

Employee Name:

Supervisor Name:

Position:

Date:

## Supervisor/Manager Assessment: Updating and Using Relevant Knowledge

**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. 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?	
<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.**