

Employee Name:

Supervisor Name:

Position:

Date:

## Competency Self-Assessment: Communicating with People Outside the Agency

**Instructions:** Please rate yourself on how you demonstrate the expected behavior for each of the statements. With your supervisor, compare, discuss, and determine your strengths and your opportunities for improvement. It is recommended that the supervisor and staff provide examples to support ratings.

Rating Scale	Definitions
N/A	Not applicable; I have not had the opportunity to demonstrate this behavior
1	I rarely demonstrate this behavior; I need improvement in this area
2	I usually demonstrate this behavior; I meet expectations in this area
3	I consistently demonstrate this behavior; I exceed expectations in this area

Behaviors	Rating
<i>Do I...</i>	<i>How Frequently Do I Do This...</i>
A. Give full attention to and understand information communicated?	
B. Communicate both routine and non-routine information in a clear and tactful manner?	
C. Use a logical structure in communications so the message is understandable and easy to follow by customers and others outside the agency?	
D. Ask logical follow-up questions to identify issues needing further clarification?	
E. Consider the audience and the situation to determine the best method to deliver the message (email, phone, etc.)?	
F. Give full attention to comprehend information communicated by external customers and staff?	
G. Ensure that the message is correctly interpreted by the receiver?	
H. Deliver information concisely?	
I. Work to clarify or resolve any misunderstandings?	
J. Direct customers to the best resources if you are unable to answer the question?	
<b>Rating Scale Average</b>	

***For additional information and resources related to competencies, please refer to the [Competencies](#) tab on the Performance Management & Development page.***