mimansa
RESEARCH & ADVISORY

TOOLKIT · BEFORE TRAINING KIT

Skill or Will Check



Ask these with the manager. If most answers point to will, training will not fix it.

PERSON

e.g. Rahul K.

THE GAP

e.g. Misses follow-up calls

QUESTION	YES POINTS TO	NO POINTS TO	ANSWER
Could they do it if their job depended on it?	*Will*	*Skill*	
Have they done it well before?	*Will*	*Skill*	
Do they know what good looks like?	*Will*	*Skill*	
Do they have the time and tools for it?	*Will*	*Setup*	
Is doing it rewarded, or at least not punished?	*Will*	*Setup*	
Do others in the same role do it well?	*Will*	*Setup*	

MOST ANSWERS POINT TO

◯ Skill: send to training ◯ Will: manager talk first ◯ Setup: fix time or tools

WHAT THE MANAGER WILL DO FIRST

Training helps with skill. It rarely fixes will.