

Star-Performing Administrative Competencies: How do you measure up?



Activity

Under each core competency is a condensed list of behaviors that star-performing assistants display. For each one, circle the number representing how often you perform the action well based on your personal evaluation. Be objective.

	Not Applicable	Seldom	Sometimes	Usually	Always
Appointment Coordination and Planning					
Gathers necessary information related to appointment.	N/A	1	2	3	4
Focuses on day-to-day planning and calendar to optimize time while addressing pertinent priorities and requests.	N/A	1	2	3	4
Uses a holistic approach to scheduling appointments.	N/A	1	2	3	4
Leaves time at the end of the day for leader to wrap up and prepare for next day.	N/A	1	2	3	4
Researches and filters information or pre-reads; selectively supplies appropriate information for leader to save time.	N/A	1	2	3	4
Attitude Management					
Focuses on self-change rather than trying to change others.	N/A	1	2	3	4
Leverages criticism for growth.	N/A	1	2	3	4
Recognizes when their negative attitude is affecting their work.	N/A	1	2	3	4
Handles difficult personalities with aplomb.	N/A	1	2	3	4
Finds humor in some difficult situations.	N/A	1	2	3	4
Career Management/Professional Development					
Sets performance goals in line with department or company mission.	N/A	1	2	3	4
Seeks advice from mentors or superiors.	N/A	1	2	3	4
Develops a diverse support system at work.	N/A	1	2	3	4
Tackles new assignments that are outside comfort zone.	N/A	1	2	3	4
Actively participates in a variety of learning methodologies.	N/A	1	2	3	4

	<i>Not Applicable</i>	<i>Seldom</i>	<i>Sometimes</i>	<i>Usually</i>	<i>Always</i>
Communications					
Assertively establishes deadlines with others.	N/A	1	2	3	4
Adept at delivering difficult messages in a tactful manner.	N/A	1	2	3	4
Gets detailed information regarding projects to reduce rework.	N/A	1	2	3	4
Able to have successful critical conversations with higher-positioned individuals.	N/A	1	2	3	4
Understands the diversity and dynamics within a team and tailors communication to meet those needs.	N/A	1	2	3	4
Executive Support					
Focuses attention on the executive's most important priorities.	N/A	1	2	3	4
Responsive to the emerging needs and requirements of the executive.	N/A	1	2	3	4
Comfortable with "uncomfortable" conversations.	N/A	1	2	3	4
Initiates daily touch-base meeting to confirm daily priorities, clarify assignments, get answers to questions, or resolve open issues.	N/A	1	2	3	4
Ensures executive is organized, on-time and well-prepared for whatever lies ahead.	N/A	1	2	3	4
Leadership					
Steers outcomes for improvement.	N/A	1	2	3	4
Makes tough, unpopular decisions.	N/A	1	2	3	4
Anticipates future needs of the department or leader and leads the process.	N/A	1	2	3	4
Promotes a "healthy" work spirit.	N/A	1	2	3	4
Generates ideas.	N/A	1	2	3	4
Meeting Preparation And Implementation					
Targets focus on meetings and logistics, including background preparation and briefing manager.	N/A	1	2	3	4
Execution of all important steps in the following meeting stages: pre-meeting, meeting proper and post-meeting.	N/A	1	2	3	4
Works skillfully with outside peers to coordinate external engagements, logistics, presentations and community activities.	N/A	1	2	3	4
Knows whether to provide "simple" or "detailed" briefing for executive.	N/A	1	2	3	4
After the meeting, follows up with meeting attendees to coordinate action items.	N/A	1	2	3	4

	Not Applicable	Seldom	Sometimes	Usually	Always
Problem-Solving/Solution-Oriented					
Addresses potential problems before they occur.	N/A	1	2	3	4
Evaluates positive or negative outcomes of each possible solution.	N/A	1	2	3	4
Knows when to let a problem incubate.	N/A	1	2	3	4
Takes responsibility for consequences of actions.	N/A	1	2	3	4
Manages to find solutions with minimal direction.	N/A	1	2	3	4
Professional Behavior					
Remains clear-headed when working under pressure.	N/A	1	2	3	4
Faces new challenges as opportunities vs. roadblocks.	N/A	1	2	3	4
Recognized as an extremely willing “go to” individual for solving difficult issues.	N/A	1	2	3	4
Displays diplomacy when interacting with co-workers and upper management.	N/A	1	2	3	4
Accepts suggestions for improvement without responding defensively.	N/A	1	2	3	4
Professional Image/Brand					
Applies business acumen.	N/A	1	2	3	4
Consistently demonstrates a professional presence.	N/A	1	2	3	4
Exudes confidence.	N/A	1	2	3	4
Exhibits a high degree of tact.	N/A	1	2	3	4
Workspace reflects the image desired by the organization.	N/A	1	2	3	4
Supporting Multiple Managers					
Looks ahead to upcoming projects to plan time accordingly.	N/A	1	2	3	4
For large projects, asks manager to give materials in segments to prevent overload.	N/A	1	2	3	4
Keeps multiple managers individually informed on their projects and status of work.	N/A	1	2	3	4
When supporting multiple managers, communicates the status of each manager’s project in relation to other projects.	N/A	1	2	3	4
Solicits ideas from multiple managers when unsure of work priorities.	N/A	1	2	3	4

Not Applicable
Seldom
Sometimes
Usually
Always

Task And Project Management

Evaluates work habits for greater efficiency; purposely seeks and creates methods to streamline processes.	N/A	1	2	3	4
Gives attention to details when performing tasks.	N/A	1	2	3	4
Shifts attention to moving beyond task work to focus on maximizing the functions within her/his role and area.	N/A	1	2	3	4
Institutes day-to-day processes for managing the range of issues, tasks and daily events that occur.	N/A	1	2	3	4
Appropriately aggressive in accomplishment of tasks required to ensure success.	N/A	1	2	3	4

Teamwork

Cultivates strong relations across the organization leading to improved output.	N/A	1	2	3	4
Proactive about improving working relationships.	N/A	1	2	3	4
Identifies and bridges communication gaps across teams and various generations.	N/A	1	2	3	4
Demonstrates leadership among administrative peers.	N/A	1	2	3	4
Applies emotional intelligence: facilitates situations for a positive outcome.	N/A	1	2	3	4

Technology

Works to improve utilization of electronic to do lists, folders and/or e-mail.	N/A	1	2	3	4
Troubleshoots hardware and/or software problems.	N/A	1	2	3	4
Uses graphics, charts, or images to enhance visual appearance of documents or presentations.	N/A	1	2	3	4
Seeks shortcuts and streamlining processes.	N/A	1	2	3	4
Strong technical skills: Word, PowerPoint, Excel, Outlook, iPhones, iPads, etc.	N/A	1	2	3	4

Time Management

Completes important projects in a timely, efficient manner above and beyond the minimum required.	N/A	1	2	3	4
Monitors deadline dates set by leader.	N/A	1	2	3	4
Breaks down complex projects into more manageable tasks.	N/A	1	2	3	4
Evaluates work habits for greater efficiency.	N/A	1	2	3	4
Maps out steps, execution, milestones and implements post assessment.	N/A	1	2	3	4