

Employee Name:

Supervisor Name:

Position:

Date:

Supervisor/Manager Assessment: Interpreting the Meaning of Information for Others

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. 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.