

Employee Name:

Supervisor Name:

Date:

Position:

Competency Self-Assessment: Communicating with People Outside the Organization

Instructions: Below are behavioral anchors related to Communicating with People Outside the Organization. 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:

0 – Not applicable; I have not had the opportunity to demonstrate this behavior

1 – I never do this; I need improvement in this behavior

2 – I do this regularly; I meet expectations regarding this behavior

3 – I always do this; I exceed expectations regarding this behavior

Behaviors	Rating			
	0	1	2	3
<i>Do you...</i>				
A. Give full attention to and understand information communicated?				
B. Communicate both routine and non-routine information in a clear and tactful manner?				
C. Use a logical structure in communications so the message is understandable and easy to follow by customers and others outside the agency?				
D. Ask logical follow-up questions to identify issues needing further clarification?				
E. Consider the audience and the situation to determine the best method to deliver the message (email, phone, etc.)?				
F. Give full attention to comprehend information communicated by external customers and staff?				
G. Ensure that the message is correctly interpreted by the receiver?				
H. Deliver information concisely?				
I. Work to clarify or resolve any misunderstandings?				
J. Direct customers to the best resources if you are unable to answer the question?				

For ideas and resources to help you improve your skills in this competency, please consult the [DAS Competency Development Guide](#).