

Competency Self- Assessment: Updating and Using Relevant Knowledge

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. In a timely manner, reads new internal rules, procedures, and updates when they are provided?	
B. In a timely manner, reads new and updated manuals for operating office equipment when they are provided?	
C. In a timely manner, reviews and becomes familiar with revised or new forms and paperwork that customers will need to complete?	
D. Applies new and updated knowledge on the job while assisting customers?	
E. Helps other work group staff who have questions about or are unsure how to apply new or updated knowledge to assist customers, when asked?	
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: