



MIND THE GAP:

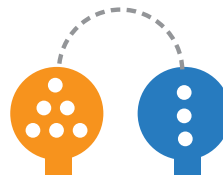
Identifying Learning Needs

ability to take
action, to do
what we need
to do



SKILL

The ability to execute the technical elements of a task. Can be the application of knowledge.



KNOWLEDGE

The theoretical or practical understanding of a subject. Can also be information.



CAPACITY

The time and resources to do something. Can also be emotional and physical capacity.



WILL

Desire, intrinsic motivation, passion, or commitment. Usually has an emotional tone.



CULTURAL COMPETENCE

The ability to understand, appreciate and interact with people from cultures or belief systems different from one's own; the skill to navigate cross-cultural differences.



EMOTIONAL INTELLIGENCE

The ability to be aware of, manage, and express one's emotions; the ability to recognize, empathize with, and manage other people's emotions.