Competency Self- Assessment: Resolving Conflicts and Negotiating with 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
Do I…	*How Frequently Do I Do This…*
A. Anticipate and identify potential work group conflict situations before they arise or escalate by observing staff interactions?	
B. Ask customers and staff to voice their complaints, attentively listen to complaints, and ask follow-up questions to clarify issues and understand the source of the complaint?	
C. Recognize and acknowledge the differences between parties to the conflict, and continue to facilitate parties' ability to voice and/or validate cause(s) of concern?	
D. Remain calm throughout conflict situations while using a calming voice when speaking with involved parties and present a confident, capable, and professional demeanor?	
E. Deal with work group conflicts quickly and efficiently, and provide a resolution to the conflict that is agreeable to all parties?	
F. Develop standard conflict resolution procedures for use by division/bureau/office staff in dealing with conflict situations, and actively pursue feedback?	
G. Provide leadership and effective supervision of conflict resolution by work group staff through recognition, feedback, coaching, modeling, and performance management when/if necessary?	
Rating Scale Average	

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

Ohio | Department of Administrative Services