

# *Spann & Associates*

## **Professional Competencies Assessment (120)**

**Prepared for:**

***Demonstration Samples***

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## **Professional Competencies Assessment (120)**

### **TOP TEN CRITICAL SUCCESS COMPETENCIES**

Listed below are your top ten Critical Success Competencies. These competencies are listed in order of the talent you currently display for paying attention to and valuing them. The first competency listed is your strongest, which is then followed by the rank order of the remainder of the competencies.

<b>Rank</b>	<b>Description</b>	<b>Strength/Development</b>
1	Makes Decisions On A Proactive Basis (ADM)	Low Risk
2	Pays Attention To The Consequences Of Actions And How They Affect Strategies And Tactics (TM)	Low Risk
3	Has A Strategy For Making Decisions Which Is Consistent With Beliefs, Goals And Plans (DM)	Low Risk
4	Takes The Time To Examine The Consequences of Decisions Prior To Acting On Them (DM)	Low Risk
5	Pays Attention To Tracking And Measuring The Success And Failure Of Decisions (DM)	Low Risk
6	Promotes Personal Commitment To What Is Right (CC)	Low Risk
7	Maintains Commitment To Organizational Plans And Programs For Handling Accounts (ADM)	Low Risk
8	Sees To It That Things Are Done Right (LE)	Low Risk
9	Builds Back Up Plans And Actions For Those Times When Things Do Not Work Out As Expected (TM)	Low Risk
10	Pays Attention To Doing The Right Thing (PS)	Low Risk

<b>Area Legend</b>			
IS = Interpersonal Relations	PS = Problem Solving	DM = Decision Making	TM = Time Management
LE = Leadership	TD = Training & Development	CC = Coaching & Counseling	AD = Administration
ADM = Account Development & Management	MG = Management & Supervision		

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## **Professional Competencies Assessment (120)**

### **FIVE KEY DEVELOPMENT AREAS**

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Listed below are your five key development areas from the Critical Success Competencies. These competencies are listed in order of the area which needs the most development followed by the other four in the order of their rank.

<b>Rank</b>	<b>Description</b>	<b>Strength/Development</b>
1	Is Not Always Willing To Do What It Takes To Get Things Done. (LE)	Conditional Risk
2	Does Not Consistently Believe That The Best Can or Will Happen. (DM)	Conditional Risk
3	May Overlook Immediate Problems And Not Respond To Them Quickly. (PS)	Situational Risk
4	Tends To Overlook What Needs To Be Done. (LE)	Situational Risk
5	Does Not Consistently Make Decisions With Confidence. (LE)	Situational Risk

<b>Area Legend</b>			
IS = Interpersonal Relations	PS = Problem Solving	DM = Decision Making	TM = Time Management
LE = Leadership	TD = Training & Development	CC = Coaching & Counseling	AD = Administration
ADM = Account Development & Management	MG = Management & Supervision		

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## **Professional Competencies Assessment (120)**

### **INTERPERSONAL RELATIONSHIP COMPETENCIES**

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Listed below are the Critical Interpersonal Relationship Competencies. These competencies are listed by the order of the talent you display for paying attention to and valuing them. The first talent is your strongest, followed by the rank order of the remainder of the competencies.

<b>Rank</b>	<b>Description</b>	<b>Strength/Development</b>
1	Knows How To Deal With Conflicting Issues In A Positive, Responsible Manner	Low Risk
2	Available To Talk About Long Range Plans And Goals	Low Risk
3	Is Sensitive To Needs, Concerns, Moods And Attitudes Of Others	Low Risk
4	Maintains A Positive Supportive Attitude In All Activities	Low Risk
5	Listens Patiently To What Everyone Is Saying	Low Risk
6	Knows How To Set Priorities In Relationships	Low Risk
7	Is Open To The Perspective of Others When Discussing Problems	Low Risk
8	Is Willing To Ask Feedback From And Give Feedback To Others	Low Risk
9	Makes An Effort To Be Pleasant, Courteous And Tactful	Low Risk
10	Knows What To Say And How To Say It	Low Risk
11	Assigns Tasks Clearly And Specifically	Situational Risk
12	Makes Certain That Communications Are Clear And To The Point	Situational Risk

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## **Professional Competencies Assessment (120)**

### **PROBLEM SOLVING COMPETENCIES**

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Listed below are the Critical Problem Solving Competencies. These competencies are listed by the order of the talent you display for paying attention to and valuing them. The first talent is your strongest, followed by the rank order of the remainder of the competencies.

<b>Rank</b>	<b>Description</b>	<b>Strength/Development</b>
1	Pays Attention To Doing The Right Thing	Low Risk
2	Pays Attention To The Consequences Of A Solution	Low Risk
3	Plans For Situations When Things Do Not Work Out As Expected	Low Risk
4	Does Not Jump To Conclusions To Make A Fast Resolution Of The Problem	Low Risk
5	Is Willing To Look At All Alternatives Even When These Alternatives Are Controversial	Low Risk
6	Takes The Time And Energy To Do A Thorough Analysis Of The Problem	Low Risk
7	Pays Attention To What Is Causing The Problem	Low Risk
8	Strives To See Problems From All Perspectives	Low Risk
9	Takes The Time To Find Out What Is Causing A Problem	Low Risk
10	Is Willing To Be Creative And Inventive	Low Risk
11	Understands The Difference Between Crisis Issues And Minor Problems	Low Risk
12	Pays Attention To Immediate Problems And Responds To Them Quickly	Situational Risk

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## **Professional Competencies Assessment (120)**

### **CRITICAL DECISION MAKING COMPETENCIES**

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Listed below are the Critical Decision Making Competencies. These competencies are listed by the order of the talent you display for paying attention to and valuing them. The first talent is your strongest, followed by the rank order of the remainder of the competencies.

<b>Rank</b>	<b>Description</b>	<b>Strength/Development</b>
1	Has A Strategy For Making Decisions Which Is Consistent With Beliefs, Goals And Plans	Low Risk
2	Takes The Time To Examine The Consequences of Decisions Prior To Acting On Them	Low Risk
3	Pays Attention To Tracking And Measuring The Success And Failure Of Decisions	Low Risk
4	Is Willing To Take Risks For What They Believe Is Right	Low Risk
5	Promotes Openness To New Ideas Without Losing Perspective For What Is Wrong	Low Risk
6	Takes The Time To Make Certain That What Is Needed To Support The Decision Is Available	Low Risk
7	Is Willing To Make Mistakes And Learn from Them	Low Risk
8	Knows How To Translate Priorities And Expectations Into Decisions	Low Risk
9	Has The Willingness To Act, The Patience to Wait On The Decision To Work And The Responsibility For The Consequences Of Decisions	Low Risk
10	Sticks By A Decision Once It Is Made	Low Risk
11	Is Open To Mistakes And Willing To Be Wrong And Change Directions When Necessary	Low Risk
12	Is Optimistic And Believes That Things Will Work Out For The Best	Conditional Risk

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## **Professional Competencies Assessment (120)**

### **TIME MANAGEMENT COMPETENCIES**

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Listed below are the Critical Time Management Competencies. These competencies are listed by the order of the talent you display for paying attention to and valuing them. The first talent is your strongest, followed by the rank order of the remainder of the competencies.

<b>Rank</b>	<b>Description</b>	<b>Strength/Development</b>
1	Pays Attention To The Consequences Of Actions And How They Affect Strategies And Tactics	Low Risk
2	Builds Back Up Plans And Actions For Those Times When Things Do Not Work Out As Expected	Low Risk
3	Plans Ahead Of Time For Problems, Crisis Intervention, Priorities As Well As Unexpected Events	Low Risk
4	Makes Commitments That Are Realistic And Can Be Kept	Low Risk
5	Builds Strategies Based On Past Successes And Failures	Low Risk
6	Sets Goals On Prior Experience When Possible	Low Risk
7	Monitors Progress Of Activities To Keep Things On Schedule	Low Risk
8	Understands The Need For Using Past Successes And Failures To Build Future Plans	Low Risk
9	Matches Schedules To Priorities To Keep Things On Track	Low Risk
10	Pays Attention To Getting Things Done	Low Risk
11	Stays In Touch With Immediate Needs In A Situation	Low Risk
12	Pays Attention To The Time Needed To Complete Specific Tasks	Situational Risk

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## **Professional Competencies Assessment (120)**

### **LEADERSHIP COMPETENCIES**

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Listed below are the Critical Leadership Competencies. These competencies are listed by the order of the talent you display for paying attention to and valuing them. The first talent is your strongest, followed by the rank order of the remainder of the competencies.

<b>Rank</b>	<b>Description</b>	<b>Strength/Development</b>
1	Sees To It That Things Are Done Right	Low Risk
2	Communicates A Belief That Things Can And Will Work Out For The Best	Low Risk
3	Involves Everyone In The Process	Low Risk
4	Keeps Word And Personal Commitments	Low Risk
5	Communicates With Commitment, Consistency And Clarity	Low Risk
6	Believes In And Communicates A Sense Of Vision And Purpose	Low Risk
7	Knows When To Take Risks And Chances	Low Risk
8	Knows What The Key Issues Are, What Needs To Be Done And How To Get Things Done	Low Risk
9	Stays On Track Until The Task Is Complete	Situational Risk
10	Makes Decisions With Confidence	Situational Risk
11	Pays Attention To What Needs To Be Done	Situational Risk
12	Willingness To Do Things	Conditional Risk

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## **Professional Competencies Assessment (120)**

### **TRAINING & DEVELOPMENT COMPETENCIES**

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Listed below are the Critical Training & Development Competencies. These competencies are listed by the order of the talent you display for paying attention to and valuing them. The first talent is your strongest, followed by the rank order of the remainder of the competencies.

<b>Rank</b>	<b>Description</b>	<b>Strength/Development</b>
1	Builds Clear And Well Organized Strategies And Programs	Low Risk
2	Knows How To Set Goals Which Are Challenging And Attainable	Low Risk
3	Makes Certain That Feedback Is Done In A Positive Manner	Low Risk
4	Knows How To Motivate Others In A Positive, Reinforcing Way	Low Risk
5	Sets Goals That Are Clear, Relevant And Realistic	Low Risk
6	Suggests Improvements And Gives Advice In A Positive Way	Low Risk
7	Stays In Touch With What Works	Low Risk
8	Balances The Needs Of The Individual And The Group	Low Risk
9	Monitors The Progress Of Training	Low Risk
10	Motivates Others Through Personal Commitment	Low Risk
11	Knows What Is Needed To Support Training Activities	Low Risk
12	Knows Both What Needs To Be Done And What Can Be Done	Low Risk

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## **Professional Competencies Assessment (120)**

### **COACHING & COUNSELING COMPETENCIES**

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Listed below are the Critical Coaching & Counseling Competencies. These competencies are listed by the order of the talent you display for paying attention to and valuing them. The first talent is your strongest, followed by the rank order of the remainder of the competencies.

<b>Rank</b>	<b>Description</b>	<b>Strength/Development</b>
1	Promotes Personal Commitment To What Is Right	Low Risk
2	Values Developing Others As A Worthwhile Task	Low Risk
3	Sets Standards And Expectations That Are Realistic	Low Risk
4	Willing To Listen To Others	Low Risk
5	Gives Advice Without Being Too Critical	Low Risk
6	Makes Certain That Each Person Knows What Is Expected	Low Risk
7	Identifies And Reinforces Progress	Low Risk
8	Demonstrates How To treat Mistakes As Opportunities For Growth	Low Risk
9	Helps People To Have The Confidence To Take Risks	Low Risk
10	Stays In Touch With The Consequences Of What Is Said	Low Risk
11	Can Be Personally Involved Without Losing Perspective Of The Needs And Interests Of Others	Low Risk
12	Treats Others Fairly And Consistently	Low Risk

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## **Professional Competencies Assessment (120)**

### **ADMINISTRATION COMPETENCIES**

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Listed below are the Critical Administration Competencies. These competencies are listed by the order of the talent you display for paying attention to and valuing them. The first talent is your strongest, followed by the rank order of the remainder of the competencies.

<b>Rank</b>	<b>Description</b>	<b>Strength/Development</b>
1	Stays On Track In Difficult And Confusing Situations	Low Risk
2	Pays Attention To Documenting Decisions And Actions	Low Risk
3	Makes Certain That Things Are Done Right	Low Risk
4	Plans Time Around Short Range And Long Range Issues	Low Risk
5	Makes Certain That Promises And Commitments Are Kept	Low Risk
6	Sees The Value Of Record Keeping	Low Risk
7	Takes The Time To Keep Things Organized	Low Risk
8	Makes An Effort To Keep Things On Schedule	Low Risk
9	Sets Realistic Schedules	Low Risk
10	Makes Certain That Policies And Procedures Are Practical	Low Risk
11	Knows What Is Necessary To Take Care Of Daily Tasks	Low Risk
12	Takes Care Of Daily Detail Work	Low Risk

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**Professional Competencies Assessment (120)**  
**ACCOUNT DEVELOPMENT & MANAGEMENT COMPETENCIES**

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Listed below are the Critical Account Development & Management Competencies. These competencies are listed by the order of the talent you display for paying attention to and valuing them. The first talent is your strongest, followed by the rank order of the remainder of the competencies.

<b>Rank</b>	<b>Description</b>	<b>Strength/Development</b>
1	Makes Decisions On A Proactive Basis	Low Risk
2	Maintains Commitment To Organizational Plans And Programs For Handling Accounts	Low Risk
3	Keeps Organizational And Client Needs In Perspective	Low Risk
4	Understands The Future Potential In Maintaining An Account	Low Risk
5	Sets Priorities Which Meet Personal, Organizational And Client Needs	Low Risk
6	Stays In Touch With Account Needs	Low Risk
7	Develops And Maintains Trust With Each Client	Low Risk
8	Anticipates Client Interests, Issues And Problems	Low Risk
9	Maintains Integrity In All Matters	Low Risk
10	Knows How To Utilize Available Resources To Develop And Maintain Accounts	Low Risk
11	Knows What Is Expected To Support Each Client	Low Risk
12	Takes Care Of Client, Organizational And Personal Needs	Low Risk

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## **Professional Competencies Assessment (120)**

### **MANAGEMENT & SUPERVISION COMPETENCIES**

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Listed below are the Critical Management & Supervision Competencies. These competencies are listed by the order of the talent you display for paying attention to and valuing them. The first talent is your strongest, followed by the rank order of the remainder of the competencies.

<b>Rank</b>	<b>Description</b>	<b>Strength/Development</b>
1	Promotes Both Personal And Organizational Responsibility And Accountability	Low Risk
2	Willing To Correct And Discipline	Low Risk
3	Promotes Both Autonomy And Freedom Of Action As Well As Responsibility And Accountability	Low Risk
4	Pays Attention To Both Innovation And Consistency	Low Risk
5	Takes The Time To Provide Encouragement And Positive Reinforcement	Low Risk
6	Focuses On Planning, Scheduling And Monitoring	Low Risk
7	Pays Attention To Long Term Goals And Immediate Needs	Low Risk
8	Takes The Time To Listen To Opposing Viewpoints	Low Risk
9	Knows How To Handle Conflicting And Difficult Issues	Low Risk
10	Knows How To Set Priorities And See To It That They Are Taken Care Of	Low Risk
11	Promotes Confidence, Optimism And Faith That Things Are Being Taken Care Of	Low Risk
12	Responds Quickly And Effectively To Tasks, Problems And Issues	Low Risk