

Professional Development Impact Map

Organization Goals	Key Job Results	Critical Task/Behavior	Capability (Skills & Knowledge)
Document the organizational goal(s)	The key job results you will see when the goal is met	Critical tasks/behaviors that will occur to get those results	The skills and knowledge needed to complete those tasks

As you complete this, don't think about people, think about what needs to be done. Once you complete the process, look at the skills needed and determine if people on your team currently have those skills. This can help to inform your development plans with staff.

Professional Development Impact Map Example

Organization Goals	Key Job Results	Critical Task/Behavior	Capability (Skills & Knowledge)
<i>Improve customer satisfaction</i>	<p><i>Customer feels positively about experience at store (survey result)</i></p> <p><i>Groceries are packed so that items aren't damaged</i></p> <p><i>Customer is out the door more quickly</i></p>	<p><i>Greet customer courteously</i></p> <p><i>Help customer find items</i></p> <p><i>Put fragile items on top of bag</i></p> <p><i>Limit weight of each bag</i></p> <p><i>Cashier keeps pace</i></p>	<p><i>Communication skills (in person and telephone)</i></p> <p><i>Knowledge of store layout</i></p> <p><i>Bagging skills (types of items to pack together, maximum weight per bag, placement techniques)</i></p> <p><i>Cashier guidelines/best practices</i></p>



Grocery Store Example