

Case Study

Skills Gap Assessment

Proactive leadership addressed skills gap with a tailored learning plan, boosting competency and career development

Problem Statement

After forming in 2021, our specialized data design team struggled with an unclear learning path. Existing learning journeys were misaligned with our unique needs and were tailored to UX/UI only or UI web/app designers in the larger organization. This made it challenging for team members to navigate course materials, establish a common baseline, and map out career progression effectively.

Getting Started

To establish a clear vision for the team, I collaborated with several Executive Director+ leaders from UX/UI and HR to gather a baseline. Since the company lacks a single track for ‘Design’ they provided insights on their career paths and the skills they valued most. Using this input, I tailored a matrix for our team focused on three pillars: **design**, **people management**, and **business acumen**. The goal was to balance our needs while aligning to organizational best practices with plans for future integration.

Now, I wanted to hear from the group.

Target Audience

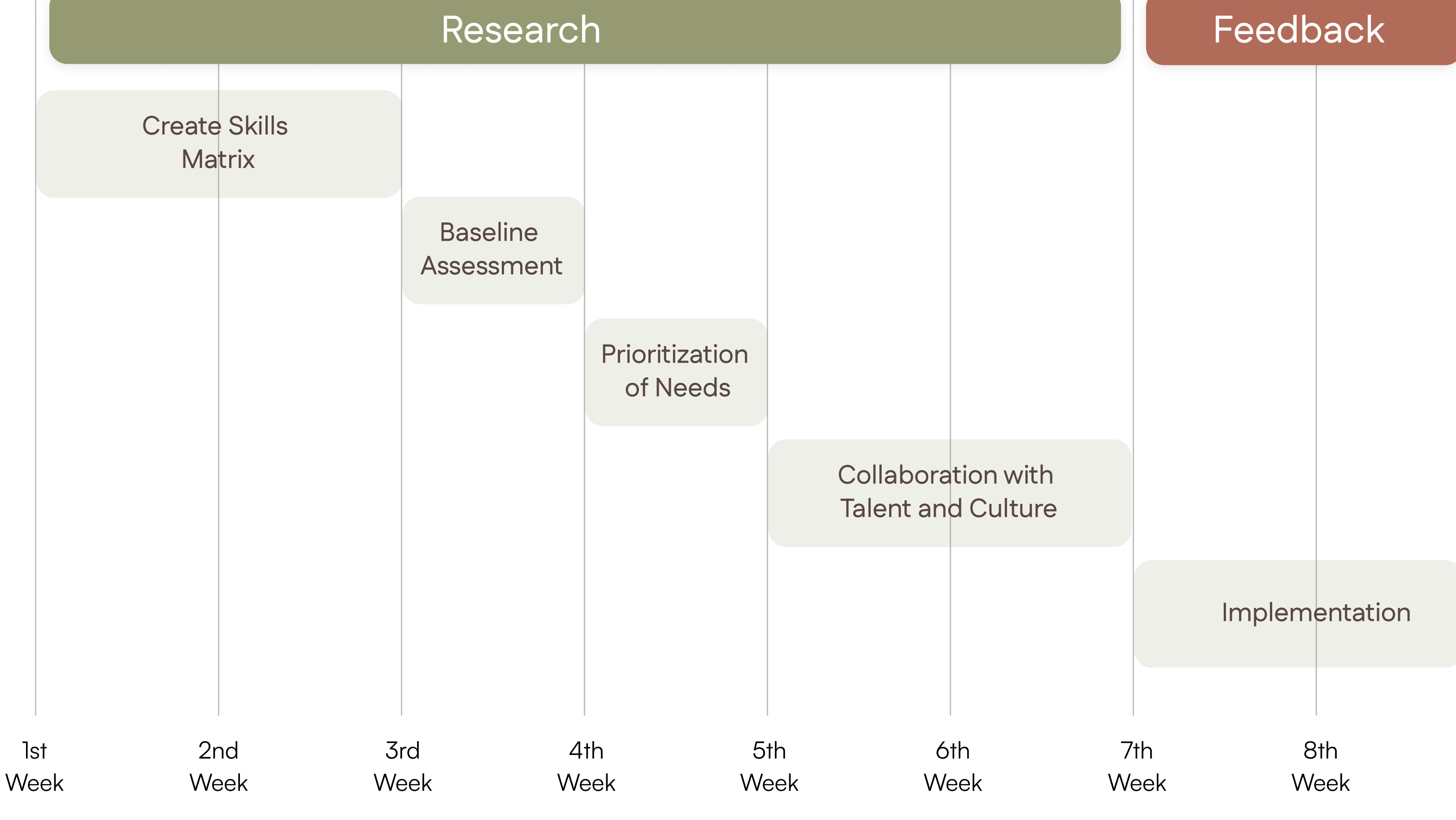
- Current Team
- New Hires
- Talent and Development
- Other UX/UI Design Teams



The Approach

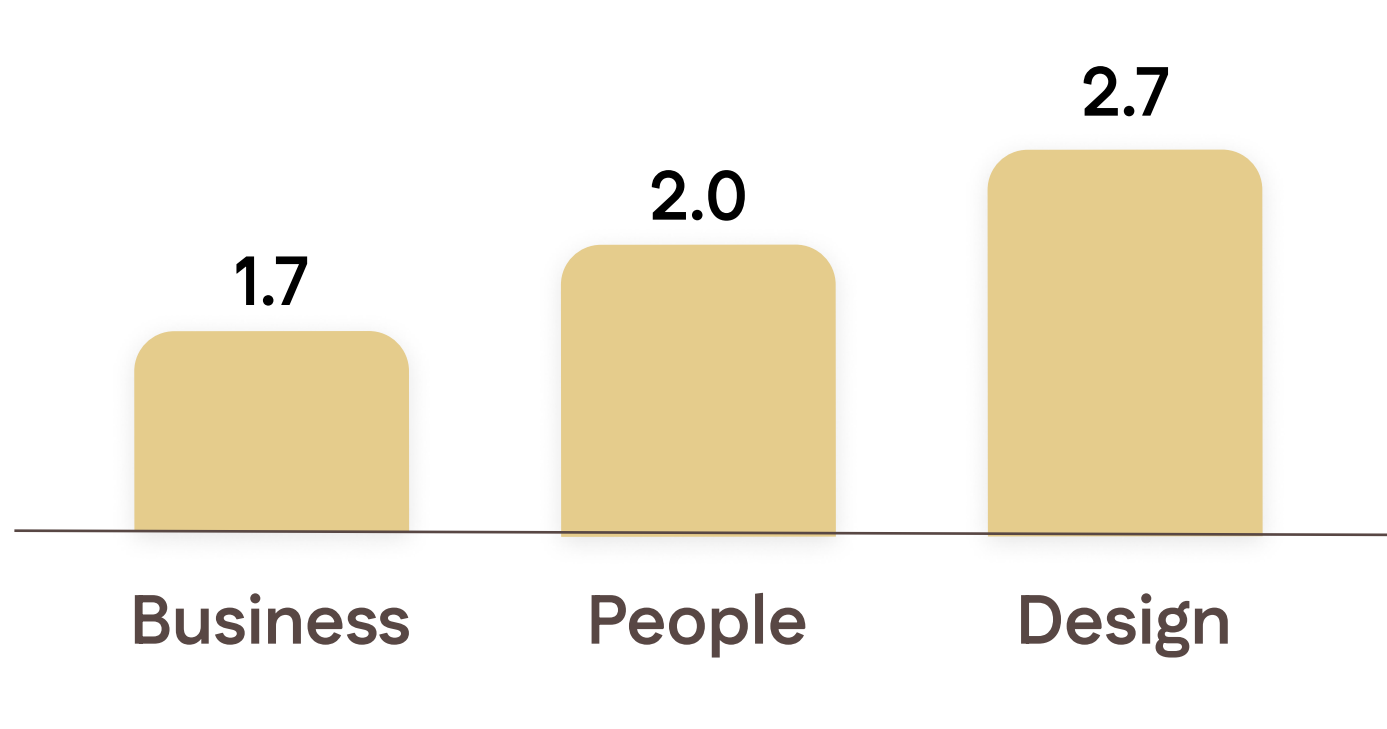
1. Baseline Assessment
2. Prioritization of Needs
3. Collaboration with Talent and Culture
4. Implementation

Project Timeline



Baseline Assessment

The team self-reported their comfort level on a scale of 1 to 4 on a series of skills within the three key pillars of **design**, **people management**, and **business acumen**.

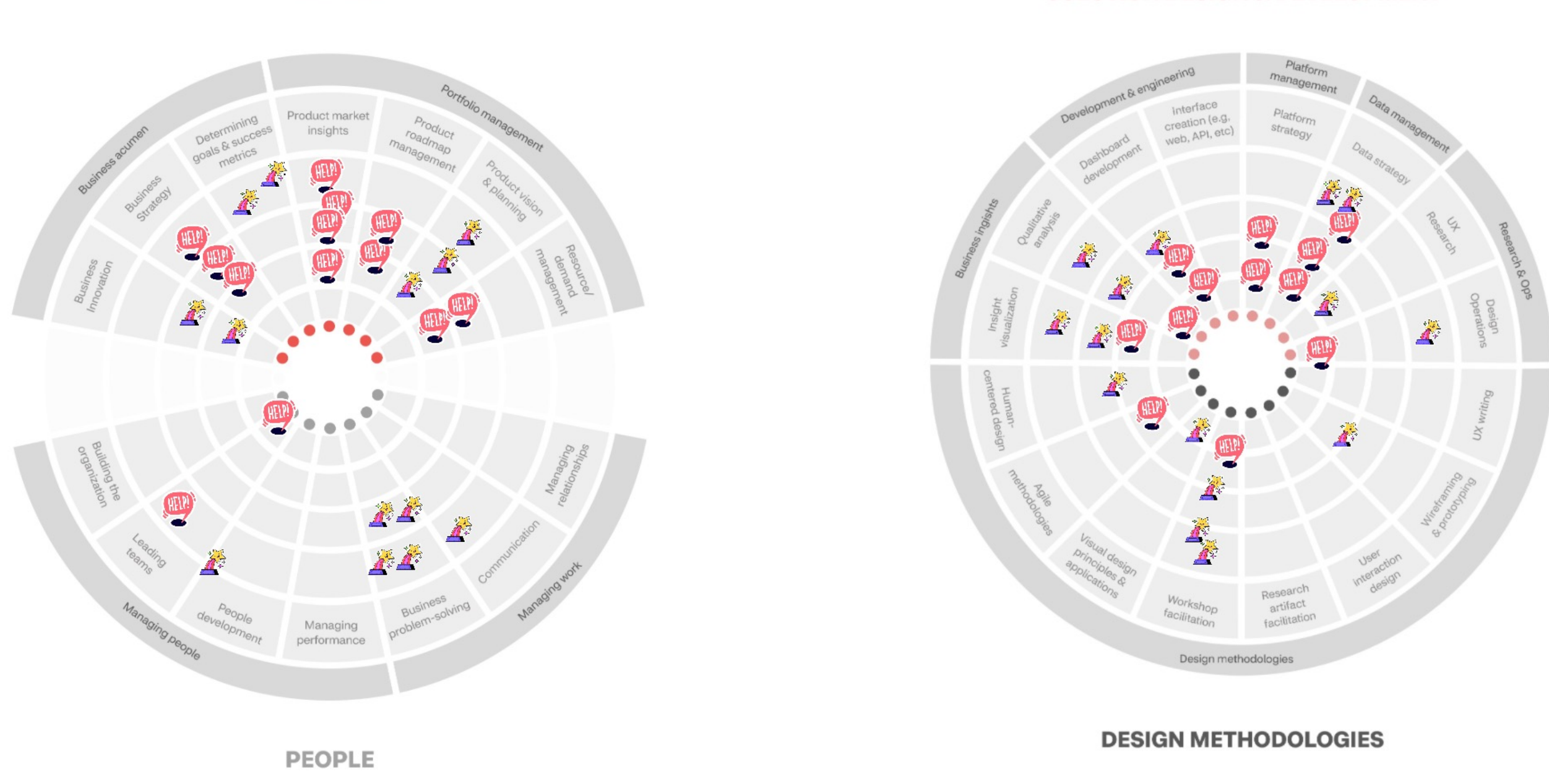


Key Insight Derived

As expected, the team identified Business Acumen as their weakest area and Design as their strongest. Additionally, most team members lacked leadership experience and frequently operated as individual contributors. This highlighted a critical need for development in strategic thinking and leadership skills.

Prioritization of Needs

Leveraging a **dot voting system** the team members ranked sub-topics, distinguishing between **immediate desires** and **future needs**. Skills with low comfort scores in our baseline paired with high relevance were prioritized as our primary areas of focus.



Key Insight Derived

The top areas for our roadmap were ranked as:

Business & People

1. Business Problem Solving
2. Market Insights
3. Business Strategy
4. Vision and Planning

Solution Design and Development

1. Workshop Facilitation
2. Data Strategy
3. Design Ops
4. Dashboard Development

Collaboration

The findings were shared with the company's Talent and Culture team, who curated a list of over 20 courses aligned with our team's learning goals.



Implementation

The course list became the foundation for individual career paths and informed the team's yearly goals. It also serves as a reference guide for the larger Analytics organization, ensuring consistency in skill development for the growing field of data design.

Outcomes

Clarity

Resulted in **structured, personalized** approach to learning, directly addressing the team's skills gaps.

Satisfaction

In annual employee survey, team scored **above average** in **career advancement** and **learning opportunities** when compared to the company average.

Alignment

New hires benefit from a **clear learning path** that aligns with our team objectives as well as larger organizational goals.



In conclusion, the design team not only addressed the immediate skills gaps but also positioned itself for **future growth**, maintaining a **competitive edge** in career development.



thank you.