

Employee Name:

Supervisor Name:

Date:

Position:

Supervisor/Manager Assessment: Communicating with People Outside the Organization

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

- 0 – Not applicable; he/she has not had the opportunity to demonstrate this behavior
- 1 – He/she never does this; he/she needs improvement in this behavior
- 2 – He/she does this regularly; he/she meets expectations regarding this behavior
- 3 – He/she always does this; he/she exceeds expectations regarding this behavior

Behaviors	Rating			
<i>Does he/she...</i>	0	1	2	3
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 to help your staff to improve skills in this competency, please consult the [DAS Competency Development Guide](#).