

Competency Self- Assessment: Performing for or Working Directly with the Public

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 what others are saying, taking time to understand the points being made, ask questions as appropriate, and demonstrate understanding of the customer's needs?	
B. Greet the public in a polite, courteous, and timely manner and remain polite during interaction?	
C. Ask helpful questions to identify the needs of members of the public, understand and address their needs and remain available and responsive?	
D. Respond to feedback from members of the public in a helpful manner in order to improve service?	
E. Remain calm, polite, respectful, and approachable when dealing with difficult members of the public, and address the situation in an effective manner?	
F. Behave in a professional manner and provide a positive image of the agency?	
Rating Scale Average	

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

Employee Name:

Supervisor Name:

Position:

Date: