

# GAPS grid

	Where the Person Is	What Matters
Person's View	<p><b>Abilities</b></p> <p>How they see themselves Strengths, weaknesses, skills which have contributed to his success in past, additional skills would be helpful to him? What abilities serve him at accomplishing what matters?</p>	<p><b>Goals and Values</b></p> <p>What matters to the person, What are his most important goals, values and interests? What motivates him, what is most demotivating? What does he find rewarding, what inspires him to do his best? What would make work more fulfilling? What gives him the greatest sense of satisfaction?</p>
Others' Views	<p><b>Perceptions</b></p> <p>How others see the person. What do other people say about them? How do others view the weaknesses, style, and impact? To what do other people attribute this person's successes and failures?</p>	<p><b>Success Factors</b></p> <p>What matters to others? What is necessary for this person to be successful in his or her current role? How are those factors changing? What types of people and what skills are most valued in the organization? What does her boss and other managers expect from her? What social norms and organizational values are people expected to follow?</p>