

Competency Self- Assessment: Interpreting the Meaning of Information for Others

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. Read and understand routine policies and other information in response to current issues, and correctly inform customers, staff, and others in response to their requests?	
B. Provide accurate explanations of routine information to customers, staff, and others by frequently tailoring the medium and the message to the recipient?	
C. Provide explanations of the meaning and use of routine information to customers, staff, and others by utilizing a clarifying example?	
D. Respond to requests for clarification from customers, staff, and others, ask additional questions to facilitate understanding, and provide useful supplemental information and resources to clarify current issues?	
E. Read and understand routine professional or technical policies and other information in response to current issues, and correctly inform customers, staff, and others in response to their requests?	
F. Respond to requests for clarification from customers, staff, and others, ask additional questions to facilitate understanding, and provide useful supplemental professional or technical information and resources to clarify current issues?	
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: