### Competency Self-Assessment: Updating and Using Relevant Knowledge

**Instructions:** Below are behavioral anchors related to Updating and Using Relevant Knowledge. 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

<table>
<thead>
<tr>
<th>Behaviors</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Do you...</strong></td>
<td>0</td>
</tr>
<tr>
<td>A. In a timely manner, reads new internal rules, procedures, and updates when they are provided?</td>
<td></td>
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<tr>
<td>B. In a timely manner, reads new and updated manuals for operating office equipment when they are provided?</td>
<td></td>
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<tr>
<td>C. In a timely manner, reviews and becomes familiar with revised or new forms and paperwork that customers will need to complete?</td>
<td></td>
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<tr>
<td>D. Applies new and updated knowledge on the job while assisting customers?</td>
<td></td>
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<tr>
<td>E. Helps other work group staff who have questions about or are unsure how to apply new or updated knowledge to assist customers, when asked?</td>
<td></td>
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</table>

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