

# Associate – Skills Matrix Form

Name: \_\_\_\_\_ Date: \_\_\_\_\_

**Step 1: Departments** – enter your self-rating for the Departments section of the form.

**Step 2: Services** – enter your self-rating for each service offered in the Core Services section of the form.

**Step 3:** Provide your completed Skills Matrix to your manager.

**Step 4:** Your manager will complete their portion and have a meeting with you to align and discuss.

## Departments Assessment

Enter one of the following ratings:

Rating	Experience Level	Description
N/A	N/A	Enter this rating if this does not apply to you or your store.
1	Onboarding	Beginner Performance Level: - In the process of learning the foundational knowledge and skills needed to do the job - Knows what to do at the basic level, but needs more practice to build confidence and consistency
2	Ongoing	Intermediate Performance Level: - Applies knowledge and skills learned with customers - Knows what to do, how to do it, and performs it regularly - Shares knowledge with other team members
3	Expert	Advanced Performance Level: - Demonstrates with customers comprehensive product, services, and trade skills knowledge - Knows what to do and performs it regularly - Teaches, develops, and leads others in area/topic
B	Badge	Department Badge earned – ultimate expert identified. Only applies to applicable departments identified with an *

## Core Services Assessment

Enter Y (yes) if you know what to do, perform it regularly, & can teach and coach others. If not, enter N (no). Enter N/A if this does not apply to your store.

## Acknowledgement

After the one-to-one conversation, make necessary adjustments to the form, and sign below to acknowledge alignment.

Associate Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Manager Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Departments

Department	Self-Rating	Manager Rating
*Paint		
*Tools		
*Electrical		
*Plumbing		
*Hardware		
*Lawn & Garden		
*Outdoor Power Equipment		
*BBQ		
Cleaning		
Automotive		
Housewares		
Outdoor Living		
Trim		
Birding		
Pet Supplies		
Other:		

## Core Services

Service	Self -Rating Y/N	Manager Rating Y/N
Assembly		
Delivery		
Glass Cutting		
In-Store Pick up		
Power Equipment Servicing		
Propane exchange/filling		
Key cutting and programming		
Rental		
Screen Repair		
Stihl Service		
Other		
Other		