

## Knowledge and Skills Analysis Tool

<http://odt.uoregon.edu/resources-and-toolkits>

Professional Development serves as a resource to help employees have the knowledge, skills, and abilities to do their jobs well for the organization to function at the highest level. A tool to use in this effort is the Knowledge and Skills Analysis Instrument. Using this tool, you can quickly assess current vs required proficiency levels based on the job responsibilities, and then open discussions about professional development needs that support the employee as well as the priorities for the department.

Curriculum Area	Current level of proficiency (Beginner, Intermediate, Advanced, or NA)	Level of proficiency applicable to the job (Beginner, Intermediate, Advanced, or NA)	Next Steps (actions you will take to bridge any gaps)
<b>1. Business Skills</b>			
• Administrative Support			
• Financial Stewardship			
• Knowledge Management			
• Project Management			
<b>2. Communication skills</b>			
• Oral communication skills			
• Written communication skills			
• Presentation skills			
<b>3. Computer Desktop Skills</b>			
• Web development software			
• MS Office Suite (Excel, Access, Word, Power Point, Publisher, etc.)			
• Graphics software (Adobe, etc.)			
<b>4. Computer Technology Skills</b>			
• Business Skills for the IT Professional			
• Enterprise Database Systems			
• Enterprise Resource Planning Systems			
• Internet and Network Technologies			
• Operating Systems and Server Technologies			
• Software Development			
• Web Design			

### HUMAN RESOURCES, PROFESSIONAL DEVELOPMENT

5210 University of Oregon, Eugene OR 97403-5210 T (541) 346-3159 F (541) 346-2548 <http://odt.uoregon.edu>

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<b>5. Continuous Improvement</b>			
• Change management			
• Process improvement			
<b>6. Customer Service</b>			
• Value-based customer service			
<b>7. Diversity (OIEI and ODT)</b>			
• Power and privilege			
• Communicating across cultures (international, gender, generations)			
• Creating a respectful work environment			
<b>8. Facilitation</b>			
• Effective facilitator			
• Facilitative leader			
<b>9. Leadership, Management, Supervision</b>			
• Business Analysis			
• Human Resource Management			
• Strategic Leadership			
• Supervision			
<b>10. New Employee Orientation</b>			
• Department level orientation			
• Manageable mentoring			
<b>11. Teaching and Learning (TEP and CMET)</b>			
• Engaging large groups			
• Engaging small groups			
• Instructional design			
• Educational technology			
<b>12. Teamwork</b>			
• Collaboration and partnership building			
• Problem solving and decision-making			

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