper or in a digital file. Refer to the chart or file as you learn more and your understanding increases.

Big Rock

List each priority individually.

Desired Performance

- What are the goals or expectations for desired performance for each priority?
- What are the metrics to measure performance?

Areas to Celebrate

- Where does performance exceed expectations?

Areas to Enhance or Improve

- Where does performance fall short of expectations, indicating a need for improvement?
- What is working but may need to be enhanced?

- What will happen to the organization if this behavior continues? Doesn't continue?

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Performances to Prioritize

- What is most essential to achieving desired results?

After the team has listed the areas to enhance or improve, engage in a protocol, such as a priority matrix, to come to consensus on which performance gaps should be given priority.