BEFORE YOU BUILD YOUR NEXT

CAPABILITY SOLUTION

6 QUESTIONS TO HELP YOU GET MORE VALUE FROM YOUR CAPABILITY INVESTMENT.

WHAT BUSINESS PRIORITY ARE WE SUPPORTING?

Start with what matters to the business. What goal, challenge or priority should this capability work help move forward?

WHAT NEEDS TO BE DIFFERENT?

Define the change you want to create. What should improve or become possible if this work is successful?

WHAT DO PEOPLE NEED TO DO DIFFERENTLY?

Translate the desired outcome into action. What do people need to start, stop or do more consistently?

WHAT'S WORKING, AND WHAT'S GETTING IN THE WAY?

Identify what people already do well and what may be holding them back, such as skills gaps, unclear expectations, tools or processes.

WHAT WILL HELP IT STICK?

Think beyond the learning itself. What practice, tools, manager support or reinforcement will help people apply what they've learned?

HOW WILL WE KNOW IT WORKED?

Define success upfront. What evidence will show that people are applying the capability and making progress toward the intended outcome?

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