

DET Service Provider of Choice Self –Assessment **Individual**

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 the DET Vision and Mission – 3
 - I can't quote it specifically, but I know DET's Mission and Vision! – 5

2. I am responsive to customers.
 - I try to be, but sometimes lose track of the day and often miss timelines – 0
 - Partially, but am often distracted putting out fires, and sometimes miss timelines– 3
 - I consistently respond to all inquiries, usually within 24 hours, and proactively communicate to others if I can't make an agreed timeline – 5

3. I prioritize my workload.
 - Not now, but I want to work on doing it regularly soon – 0
 - I have a priority plan, but sometimes get caught up helping others get their priorities done and sometimes miss timelines – 3
 - I have shared my priority plan with my manager. We meet formally at least once per month to evaluate results and make changes where needed – 5

4. I use Cherwell to be customer-centric.
 - I tend to handle problems without using Cherwell – 0
 - When contacted directly by customers with an issue, I communicate the value of using Cherwell, but often try to handle these problems on my own – 3
 - I am solution-focused and take time to understand my customer's business deliverables; I communicate DET's process (Cherwell) to handle customer SR/incident requests – 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. When I receive help from others...
 - I appreciate their assistance and think they know it – 0
 - I try to compliment my co-workers for work well done as often as I can – 3
 - I genuinely appreciate my co-workers and I sincerely compliment others on their success as often as possible – 5

7. Proactive Communication
 - I try to, but often wait until the last minute before I share challenges with my manager – 0
 - I sometimes share proactively, it depends on the seriousness of the challenge – 3
 - I consistently and proactively share potential problems before they occur with possible resolutions – 5

8. When conflict occurs...

- I don't like conflict, and prefer to avoid it – 0
- I know I'm improving interacting positively with conflict but sometimes fall back on negative patterns when feeling stressed – 3
- I engage with others, listen to their viewpoints, and attempt to find common ground to a resolution – 5

9. 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

10. Training

- I usually expect my manager to provide training opportunities for me to consider – 0
- I know my training needs, but am just too busy to share with my manager – 3
- I annually share my training needs with my manager – 5

Awareness Scale

A = 30 – 50 points; great job! Your actions demonstrate a “service provider of choice” attitude

B = 10 – 30 points; you are on the right path! Meeting with your manager to discuss your bureau’s mission may be helpful

C = 0 – 10 points; you may need a bit of direction! Re-visit DET’s vision and mission statements with your manager