

FOUR-AREA CAPABILITY MAP

Four-Area Capability Map

Map what you can already draw from — and where you need more capability.

A complete MSP program manager doesn't master one area and then move to the next. Real situations pull on all four at once. Use this map to see what you currently have available when that happens.

01 BUSINESS MANAGEMENT	03 CUSTOMER & BUSINESS RELATIONSHIP MANAGEMENT
What I know:	What I know:
What I can do:	What I can do:
What I consistently do:	What I consistently do:
What I have navigated:	What I have navigated:
Assessment score from Self-Assessment: ____ / 25	Assessment score from Self-Assessment: ____ / 25
COMPLETE MSP PROGRAM MANAGER	
02 INTERNAL BUSINESS PROCESS	04 LEARNING & GROWTH
What I know:	What I know:
What I can do:	What I can do:
What I consistently do:	What I consistently do:
What I have navigated:	What I have navigated:
Assessment score from Self-Assessment: ____ / 25	Assessment score from Self-Assessment: ____ / 25

READ YOUR CAPABILITY MAP

Read Your Map

Your scores tell you how developed each area is. Your map tells you what is actually behind those scores. Look across the four areas for patterns — not just the lowest number.

SECTION 01

WHERE AM I STRONGEST?

The area where I have the most capability to draw from:

The evidence that supports that:

The dimension that appears strongest across my map:

☐ Knowledge ☐ Skills ☐ Behaviors ☐ Experience

SECTION 02

WHERE AM I THINNEST?

The area where I have the least capability to draw from:

What specifically is missing:

The dimension that appears weakest across my map:

☐ Knowledge ☐ Skills ☐ Behaviors ☐ Experience

SECTION 03

TEST IT AGAINST A REAL SITUATION

Think of one difficult account, customer request, escalation, transition, renewal, or internal challenge you're dealing with right now.

The situation:

01 BUSINESS MANAGEMENT

What does this situation require from me?

03 CUSTOMER & BUSINESS RELATIONSHIP MGMT

What does this situation require from me?

02 INTERNAL BUSINESS PROCESS

What does this situation require from me?

04 LEARNING & GROWTH

What does this situation expose that I need to develop?

THE TAKEAWAY

The complete role isn't four separate jobs. It's the ability to draw from all four areas when the situation requires it.

WHAT TO DO NEXT**Build your 90-Day Development Plan.**

Take the weakest capability you identified — not necessarily the lowest total score — and turn it into deliberate development over the next 90 days.