

Personal Interaction

How are you perceived by others? Think of property owners, occupants, contractors, construction professionals, building department personnel, and other people with whom you may come in contact on a daily basis. On the next four pages evaluate how you think others perceive you. Circle only one choice for each question.

Use the scale below to answer the following questions. Circle only one choice for each question.

Almost Never	Seldom	Occasionally	Frequently	Almost Always
1	2	3	4	5

I listen attentively (while withholding judgment) to all viewpoints.	1	2	3	4	5
I am tactful when explaining a code violation to a contractor.	1	2	3	4	5
I encourage the building department team members to set high ethical standards in their work.	1	2	3	4	5
I make every effort to de-escalate an angry customer.	1	2	3	4	5
Builders and contractors feel comfortable discussing code enforcement issues with me.	1	2	3	4	5
I am aware that my decisions have legal and criminal implications.	1	2	3	4	5
I strive to do an effective job in spite of my workload.	1	2	3	4	5
I object to building inspectors receiving a gift from a thankful contractor or citizen.	1	2	3	4	5
I place the public's welfare above all other interests and recognize that the chief function of government is to serve the best interests of all people.	1	2	3	4	5
I demonstrate integrity, honesty and fairness in all transactions and constantly strive for excellence in all matters of ethical conduct.	1	2	3	4	5
I accept no personal favors for public services rendered and conscientiously avoid all circumstances that could compromise professional integrity.	1	2	3	4	5

Add together all of your circled numbers: **Subtotal** _____

Professional Presentation

Use the scale below to answer the following questions. Circle only one choice for each question.

Almost Never 1	Seldom 2	Occasionally 3	Frequently 4	Almost Always 5	
I am confident when I am required to speak to the public.	1	2	3	4	5
I am effective when I communicate in writing.	1	2	3	4	5
I can comfortably and clearly give information to the media.	1	2	3	4	5
I can create and prepare a presentation with confidence.	1	2	3	4	5
I encourage the building department team to grow and develop by participating in training and education activities.	1	2	3	4	5
I portray a positive perception to the public through my actions and demeanor.	1	2	3	4	5
I carefully prepare and respond to answers when talking to the media.	1	2	3	4	5
I respond in a positive manner when being questioned.	1	2	3	4	5
I make it a point to know the audience to whom I am speaking.	1	2	3	4	5
I can easily adapt to different audiences and situations.	1	2	3	4	5

Add together all of your circled numbers: **Subtotal**_____

Technical Competence

Use the scale below to answer the following questions. Circle only one choice for each question.

Almost Never 1	Seldom 2	Occasionally 3	Frequently 4	Almost Always 5	
I am able to determine if a design or product meets the criteria listed in a standard.	1	2	3	4	5
I am capable of articulating an answer to "Why do I have to get a permit?"	1	2	3	4	5
I can explain to a developer why building codes are necessary.	1	2	3	4	5
I give answers to unusual code questions only after doing thorough research.	1	2	3	4	5
I resolve a contractor's complaint by getting all of the details from my inspector.	1	2	3	4	5
I hold everyone to the same standards when enforcing the code.	1	2	3	4	5
I make it a priority to find an answer to the question quickly and always get back to the inquiring person.	1	2	3	4	5
I seek professional development through continuing education.	1	2	3	4	5
I am certified and maintain my certification.	1	2	3	4	5
I prepare each violation carefully and correctly anticipating that it may require enforcement in a court of law.	1	2	3	4	5

Add together all of your circled numbers: **Subtotal** _____

Work Process

Use the scale below to answer the following questions. Circle only one choice for each question.

Almost Never 1	Seldom 2	Occasionally 3	Frequently 4	Almost Always 5	
I complete paperwork from job tasks and get it in the system in a timely manner.	1	2	3	4	5
I help the building department team establish goals, objectives and action plans.	1	2	3	4	5
I prioritize my time so that I can accomplish important tasks and deadlines.	1	2	3	4	5
I prepare activity or inspection reports in a timely and accurate fashion.	1	2	3	4	5
I enlist input from others on important decisions.	1	2	3	4	5
I prioritize all of my assigned tasks so that I can effectively plan my work.	1	2	3	4	5
I succeed by making office organization an important part of my job.	1	2	3	4	5
I follow through with court enforcement directives; ensuring that fines and notices are issued.	1	2	3	4	5
I have the confidence and support of elected officials.	1	2	3	4	5
I set performance standards for myself and the building department.	1	2	3	4	5

Add together all of your circled numbers: **Subtotal** _____

The Credibility Score Sheet

Directions:

Step 1. Place skill category Subtotals from the four inventories you just completed in the appropriate spaces below.

Step 2. Add all four skill category scores for your **Total Score**.

Personal Interaction

Score _____

Technical Competence

Score _____

Professional Presentation

Score _____

Work Process

Score _____

Total Score _____

How did you do?

Did you gain some insight into your strengths and weaknesses? A high number > 40 represents your strength in this skill category. A lower number < 40 means you must improve in this area. **Remember:** *This is a general inventory and not a complete assessment. It is designed to gain insight into the responsibilities and skills required of the code enforcement professional.* Look below to find your score in the following categories:

High Performance	180-200
Average	150-179
Need for improvement	149 and below