

RATING YOUR SOFT SKILL LEADERSHIP ATTRIBUTES

Just as you have attitudes about customers, they also have attitudes about you. Each of the following characteristics play an integral part in determining the response you get from others. Evaluate yourself from several perceptions how you see yourself, how your manager sees you, how your customer sees you, and how your co-workers see you. Rate yourself on a scale of 1-10 (10 being highest) on each of the characteristics, then total each column.

	Attributes of Success	See Yourself	Manager	Fellow Worker	Customer
1.	Enthusiastic				
2.	Persistent				
3.	Determined				
4.	Positive Thinker				
5.	Smile/Say Hello				
6.	Helpful (go out of your way)				
7.	Sincere (care)				
8.	Appearance				
9.	Initiative				
10.	Consistent				
11.	Punctual				
12.	TOTAL RATING				

Instructions:

Make copies and:

- Complete one for yourself
- Ask your Manager to evaluate you
- Ask 2-3 fellow workers to evaluate you
- Ask 3-6 patients/customers to evaluate you
- Then compile the results on one form, and based upon an analysis of the results, focus on improving on 3 attributes of success.