

GAP Analysis Template

Based on Job Description from [Senior Client Success Mgr](#)

Skills	Novice	Apprentice	Journeyman	Master/Teacher
Relationship Management				
Relationship Development				
Technical Knowledge				
Establish Metrics				
Use data to drive client solutions				
Industry & Product knowledge				
Project Management				
Communicate timely and effectively to diverse stakeholders				
Innovate & Change rapidly				

Novice - Needs basic information such as getting around the building, how to log into pc, where the equipment closet is, etc. New to a role or organization. Does know how to use simple equipment or understand what their role is.

Apprentice - Familiar with their role but is at the beginning learning how to execute the work they do. They need extensive training and coaching. Somewhat familiar with the organization but doesn't know the mission and how they contribute to the mission.

Journeyman - Experienced in their role and has a good understanding of the organization's mission. May have a broad skill or knowledge to the work they do. May need to develop in depth skill or knowledge in certain areas, or need development with complex projects.

Master/Teacher - Expert in the work they do. Able to teach others. Extensive skill set and able to teach complex information in an individualized way to others.