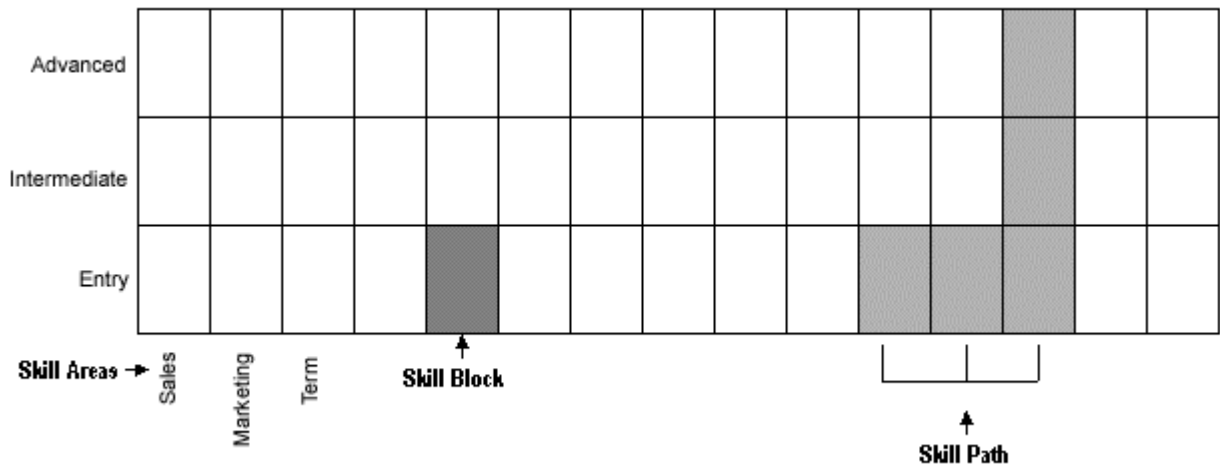


Skill Based Matrix

A Skill Based Matrix provides a pictorial summary of the skill areas in which employees are expected to cross-train. Each column represents a process (or step in a process) and each row is a level of difficulty. Each "square" is called a skill block. A group of skill blocks provide the employee with a skill path to follow.



SOURCE: hrVillage.com

Skill Blocks

For each skill block the following information should be defined:

Knowledge Required	Activities	Standards / Certifications
<p>Provides information on the knowledge required to perform the activities of the skill block.</p> <p>Examples:</p> <ul style="list-style-type: none"> • Knowledge of new account development technique. • Knowledge of company products and services. 	<p>Provides information on the activities performed in the skill block.</p> <p>Examples:</p> <ul style="list-style-type: none"> • Make sales calls. • Represent company at trade shows. 	<p>Provides standards/certifications that will result when an employee has the appropriate knowledge and successfully performs the activities in the skill block. Whenever possible this should provide quantitative information.</p> <p>Examples:</p> <ul style="list-style-type: none"> • Five sales calls completed every month. • One closed sale account each quarter.

SOURCE: hrVillage.com