



Critical Skills Analysis instructions:

The Critical Skills Assessment (CSA) is typically designed as a business tool to ensure that there is a commitment to keeping top performers and those individuals who possess vital, strategic skills aligned with business needs. This tool allows managers the ability to identify key strengths as well as employee competencies and skill levels. In addition, this tool may be used to:

- Identify training needs to assist with developing training plans
- Provide a basis for discussion with individuals for career development
- Assist managers in defining skills needed now and in the future
- Communicate to the employees what critical skills they will need to develop
- Assist in recruiting efforts to assess critical needs based upon current gaps

The form is divided into 3 sections and each individual competency is graded on a scale of 0-5:

- **Analytical/Technical**
- **Departmental Skills**
- **Knowledge & Experience**

The **Analytical/Technical** portion of the CSA reflects the core competencies expected of all associates to possess, regardless of the unit or division in which one works.

The **Departmental Skills** section should be tailored to fit your individual area. Please include the skills that are currently being utilized and those skills that will be needed in the future.

The **Knowledge and Experience** section is to be filled out in conjunction with HR in the event of reduction in force or reorganization. In this area, the actual performance appraisal is multiplied by 3, to place a large emphasis on the individual's performance (ex: an individual who scores a 5 on his/her performance evaluation will be credited with 15 points). The sub-totals for each section will automatically calculate to give a data-driven total.

The CSA will allow departments/units to identify their key staffing needs and rank them according to the scores.