



COMPETENCIES SELF-ASSESSMENT

INDIVIDUAL CONTRIBUTOR: LEAD YOURSELF

Colleague
Name:

Manager
Name:

Quick Links

- [Competency 1: Adaptability](#)
- [Competency 2: Building Student/Customer Loyalty](#)
- [Competency 3: Collaboration](#)
- [Competency 4: Innovation](#)
- [Competency 5: Managing Work](#)
- [Competency 6: Tech Savvy](#)
- [Competency 7: Values Differences](#)

SELF-ASSESSMENT OVERVIEW & INSTRUCTIONS

This self-assessment is intended to help guide you in your own professional development. It's important to look inward and be honest with yourself in order to accurately identify areas of strengths and opportunities. Your responses will not be considered toward your yearly Goal Plan ratings but will serve to assist you and your manager in creating a development plan best suited for your goals.

To begin, review the definition of each competency and the key characteristics carefully. Select the self-rating response from the drop-down that reflects your current practices. Once you have completed the entire self-assessment, select one to two individual competencies you would like to focus on for further development. In order to help track your progress, you can add your plan in Dayforce under, Performance → Development Plans.



COMPETENCY 1: ADAPTABILITY

Definition	Demonstrates positive attitude, resilience and openness to change. Maintaining effectiveness when experiencing changes in work responsibilities or environment; adjusts effectively to work within new structures, processes, requirements or cultures.
Key Characteristics	Tries to understand changes Actively seeks information about new work situations; strives to understand the rationale and implications for changes in work responsibilities or environment.
	Approaches changes or newness positively Treats change and new situations as opportunities for learning or growth; identifies the benefits of change; speaks positively about change to others.
	Adjusts behavior Quickly modifies behavior to deal effectively with changes in the work environment; tries new approaches appropriate for new or changed situations; does not persist with ineffective behaviors.

Assessment Statements	Rating
Actively seeks out information and rationale behind new work policies and adapts to them quickly.	
Sees frequent changes in work assignments as an opportunity for learning or growth.	
Quickly modifies behavior to deal effectively with changes in the work environment and does not hesitate to abandon old behaviors.	

COMPETENCY 2: BUILDING STUDENT/ CUSTOMER LOYALTY

Definition	Effectively meeting student/customer needs, building productive student/customer relationships. Delivers high quality products and services to ensure student/customer satisfaction and loyalty.
Key Characteristics	Uses key principles Establishes good interpersonal relationships by helping people feel valued, appreciated, and included in discussions (enhances self-esteem, empathizes, involves, discloses, supports).
	Acknowledges the person Greets customers promptly and courteously; gives customers full attention.
	Clarifies the current situation Asks questions to determine needs; listens carefully; provides appropriate information; summarizes to check understanding.
	Meets or exceeds needs Acts promptly in routine situations; agrees on a clear course of action in non-routine situations; takes opportunities to exceed expectations without making unreasonable commitments.
	Confirms satisfaction Asks questions to check for satisfaction; commits to follow through, if appropriate; thanks customer.
	Takes the “HEAT” Handles upset customers by hearing the customer out, empathizing, apologizing, and taking personal responsibility for resolving customer problems/issues.

Assessment Statements	Rating
Acts promptly in routine situations and agrees on clear course of action on non-routine situations.	
Views self as an effective listener by asking clarifying questions, providing appropriate information according to customer needs, and summarizes to check understanding.	
Effective at handling upset customers by hearing them out, empathizing, apologizing, and taking personal responsibility for resolving their issues/problems.	

COMPETENCY 3: COLLABORATION

Definition	Working effectively and cooperatively with others; establishing and maintaining good working relationships addressing conflicts.	
Key Characteristics	Uses key principles Establishes good interpersonal relationships by helping people feel valued, appreciated, and included in discussions (enhances self-esteem, empathizes, involves, discloses, supports).	
	Subordinates personal goals Places a higher priority on team or organization goals than on own goals.	
	Volunteers assistance Offers to help others achieve goals.	
Assessment Statements		Rating
Actively seeks out ways to build good interpersonal relationships by helping people feel valued and included in discussions.		
Makes team or organization goals a higher priority than own goals.		
Often volunteers to help others achieve their goals or goals of the team.		

COMPETENCY 4: INNOVATION

Definition	Generating viable, new approaches and solutions in the organization. Identifies problems to solve. Cultivates a growth mindset.	
Key Characteristics	Challenges paradigms Identifies implicit assumptions in the way problems or situations are defined or presented; sees alternative ways to view or define problems; is not constrained by the thoughts or approaches of others.	
	Leverages diverse resources Draws upon multiple and diverse sources (individuals, disciplines, bodies of knowledge) for ideas and inspiration.	
	Thinks expansively Combines ideas in unique ways or makes connections between disparate ideas; explores different lines of thought; views situations from multiple perspectives; brainstorms multiple approaches/solutions.	
	Evaluates multiple solutions Examines numerous potential solutions and evaluates each before accepting any.	
Ensures relevance Targets important areas for innovation and develops solutions that address meaningful work issues.		
Assessment Statements		Rating
Draws upon multiple and diverse sources (individuals, disciplines, bodies of knowledge) for ideas and inspiration.		
Examines numerous potential solutions and evaluates each before accepting any.		
Develops creative improvements to the organization's products/services.		

COMPETENCY 5: MANAGING WORK

Definition	Effectively managing one's time and resources to ensure that work is completed efficiently. Understands data to drive results. Embraces learning new and different ways to do things.
Key Characteristics	Prioritizes Identifies more critical and less critical activities and tasks; adjusts priorities when appropriate.
	Makes preparations Ensures that required equipment and/or materials are in appropriate locations so that own and others' work can be done effectively.
	Schedules Effectively allocates own time to complete work; coordinates own and others' schedules to avoid conflicts.
	Leverages resources Takes advantage of available resources (individuals, processes, departments, and tools) to complete work efficiently.
	Stays focused Uses time effectively and prevents irrelevant issues or distractions from interfering with work completion.

Assessment Statements	Rating
Identifies more critical and less critical activities and tasks and adjusts priorities when appropriate.	
Effectively allocates own time to complete work and coordinates own and others' schedules to avoid conflicts.	
Stays focused- Uses time effectively and prevents irrelevant issues or distractions from interfering with work completion.	

COMPETENCY 6: TECH SAVVY

Definition	Makes effective use of technology to achieve results. Ensures access to and security of technology systems.
Key Characteristics	Builds technical proficiency Understands technical terminology and developments.
	Functional application Knows how to apply a technical skill or procedure.
	Understands business needs Knows when to apply a technical skill or procedure.
	Drives results through technology Keeps current on technology and security of data to achieve results.

Assessment Statements	Rating
Knows how and when to apply a technical skill or procedure.	
Understands technical terminology and uses required systems effectively.	
Consistently learns and implements new technology and security protocols.	

COMPETENCY 7: VALUES DIFFERENCES

Definition	Recognizes the value that different perspectives and cultures bring to an organization. Understands what diversity, equity and inclusion means. Role-models valuing differences.	
Key Characteristics	Seeks understanding Establishes relationships with and learns more about people of other cultures and backgrounds (i.e., their special issues, social norms, decision-making approaches, and preferences).	
	Conveys respect Uses language and behavior that consistently reflect and enhance the dignity of diverse customers, partners, and employees; takes actions that show consideration for cultural concerns and expectations; continually examines own biases and behaviors to avoid stereotypical responses.	
	Uses diversity as an advantage Seeks out and uses ideas, opinions, and insights from diverse sources; optimizes effectiveness by using individuals' particular talents and abilities for relevant tasks or assignments.	
	Champions diversity Advocates the value of diversity to others; takes actions to increase diversity in the workplace (e.g., by recruiting and developing people with varied backgrounds and from different cultures); confronts racist, sexist, or inappropriate behavior; challenges exclusionary organizational practices.	
Assessment Statements		Rating
Seeks out and uses ideas, opinions, and insights from diverse sources when making decisions and solving problems.		
Optimizes effectiveness by using individuals' particular talents and abilities for relevant tasks or assignments.		
Establishes relationships with and learns more about people of other cultures and backgrounds (i.e., their special issues, social norms, decision-making approaches, and preferences).		