

## Service Provider of Choice Self –Assessment **DET Leadership**

The objective for the DET self-assessment is to provide an opportunity for individuals to think about actions that are important while delivering on DET's vision and mission. The assessment is for your individual awareness and observation; it will not be viewed or evaluated by anyone but you.

Your supervisor may also be facilitating a team assessment and discussion at an upcoming staff meeting.

If after completing the self- awareness assessment you have questions or would like resources to support your efforts please contact Jim Walker or your supervisor.

For each of the following statements choose the option that best fits your current state.

1. I know DET's Vision and Mission statement.
  - No I don't, but I intend to find out – 0
  - I know portions of DET's Vision and Mission– 3
  - I can't quote it specifically, but I know DET's Mission and Vision! – 5
  
2. I have created and communicated my INSPIRE customer service expectations throughout my Bureau/Section in 2016.
  - I had good intentions to do so, but have not completed or communicated my INSPIRE process to my team – 0
  - I partially created and communicated my INSPIRE process to my team – 3
  - Yes, I have created and communicated my INSPIRE process to my team – 5
  
3. At least once per month, I meet individually with each team member to ensure I am supporting their customer service efforts.
  - I currently do not, but intend to meet monthly with my individual team members – 0
  - I meet informally, occasionally with team members – 3
  - I feel my team is connected; we meet consistently and regularly to stay on track – 5

4. I consistently communicate our Bureau/Sections expectations to use Cherwell to manage customer SRs/incidents
  - No, I have not communicated my Bureau/Section's Cherwell procedures essential to support our customers business deliverables – 0
  - I have shared portions of my Bureau/Section's Cherwell procedures essential to support our customers business deliverables – 3
  - I consistently share my Bureau/Section's Cherwell procedures essential to support our customers business deliverables with my team – 5
  
5. On a daily basis I model a positive **can-do attitude**.
  - I know I should, but often allow the attitudes of others impact my behavior – 0
  - I really try to model a positive a **can do-attitude**, but often slip under pressure of the day – 3
  - I prioritize modeling a consistent and positive **can- do attitude** – 5
  
6. I consistently seek out opportunities to compliment individuals for work well done.
  - I assume others know when they do well – 0
  - If I have time, I will compliment work well done – 3
  - Yes, I make time to compliment others for their success – 5
  
7. I prioritize being responsive to others, both externally and internally.
  - I respond to inquiries when I have time – 0
  - I am sensitive in responding to others in a reasonable time, but do not have a standard to guide my response time – 3
  - Yes, I prioritize in responding to all inquiries, usually with-in 24 hours – 5

8. I take time each week to review and reprioritize key customer projects.
- I usually review and prioritize projects when my day allows – 0
  - I have created a project priority list, but do not keep it updated – 3
  - Yes I have created a project priority list, and update it with my team – 5
9. I view conflict as an opportunity to engage with others and find business resolutions.
- I try to avoid conflict – 0
  - If I know conflict exists within my team; if it gets in the way of progress I will address it – 3
  - Yes; when I observe conflict I engage with others, listen to their viewpoints, and attempt to find common ground to a resolution – 5
10. While listening to others...
- My mind often wanders – 0
  - I try to be good listener, but sometimes I catch myself listening to respond, rather than to understand – 3
  - I seek to fully understand the viewpoints of others before I share my thoughts – 5

#### **Awareness Scale**

**A = 35 – 50 points; great job! You are inspiring and leading your team to achieving DET's vision and mission**

**B = 20 – 35 points; you are on the right path to execute DET's vision and mission! Additional review of DET's vision and mission, along with the INSPIRE process may increase your leadership effectiveness.**

**C = 0 – 20 points; take time to revisit DET's vision and mission statement and INSPIRE process with your Bureau Director**