

Supervisor/Manager Assessment: Communicating with People Outside the Organization

Employee Name:

Supervisor Name:

Position:

Date:

Instructions: Please rate your staff member on how he/she demonstrates each of the expected behaviors. With your staff member, compare, discuss, and determine the individual's strengths and opportunities for improvement. It is recommended that the supervisor and staff provide examples to support ratings. Please see the Competency Assessment Supervisor Guide for further instruction on using this assessment tool.

Rating Scale	Definitions
N/A	Not applicable; He / She has not had the opportunity to demonstrate this behavior
1	He/ She rarely demonstrates this behavior; He / She needs improvement in this area
2	He / She usually demonstrates this behavior; He / She meets expectations in this area
3	He / She consistently demonstrates this behavior; He / She exceeds expectations in this area

Behaviors	Rating
<i>Does He/She...</i>	<i>How Frequently Does He/She 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?	
Rating Scale Average	

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