

Skill Assessment

Please answer “yes” or “no” to the following questions.

Yes **No**

- My verbal communication is polished, and I consistently achieve the outcomes I need.
- I am confident in presenting to anyone, any group, at any time, and any place.
- If there is conflict, I always have the skills to resolve it quickly.
- I know which approaches work best when I work with difficult bosses or colleagues.
- When team members are not performing to benefit the team, I have ideas that help them as individuals, and the overall group.
- I have excellent skills to manage meetings, even when I am not in charge.
- I am always looking for ways to cut expenses and drive profits for my company.
- I dress appropriately, even on casual days.
- I have a personal library and continue to invest in my learning.
- No matter what my job title is, I know I am in customer service.

