

COMPETENCY AND SKILLS ASSESSMENT FOR OFFICE PROFESSIONALS

NAME: _____

DATE OF FIRST ASSESSMENT: _____

DATE OF SECOND ASSESSMENT: _____

DATE OF THIRD ASSESSMENT: _____

SCORING YOURSELF

fails to meet minimum expectations	1
meets minimum expectations	2
meets average expectations	3
exceeds average expectations	4
meets maximum expectations	5
exceeds maximum expectations	6

Current Skills	CURRENT Rating Score						TARGET	TARGET Rating Score						Skills under construction
English language skills are of a professional standard	1	2	3	4	5	6		6	5	4	3	2	1	English language skills are of a professional standard
I am an excellent proof reader and pay attention to detail	1	2	3	4	5	6		6	5	4	3	2	1	I am an excellent proof reader and pay attention to detail
I am confident that my writing is clear and customer focused	1	2	3	4	5	6		6	5	4	3	2	1	I am confident that my writing is clear and customer focused
I capture documents productively (speed, accuracy)	1	2	3	4	5	6		6	5	4	3	2	1	I capture documents productively (speed, accuracy)
I manage my time well	1	2	3	4	5	6		6	5	4	3	2	1	I manage my time well
I can prioritise the urgent from the important	1	2	3	4	5	6		6	5	4	3	2	1	I can prioritise the urgent from the important
I can fully apply all relevant software applications	1	2	3	4	5	6		6	5	4	3	2	1	I can fully apply all relevant software applications
I am able to work effectively with electronic diaries	1	2	3	4	5	6		6	5	4	3	2	1	I am able to work effectively with electronic diaries
I am able to work effectively and productively with email	1	2	3	4	5	6		6	5	4	3	2	1	I am able to work effectively and productively with email
I know how to access and find relevant information from the internet	1	2	3	4	5	6		6	5	4	3	2	1	I know how to access and find relevant information from the internet
My filing systems are friendly, logical, up to date	1	2	3	4	5	6		6	5	4	3	2	1	My filing systems are friendly, logical, up to date
My work station reflects my organisational ability	1	2	3	4	5	6		6	5	4	3	2	1	My work station reflects my organisational ability
I arrange meetings effectively and timeously	1	2	3	4	5	6		6	5	4	3	2	1	I arrange meetings effectively and timeously
I have systems in place to track workflow and responsibilities	1	2	3	4	5	6		6	5	4	3	2	1	I have systems in place to track workflow and responsibilities
I work with realistic time estimates	1	2	3	4	5	6		6	5	4	3	2	1	I work with realistic time estimates
I work with checklists for arrangements I need to make	1	2	3	4	5	6		6	5	4	3	2	1	I work with checklists for arrangements I need to make
I can operate and manage the equipment in my office	1	2	3	4	5	6		6	5	4	3	2	1	I can operate and manage the equipment in my office
I maintain an up to date index of all contacts and telephone numbers	1	2	3	4	5	6		6	5	4	3	2	1	I maintain an up to date index of all contacts and telephone numbers
I possess good questioning and listening skills	1	2	3	4	5	6		6	5	4	3	2	1	I possess good questioning and listening skills

Current Skills	CURRENT Rating Score						TARGET	TARGET Rating Score						Skills under construction
I have attention to detail	1	2	3	4	5	6		6	5	4	3	2	1	I have attention to detail
My work outputs are of a consistently high quality	1	2	3	4	5	6		6	5	4	3	2	1	My work outputs are of a consistently high quality
I stay abreast of changing requirements for needed skills, technology	1	2	3	4	5	6		6	5	4	3	2	1	I stay abreast of changing requirements for needed skills, technology
Current Knowledge	Rating score							Rating score						Knowledge under construction
I have sound knowledge of my business environment	1	2	3	4	5	6		6	5	4	3	2	1	I have sound knowledge of my business environment
I know my organisations history	1	2	3	4	5	6		6	5	4	3	2	1	I know my organisations history
I know my organisations products and services	1	2	3	4	5	6		6	5	4	3	2	1	I know my organisations products and services
I know who my customers are	1	2	3	4	5	6		6	5	4	3	2	1	I know who my customers are
I know what policies and procedures to apply to my work	1	2	3	4	5	6		6	5	4	3	2	1	I know what policies and procedures to apply to my work
I know who my managers' key contacts are	1	2	3	4	5	6		6	5	4	3	2	1	I know who my managers' key contacts are
I know and understand my managers role and function	1	2	3	4	5	6		6	5	4	3	2	1	I know and understand my managers role and function
I know and understand my role and function	1	2	3	4	5	6		6	5	4	3	2	1	I know and understand my role and function
I know my resources (internal and external)	1	2	3	4	5	6		6	5	4	3	2	1	I know my resources (internal and external)
I know what developmental opportunities are open for me	1	2	3	4	5	6		6	5	4	3	2	1	I know what developmental opportunities are open for me
I understand the key issues and challenges that my manager faces	1	2	3	4	5	6		6	5	4	3	2	1	I understand the key issues and challenges that my manager faces
I know and understand what is expected of me	1	2	3	4	5	6		6	5	4	3	2	1	I know and understand what is expected of me
Current Behaviour	Rating score							Rating score						Behaviour under construction
I consistently answer my telephone professionally	1	2	3	4	5	6		6	5	4	3	2	1	I consistently answer my telephone professionally
I keep my professional cool when others loose theirs	1	2	3	4	5	6		6	5	4	3	2	1	I keep my professional cool when others loose theirs
I do not get side tracked when others try to manipulate me	1	2	3	4	5	6		6	5	4	3	2	1	I do not get side tracked when others try to manipulate me
I act and dress in a professional manner	1	2	3	4	5	6		6	5	4	3	2	1	I act and dress in a professional manner
I can juggle multiple tasks	1	2	3	4	5	6		6	5	4	3	2	1	I can juggle multiple tasks
I am positive	1	2	3	4	5	6		6	5	4	3	2	1	I am positive
I am helpful	1	2	3	4	5	6		6	5	4	3	2	1	I am helpful
I am flexible	1	2	3	4	5	6		6	5	4	3	2	1	I am flexible
I treat suppliers and subordinates with respect and dignity	1	2	3	4	5	6		6	5	4	3	2	1	I treat suppliers and subordinates with respect and dignity

Current Skills	CURRENT Rating Score						TARGET	TARGET Rating Score						Skills under construction
I am supportive of my fellow workers	1	2	3	4	5	6		6	5	4	3	2	1	I am supportive of my fellow workers
I ask questions when I'm not sure what is expected of me	1	2	3	4	5	6		6	5	4	3	2	1	I ask questions when I'm not sure what is expected of me
I welcome feedback – both positive and negative	1	2	3	4	5	6		6	5	4	3	2	1	I welcome feedback – both positive and negative
I am able to express my ideas with clarity and confidence	1	2	3	4	5	6		6	5	4	3	2	1	I am able to express my ideas with clarity and confidence
I productively assess my managers needs	1	2	3	4	5	6		6	5	4	3	2	1	I productively assess my managers needs
I am able to set goals for myself	1	2	3	4	5	6		6	5	4	3	2	1	I am able to set goals for myself
I gladly accept assignments that are "not part of my job"	1	2	3	4	5	6		6	5	4	3	2	1	I gladly accept assignments that are "not part of my job"
My attitude is great, people love me!	1	2	3	4	5	6		6	5	4	3	2	1	My attitude is great, people love me!
I readily share my knowledge and skills with others	1	2	3	4	5	6		6	5	4	3	2	1	I readily share my knowledge and skills with others
I am emotionally intelligent and deal with criticism well	1	2	3	4	5	6		6	5	4	3	2	1	I am emotionally intelligent and deal with criticism well
I manage stress, conflict, pressure in a positive way	1	2	3	4	5	6		6	5	4	3	2	1	I manage stress, conflict, pressure in a positive way