

Template: For each key stakeholder group impacted by the change, prioritize
② developing high-opportunity employee skills

BUILD CRITICAL CAPABILITIES

Instructions

For each key stakeholder group, **plot the identified skill gaps or behavior gaps** that would require training and reinforcement for the group's success during and after the change program.

Remember, people can feasibly change only 2-3 things at once, so organizations must focus efforts on skills and behaviors that are both feasible for the organization to execute and important for the stakeholder group in the "new normal."

