

3.3 Skills Matrix

A Skills Matrix is an excellent tool as it provides a useful guide for determining the relevant training needs of both employers and their employees and can also assist with promotional decisions.

It will encourage both managers and/or supervisors to:

- identify their training needs within their organization
- develop a training plan for all employees
- implement the training
- maintain a training record.

These training requirements should also be included in budgetary/financial reporting, not only due to lost time and production due to training, but also the costs associated with professional, external trainers in some instances where required.

There are many various designs utilized for skills matrix and they are very easy to design or modify to suit your business needs, but with any skills matrix the following eight steps are what is basically required:-

1. Identify the employee position descriptions relevant to your organization.
2. Identify employees against the position descriptions and record their names on the training record form.
3. Select the essential and employer-specific training modules relevant to each employee.
4. Develop your training plan by prioritising the training modules and developing a training schedule for your organization.
5. Conduct the training as per your training schedule.
6. Record the date on the training record form when training has been completed.
7. Maintain training records of file.
8. Review and update on a regular basis.

Example of a Skills Matrix

Employee Name	Customer Service	Computer Skills	Telephone Marketing	Sales	Admin	Cert II Retail	Cert II Business
Janine Doe	✓	X	✓	X	✓	✓	✓
Robert Smith	✓	X	X	✓	X	✓	X
Terry Jones	X	✓	X	X	✓	X	✓
Karen Walker	✓	X	X	✓	X	✓	X
Jack McFarlane	✓	✓	✓	✓	X	X	X
Dave Comb	✓	X	X	✓	X	X	X

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