

## Performance Consulting Self-Assessment

Rate yourself in each of the areas to determine your area(s) of greatest need for development in performance consulting. Read the statement as it applies to you and your job. Rate your ability in this skill from low (1) to high (4). Then rate how important this skill is to your success. Make notes or comments as you go along.

Performance Consulting Skill	Ability				Importance			
	Low			High	Low			High
1. I am able to read the organization's reports (i.e., annual report, quarterly business status report) and understand them.	1	2	3	4	1	2	3	4
2. I am able to discuss knowledgeably with managers and others in the organization the financial ratios used to measure the operational health of the organization.	1	2	3	4	1	2	3	4
3. I am able to interpret data from various sources (i.e., auditing, sales performance records, service reports) and discuss their meaning with managers.	1	2	3	4	1	2	3	4
4. I know the primary forces outside the control of the organization (i.e., competition, economy, market forces) that will challenge the organization's ability to meet its business goals.	1	2	3	4	1	2	3	4
5. I am able to discuss strategies and actions being taken by competitors and the implications of those actions for the organization.	1	2	3	4	1	2	3	4
6. I can use the terminology of the organization.	1	2	3	4	1	2	3	4
7. I understand the compensation system in place in the organization.	1	2	3	4	1	2	3	4
8. I am able to describe how incentives are intended to motivate people to achieve desired business goals.	1	2	3	4	1	2	3	4
9. I am able to distinguish possible reasons why people aren't performing as expected. These reasons could be: lack of clear expectations, lack of resources, lack of positive consequences for desired performance, lack of skills and knowledge, etc.	1	2	3	4	1	2	3	4
10. I am able to recommend non-training solutions (e.g., setting clear expectations) to managers as the most practical way to address their performance issues.	1	2	3	4	1	2	3	4
11. I am able to meet and work with managers; they give me the time and effort I need.	1	2	3	4	1	2	3	4
12. I have ongoing business relationships with the managers in the organization I support.	1	2	3	4	1	2	3	4
13. I meet regularly with key organization personnel to discuss business strategies and challenges, and the impact on human performance.	1	2	3	4	1	2	3	4
14. I network skillfully throughout the organization and outside the company to increase my ability to help increase performance in my organization.	1	2	3	4	1	2	3	4

<b>Performance Consulting Skill</b>	<b>Ability</b>				<b>Importance</b>			
	Low			High	Low			High
15. I can act as broker helping managers find the resources they need; in fact, I provide as much non-training support as training support.	1	2	3	4	1	2	3	4
16. While I sometimes act as an extra "pair of hands" to managers, I am mostly regarded as a collaborative business partner.	1	2	3	4	1	2	3	4
17. When managers discuss their needs with me, it is usually in the form of a problem-solving session. Rarely do managers say something like, "I want you to schedule some of that training you've got; my people really need it."	1	2	3	4	1	2	3	4
18. I feel comfortable in requesting that managers perform certain tasks or gather specific information I need.	1	2	3	4	1	2	3	4
19. I am able to get the manager physically involved in creating and implementing the performance solution.	1	2	3	4	1	2	3	4
20. I feel comfortable in establishing a contract with the manager outlining what is required from both of us to increase performance.	1	2	3	4	1	2	3	4

## Scoring for Performance Consulting Self-Assessment

Determine your Ability for each competency area by adding your responses for the questions indicated; do the same with Importance.

Then subtract your combined Ability from your combined Importance to determine the difference/delta. The higher the number, the greater the difference – and the more you should focus your development in this particular area.



Competency Area	Ability	Importance	Importance-Ability
<b>Business Knowledge:</b> Being able to speak the language of your clients; understanding what drives them.	1+2+3+4+5+6 = ____	1+2+3+4+5+6 = ____	
<b>Performance Knowledge:</b> Knowing why people perform (or don't perform) and being able to determine best interventions.	7+8+9+10 = ____	7+8+9+10 = ____	
<b>Partnering Skill:</b> Being able to build a credible business relationship with clients; being accepted as an integral partner.	11+12+13+14+15 = ____	11+12+13+14+15 = ____	
<b>Consulting Skill:</b> Being able to provide insight outside of your perceived role as trainer; having your opinions and insights accepted.	15+17+18+19+20 = ____	15+17+18+19+20 = ____	