

## Competency Self- Assessment: Selling or Influencing 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. Proactively identify the need or opportunity to sell or influence others by independently monitoring trends in customer needs and observing and noting staff attitudes and behaviors?	
B. Sell customers on goods and/or services provided by the agency (e.g. customize to needs of customer, positively present product, remaining respectful, identifying staff struggling and providing guidance)?	
C. Influence others to listen to a position while considering and understanding others' positions?	
D. Stay engaged, monitoring the results of a sales or influence attempt to determine its effectiveness, while proactively pursuing feedback?	
E. Generate buy-in from work group staff regarding the need to change attitudes and/or behaviors to match new work group policies and initiatives (e.g. emphasizing the benefit, meeting with staff individually)?	
F. Establish both short- and long-term sales goals for division/bureau/office staff by monitoring marketing trends?	
G. Provide leadership and effective supervision of the selling or influencing of others by work group staff (e.g. recognition, feedback, coaching)?	
<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.**

Employee Name:

Supervisor Name:

Position:

Date: