

Employee Name:

Supervisor Name:

Position:

Date:

Supervisor/Manager Assessment: Selling or Influencing 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. 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)?	
Rating Scale Average	

For additional information and resources related to competencies, please refer to the [Competencies](#) tab on the Performance Management & Development page.