Safety Professional Skill Assessment Survey

	Low									High
I. Interpersonal Skills	1	2	3	4	5	6	7	8	9	10
Quickly build rapport with customer	O	O	O	O	O	O	O	O	O	O
Clearly articulate his/her role/responsibilities and what is expected from the customer	O	O	O	O	O	O	O	O	O	O
Balance inquiry with advocacy	O	O	O	O	O	O	O	O	O	O
Clearly express oneself when making statements or inquiries	O	O	O	O	O	O	O	O	O	O
Check to see that customer understands statements/proposals	O	O	O	O	O	O	O	O	O	O
Listen attentively to fully understand customer needs, concerns, and commitments	O	O	O	O	O	O	O	O	O	O
Reflect back verbally what customer states and checking for confirmation	O	O	O	O	O	O	O	O	O	O
Allow customer to express concerns and differences	O	O	O	O	O	O	O	O	O	O
Personally acknowledge customer support and progress	O	O	O	O	O	O	O	O	O	O
Balance positive feedback with areas that need improvement	O	O	O	O	O	O	O	O	O	O

II. CONTRACTING SKILLS	1	2	3	4	5	6	7	8	9	10
Obtain commitment from appropriate leaders and decision makers	O	O	O	O	O	O	O	O	O	O
Make persuasive verbal presentation in support of proposed action plan	O	O	O	O	O	O	O	O	O	O
Propose and negotiate realistic (SMART) goals	O	O	O	O	O	O	O	O	O	O
Write action plans that clearly designate responsibility and establish target dates	O	O	O	O	O	O	O	O	O	O
Negotiate firm commitments from top management to provide support for agreed-upon goals and action plans	O	O	O	O	O	O	O	O	O	O
Specify resources needed to achieve goal/objective	O	O	O	O	O	O	O	O	O	O
Reinforce verbal commitments in writing	O	O	O	O	O	O	O	O	O	O

III. DIAGNOSIS SKILLS	1	2	3	4	5	6	7	8	9	10
Articulate and demonstrate a logical, comprehensive, and practical system for analyzing and understanding customer's safety issues	O	O	O	O	O	O	O	O	O	O
Create a system for gathering, organizing, and analyzing data	O	O	O	O	O	O	O	O	O	O
Identify key internal stakeholders and work with them to obtain data and information needed to create realistic goals/plans	O	O	O	O	O	O	O	O	O	O
Clearly and specifically define the reasoning behind action plan items	O	O	O	O	O	O	O	O	O	O
Develop realistic measures for dealing with resistance and roadblocks	O	O	O	O	O	O	O	O	O	O
Analyze impact of changes made in any one or more sectors upon customer's company organization as a whole	O	O	O	O	O	O	O	O	O	O

Low High

IV. Feedback Skills	1	2	3	4	5	6	7	8	9	10
Clearly present statistics/data from customer's company records that support the recommendations made	O	O	O	O	O	O	O	O	O	O
Ensure customer comprehension of data and implications by asking relevant questions and fully answering all questions	O	O	O	O	O	O	O	O	O	O
Reach clear agreement on accuracy, relevance, and implications of data presented	O	O	O	O	O	O	O	O	O	O
Resolve concerns about quality and quantity of data	O	O	O	O	O	O	O	O	O	O
Present data in a way that balances positive characteristics with those that need improvement	O	O	O	O	O	O	O	O	O	O
Present data in different formats to assure complete understanding	O	O	O	O	O	O	O	O	O	O

V. DECISION-MAKING, ACTION-PLANNING, AND EVALUATING SKILLS	1	2	3	4	5	6	7	8	9	10
Ensure that all those being held responsible for action plan items are represented in planning process	O	O	O	O	O	O	O	O	O	O
Ensure that change strategies and actions take account of company's goals, culture, and existing business operations	O	O	O	O	O	O	O	O	O	O
Ensure that a realistic evaluation system/process is set up and carried out by company leaders in the organization	O	O	O	O	O	O	O	O	O	O
Ensure that a feedback system for monitoring effects of actions taken on workforce is implemented by company leaders	O	O	O	O	O	O	O	O	O	O
Ensure that a process such as a task force or safety committee is established and promoted by leaders to evaluate feedback and progress on goals and plans	O	O	O	O	O	O	O	O	O	O
Ensure that a process for recognizing and reinforcing desirable behaviors is developed and supported by company leaders	O	O	O	O	O	O	O	O	O	O