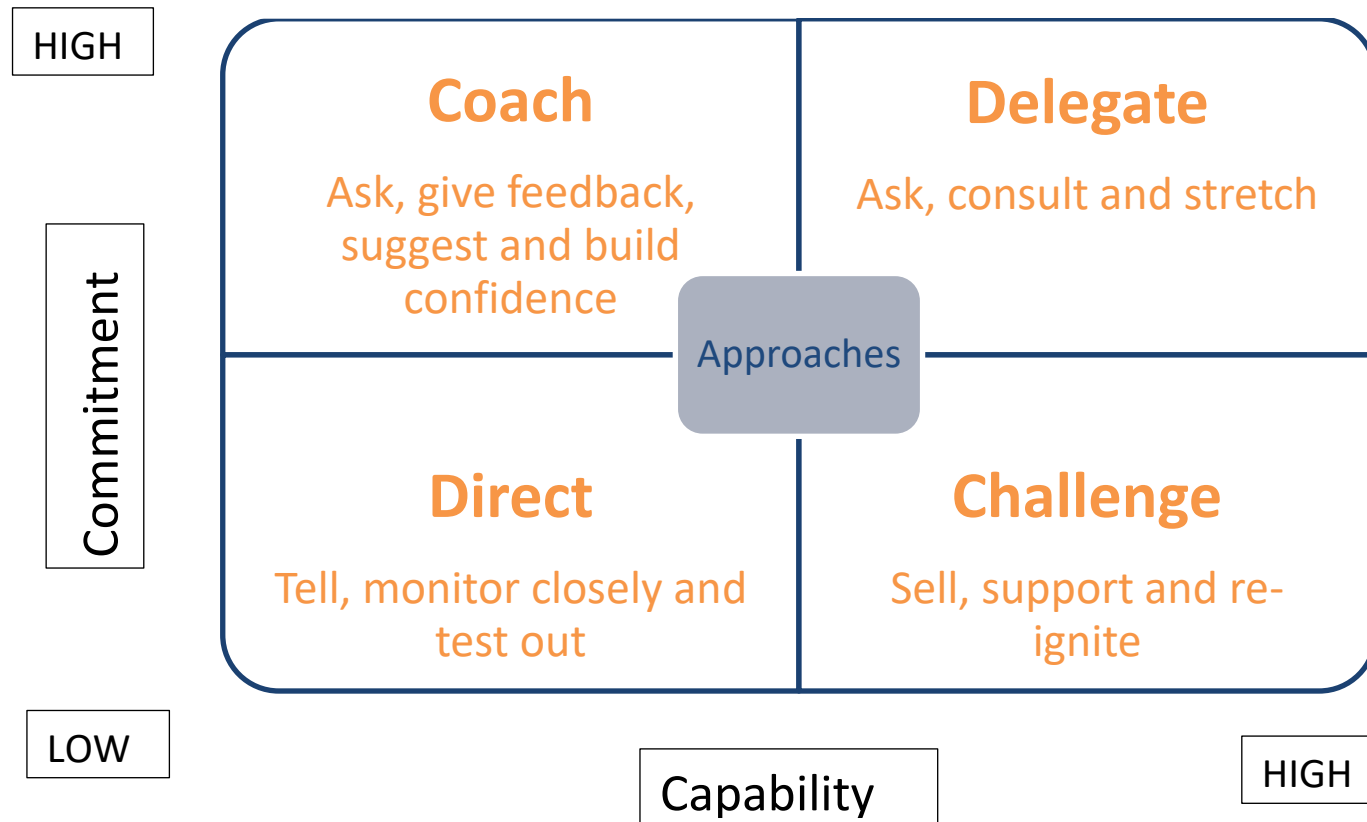


## Skill/Will Matrix

The "Skill – Will" matrix is a tool to help you judge what style would be most effective to influence someone to action, depending on how committed (will) and how capable (skill) they are. This applies equally to colleagues at work as well as people at home.



## How to use:

Consider where an individual is in on the chart above in relation to:

- Their capability – do they have the knowledge, skills and ability to perform their role effectively?
- Their commitment – do they want to perform the role, are they motivated?

Decide where you believe the individual is at the moment on this matrix, then adapt your approach and style to suit the situation.

You can adopt different Styles depending on where each person is in the chart above.

- For someone low in commitment and capability, a Directing approach might be appropriate, to clarify for them what to do and how to do it. In this case, a mobiliser or navigator style could be the most effective Style.
- For someone low in commitment and high in capability, a Motivating approach might be appropriate to help them become energised towards the task. In this case, energiser could be the most effective Style.
- For someone high in commitment and low in capability, a Coaching approach might be appropriate to help them work out and build their confidence in how to achieve the task. In this case, synthesiser could be the most effective Style.
- For someone high in both commitment and capability, a Delegating approach is likely to be most appropriate, so that they can get on with the job in their own way.