KTA Worksheet

Knowledge:

List areas of Knowledge that you provided the customer/client.

For example: customer service, tech support, special coding, social media, training, product creation, etc.

Talent:

Moving across the page horizontally, list Talents for each Knowledge item listed. These verbs to describe the Knowledge. There can be more than 1 Talent!

For example: (Knowledge) customer service. Talents that correspond to Knowledge could be: answered questions, resolved technical issues, provided surveys.

Achievements:

This is the SECRET to getting the customer/client's attention! For each Talent, list an Achievement USING 2 NUMBERS. Remember, they are interested in RESULTS! Do this for each Talent! Yes, you can have more than 1 Achievement!

For example: Knowledge is customer service. Talent is resolved technical issues. Achievement: Resolved 25 technical issues daily with an 95% customer satisfaction rate.



