

HOW DO YOU RATE? COMMUNICATION

Use this worksheet for self-evaluation with a holistic operational perspective.

Best Practices	Your Performance			
Take steps to positively connect with staff	Poor	Satisfactory	Good	Superior
Take into account the needs of the person you are speaking with	Poor	Satisfactory	Good	Superior
Seek clarification by asking for rephrasing	Poor	Satisfactory	Good	Superior
Do not delay in asking for feedback on an event or behavior being addressed	Poor	Satisfactory	Good	Superior
Keep constructive feedback brief to avoid “too much info”	Poor	Satisfactory	Good	Superior
Arrive on time to communicate “work readiness”	Poor	Satisfactory	Good	Superior
Use positive words more than negative ones	Poor	Satisfactory	Good	Superior
Have good personal hygiene	Poor	Satisfactory	Good	Superior
Communicate through specific action oriented praise for positive motivation	Poor	Satisfactory	Good	Superior
Smile & use eye contact when speaking directly to customers	Poor	Satisfactory	Good	Superior
Leave personal baggage at home	Poor	Satisfactory	Good	Superior
Let the supervisor know if a significant emotional event may inhibit your work quality	Poor	Satisfactory	Good	Superior
Refrain from gossip & sarcasm	Poor	Satisfactory	Good	Superior

