



**Workplace Success Skills (WSS): Employer Feedback**

Please check  the 18 or so most important skills for this job. Although all of the following skills are important, **the checked competencies are required to qualify as an applicant.**

Check if required	Workplace Success Skills	Skill
	1 Acknowledges and recognizes the positive work efforts and accomplishments of team members.	Facilitation
	2 Interacts with other co-workers in a polite and diplomatic manner (non-defensive, avoids personal criticisms etc)	Facilitation
	3 Encourages others to contribute ideas and suggestions.	Facilitation
	4 Mediates differences of opinions or conflicts that arise among team members.	Facilitation
	5 Suggests alternative work methods and procedures to others [aimed at enhancing their individual performance or that of the work group or team].	Influence
	6 Provides others with feedback on their work quality and productivity.	Influence
	7 Persists with ideas and recommendations despite resistance by others.	Influence
	8 Assists co-workers in clarifying roles, responsibilities and accountabilities regarding work assignments	Influence
	9 Encourages others to apply high work standards when completing their own work.	Committed to Quality
	10 Sets high work standards for own work activities.	Committed to Quality
	11 Initiates action to correct operating problems or inefficiencies, rather than accepting them.	Committed to Quality
	12 Demonstrates a concern for providing quality services and products.	Committed to Quality
	13 Offers assistance to co-workers who are experiencing problems.	Customer Service
	14 Responds in a positive and constructive manner to problems/concerns raised by others.	Customer Service

	15	Demonstrates ownership for the timely completion of assigned work activities.	Customer Service
	16	Works cooperatively with individuals from other functional areas to resolve problems of mutual concern.	Customer Service
	17	<i>Exercising sound judgment and reason in determining courses of action to pursue.</i>	Problem Solving
	18	Recommends specific actions for dealing with operating and system problems.	Problem Solving
	19	Adheres to company policies/procedures (e.g., safety policies, personnel policies, etc.).	Problem Solving
	20	Prioritizes conflicting work demands.	Problem Solving

*Note:* "Customer" refers both to individuals **external** to the organization and **internal** employees, i.e. persons in another unit/area.

**The Job being considered is called:** \_\_\_\_\_

\_\_\_\_\_  
Individual completing Form

\_\_\_\_\_  
Organization

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Phone

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E-Mail

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Date