

As you reflect on 2020, working in/out of the office, score the following areas for yourself and the team as a whole: 1= Always 2 = Sometimes 3 = Often 4 = Rarely	SELF	TEAM
Provided clear, direct, and respectful communication		
Stayed consistent with team meetings (whether office, home, or combination; daily/weekly)		
Utilized active listening skills		
Assigned tasks through one unified team method		
Followed through on tasks to completion, including appropriate communication to team members or clients		
Met commitments on time		
Delegated appropriately based on roles		
Remained accountable for all role-based responsibilities		
Effectively utilized technology		
Took initiative to solve client problems		
Took initiative to resolve team challenges		
Embraced change—was open to new ways of doing things; thought outside the box		
Accepted accountability for mistakes		
Took proactive action without relying on others to provide direction		
Kept information organized and accessible to others		
Input all client notes in contact management system		
Effectively prioritized and wisely utilized time		
Was attentive to details and accuracy		
Managed a fair workload		
Remained focused on key results and outcomes without getting distracted		
Flexed personal style to optimize interactions with team members		
Demonstrated a positive mindset and attitude		
Delivered the ideal client experience		
Worked effectively and efficiently from home/remote location		