


















GAP Report

Job Competencies Hierarchy	Job	Zone Range	Person
Empathy Identifying with and caring about others.	6.0	9.0 - 10	9 
Teamwork Working effectively and productively with others.	6.7	9.0 - 10	9 
Customer Focus A commitment to customer satisfaction.	7.0	9.0 - 10	9 
Diplomacy & Tact The ability to treat others fairly, regardless of personal biases or beliefs.	7.2	9.0 - 10	9 
Resiliency The ability to quickly recover from adversity.	8.0	9.0 - 10	9 
Flexibility Agility in adapting to change.	8.0	9.0 - 10	9 
Self-Management Demonstrating self-control and an ability to manage time and priorities.	9.5	9.0 - 10	9 
Job Rewards/Culture Hierarchy	Job	Zone Range	Person
Aesthetic Rewards those who value balance in their lives, creative self-expression, beauty and nature.	6.0	9.0 - 10	9 
Utilitarian/Economic Rewards those who value practical accomplishments, results and rewards for their investments of time, resources and energy.	7.8	9.0 - 10	9 
Theoretical Rewards those who value knowledge for knowledge's sake, continuing education and intellectual growth.	8.1	9.0 - 10	9 
Job Behavioral Hierarchy	Job	Zone Range	Person
Organized Workplace The job's success depends on systems and procedures, its successful performance is tied to careful organization of activities, tasks and projects that require accuracy. Record keeping and planning are essential components of the job.	8.0	9.0 - 10	9 
Analysis of Data The job deals with a large number of details. It requires that details, data and facts are analyzed and challenged prior to making decisions and that important decision-making data is maintained accurately for repeated examination as required.	9.1	9.0 - 10	9 
Follow Up and Follow Through The job requires a need to be thorough and complete tasks that have been started.	9.2	9.0 - 10	9 

 **Exact Match**
 **Good Compatibility**
 **Fair Compatibility**
 **Poor Compatibility**