

## SKILLS ASSESSMENT

Assess your present level: 1-you know the skill to 5-you need to improve

I know what customers want  
I know and practice customer service performance standards  
I handle customer complaints well  
I am excellent at listening actively  
Customer Service Total=

I know how to plan for meetings  
I know how to contribute to meetings  
Meetings Total=

I work well with others  
I focus on results  
I know the goal of the team  
I know my role and what I contribute  
I am responsible and dependable  
I have excellent communication skills  
Teamwork Total=

I know how to introduce people  
I know how to shake hands  
I have good telephone skills  
Business etiquette Total=

I know the correct way to answer the telephone  
I know how to take a good message  
I know how to put someone on hold  
Telephone Total=

I understand the value of hard work  
I am committed to always doing my best  
I display initiative by noticing work that needs done and doing it  
I gain satisfaction from a job well done  
Work ethic Total=

I have a vision  
I communicate my vision so others see it and want to join in making it happen  
I know how to motivate others to develop their potential  
I know how to delegate effectively  
I am good at problem solving and conflict resolution  
Leadership Total=  
WORK SKILLS TOTAL=

I love to learn new things  
I am curious  
I am always learning  
I know my learning style  
I know how to create a learning environment with color & music

Learning Total=

I define problems

I identify options for solutions

I choose and implement a plan

I review and evaluate success

Problem solving Total=

I know how to generate goal ideas

I know how to evaluate goals

I make goals specific and measurable

I make plans with action steps

I keep goals visual

I monitor progress

Goal setting total=

I have a system to manage tasks and projects

I eliminate time wasters

I know my peak time and use it well

I set priorities

I manage paper well

I manage email well

My desk and workspace is organized

Time management total=

I know how to locate information

I know how to evaluate information

I know how to organize information

Information Management Total=

MENTAL TOTAL=

I know how to use the Windows operating system

I know how to use a wordprocessor

I know how to use the Internet

I know how to email

COMPUTER TOTAL=

I choose words well to verbally communicate my thoughts

I know how to make an effective presentation

I know how to listen well

I know how to understand nonverbal language

I know how to write well

I know how to choose the best communication method

I know how to ask effective questions

COMMUNICATION TOTAL=

I am responsible

I have strong self-esteem

I demonstrate initiative

I practice creativity

PERSONAL QUALITIES TOTAL=

I am spiritually aware  
I understand my beliefs  
I understand my values  
I understand my purpose

SPIRITUAL TOTAL=

I know how to make introductions  
I know how to make small talk  
I know table etiquette  
I know how to tip  
I know how to set limits

SOCIAL TOTAL=

I understand myself  
My self-esteem is strong  
I have a high EQ  
My communication skills are strong  
I know how to resolve conflicts

RELATIONSHIP TOTAL=

I understand my emotions  
I can identify emotions  
I can manage emotions  
I can express emotions appropriately

EMOTIONAL TOTAL=

I exercise regularly  
I eat sensibly  
I drink 8oz of water daily  
I breathe deeply  
I know how to manage stress  
I get a sufficient amount of rest

PHYSICAL TOTAL=