Filling the skill gaps in your business

Factors outside of your control, such as changing consumer habits, development of new technologies or particular regulations, mean it's important to stay abreast of the skills your business has and doesn't have as it looks towards the future. While working this out might sound intimidating, it will allow you to focus on the skills that have the greatest potential to help your business in the short term.

- **Effort:** Medium
- **Impact:** Medium

How will I know if my Action Plan is working?

Carrying out a staff satisfaction survey will indicate whether your Action Plan is working

Actions:

Spend some time learning about how other businesses have gone about building skillsets within the organisation

- **Impact:** Low
- **Suggested duration:** 3 days
- **Why this will help:** Learning from the experiences and lessons of fellow business leaders is the best way to direct your own improvement efforts.

Define, or revisit to update, the strategic goals your business has for the next 1, 3 and 5 years

- **Impact:** Medium
- **Suggested duration:** 14 days
- **Why this will help:** Identifying skill gaps in your business can inform your business strategy and help you plan for the future, but you need to know where the new requirements are based on the direction you want your business to be going in.

Using your strategic goals, establish the skills your company's people will need to have for these goals and targets to be met – such as language ability, technical development, project management, etc

- **Impact:** High
- **Suggested duration:** 14 days
- **Why this will help:** If it's developing an ecommerce offering, then digital skills will be needed. If it's overseas expansion, then some language capability might be required. This is where your ability to execute on strategic goals, large or small, start to meet new requirements.

Conduct a skills gap analysis to see which of the skills needed to meet your strategic goals are currently held by members of your team and which need to be brought in

- **Impact:** Medium
- **Suggested duration:** 1 day
- **Why this will help:** Using a tried-and-tested template will help you establish the skill gaps and work out where to go next.

Build out a plan to upskill relevant members of your team, whether it's through training or increased responsibility, and establish which new hires will be required

- **Impact:** Medium
- **Suggested duration**: 28 days
- **Why this will help:** Upskilling your employees is vital for filling skill gaps and boosting your company's productivity. A plan will help set in motion this effort but also establish some expectation setting relating to how long certain new skills will take to bring into the business or cultivate within.