



# Capacity:

## The Difference Maker in the Delivery of Results

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# Introduction

I have always wondered what the difference maker is with people of similar competence. I have seen professionals that possess the same credentials, personality, skills, knowledge, and experience produce different results. I know attitude comes up on the list but I have also seen people with a great attitude not produce results at a certain level of work demand.

## Capacity, The Difference Maker.

The difference maker is capacity. Let's take a moment to review the picture I used as a banner for this article. You will see that all containers can hold water but in different capacities. Where there's a greater need for water, the smallest bottle will not be as useful as the biggest. There are times when organizations have a need that not all those with the same competence can attend to.

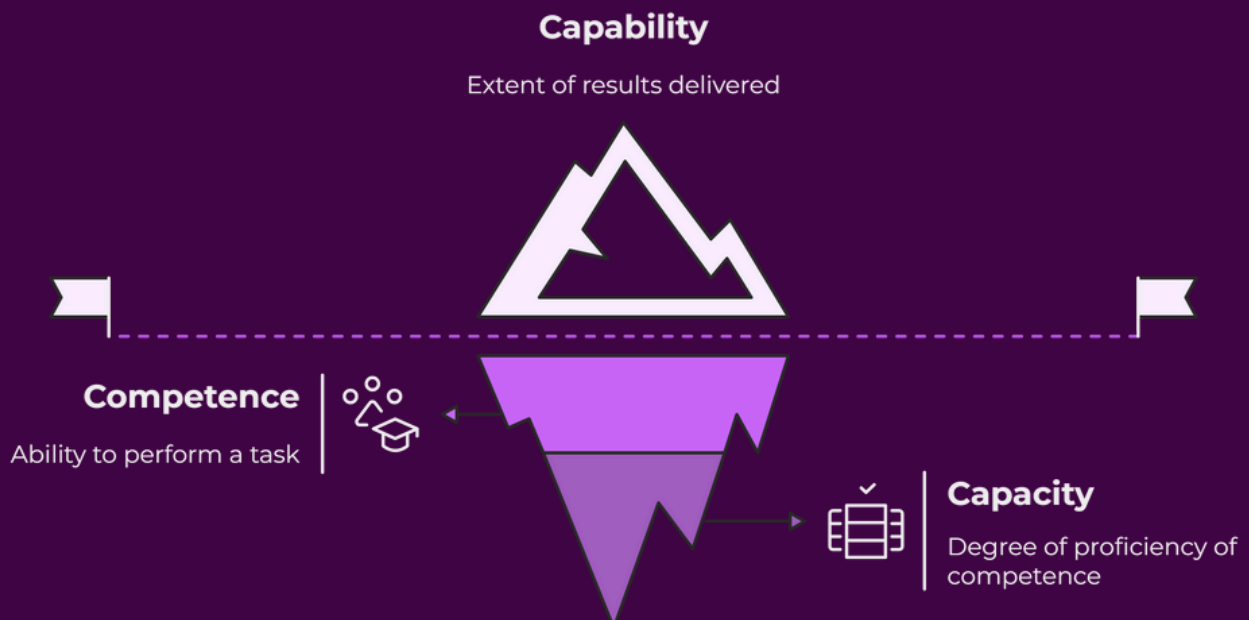


# On Competence, Capacity, and Capability.

Let me attempt to clarify between the concepts of competence, capacity, and capability.

- **Competence:** This is your ability to perform a task. It is expressed based on the quality, relevance, usefulness, and fit of your credentials, attributes, skills, knowledge, and experience.
- **Capacity:** This is the degree of proficiency of your competence. It defines the volume of work that you can do with your competence.
- **Capability:** Your capability is the sum of your competence and capacity. It defines the extent of results you can deliver.

## Unveiling the Depths of Professional Capability.

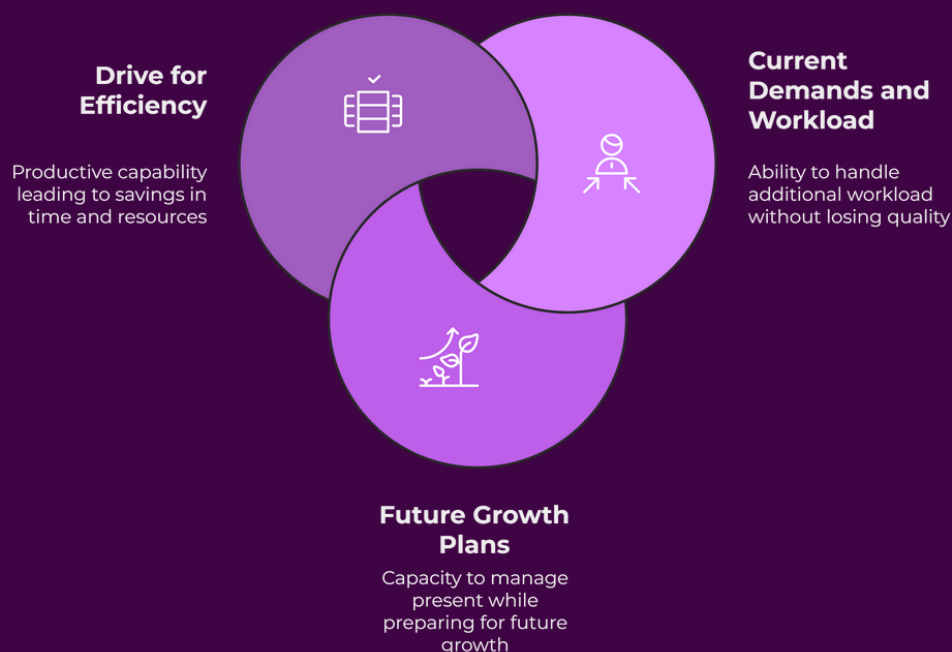


# Delivering Expected Results for the Organisation

When organisations look to achieve results they leverage on the competence of their employees but **more importantly they look to those that have the capacity to deliver the results.** They know that employees may have the same skill set but they definitely cannot handle things in the same measure.

When organisations have goals to achieve, they focus more on the capacity of their workforce to match the level of demand required to deliver expected results. This focus on capacity in addition to competence is influenced by all or any of the following:

- 1.Current Demands and Workload.** When the workload requirement to deliver a particular result becomes evident, it is the capacity of the employee to handle additional workload without losing the quality of their competence that matters.
- 2.Future Growth, Diversification, and Expansion Plans.** Organizations know that the strength of their workforce will need to be improved in order to support growth objectives. When this aspiration is in view, those who have the capacity to manage the present while looking to make the most of the future will be sought after.
- 3.Drive for Efficiency.** Capacity is the rate of productive capability of an employee. When an employee has a greater capacity to deliver work over his other colleagues, there is usually a measure of savings of time, energy, and resources.

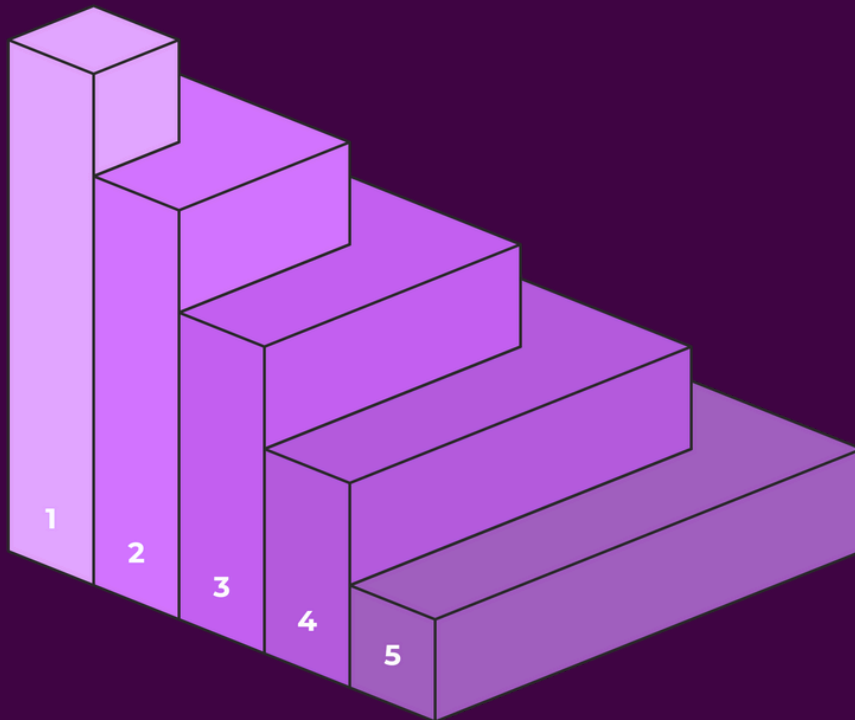


# Building Your Capacity to Match Organisational Demands

An employee that wants to be relevant in the organization must have a system that focuses on **continuous improvement and development**. The activities must become a habit to deliver value on an ongoing basis. The following recommendations can be considered in building your capacity to deliver stellar results that meet organization's growing demands.

- **Conduct a Need Assessment:** Find a way to determine what sets of capabilities are required by your organization to meet the strategic goals they have set. This knowledge is essential to determining the quality of your capability viz-a-viz what the organisation truly needs.
- **Design a Capacity Development Programme:** Following your understanding of organization need and your current rating on the spectrum, you must become intentional in designing a programme that enables you to become more valuable to your organization. Learning interventions must be programmed and religiously adhered to if you must become relevant in the scheme of things for your organisation.
- **Evaluate Your Growth:** Set benchmarks for yourself as you commit to building your capacity. Monitor your development and evaluate the quality of your improved capacity from time to time.
- **Commit to more Work:** The essence of your improved capacity is to be able to do more than you are doing. Endeavour to volunteer to be part of projects and teams. This is how to engage your capacity to deliver value for the organization.
- **Evolve a Capacity Development Strategy:** The elements of your capacity development strategy include lead strategy, lag strategy, incremental strategy, and dynamic strategy. Your lead strategy is your approach to increasing your capacity before there is a need for it. Your lag strategy is an approach that requires that you only add to your capacity after you have fully exhausted and stretched yourself. Your incremental strategy is a provision that allows you to keep growing as you attain a level of workload. Your dynamic strategy leans on forecasts to determine the extent of growth to embrace.

## Building Capacity for Organizational Success



### **Conduct Need Assessment**

Identify organizational needs to align capabilities.

### **Design Development Program**

Create a structured plan for personal growth.

### **Evaluate Growth**

Monitor progress and assess improved capacity.

### **Commit to More Work**

Engage in projects to apply new skills.

### **Evolve Strategy**

Develop a dynamic approach to capacity development.



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*...influencing change*