

Urban Alliance Soft Skills Assessment

Skill	Performance Improvement Plan Needed (1)	Inconsistent Performance (2)	Proficient Intern (3)	Would Hire as Staff (4)
Attitude	Shows no enthusiasm about work; does not respond to requests; holds little value in work	Shows little enthusiasm about work; irregularly responds to requests	Shows enthusiasm for work except in rare circumstances; happily responds to most requests	Shows high enthusiasm about work; happily responds to requests; expresses positive value of work

Skill	Performance Improvement Plan Needed (1)	Inconsistent Performance (2)	Proficient Intern (3)	Would Hire as Staff (4)
Communication (Listening)	Never provides appropriate non-verbal cues or asks questions; cannot repeat/restate what was heard	Uses non-verbal cues inconsistently; frequently misses key details of what was said	Uses appropriate non-verbal cues in most conversations; can accurately repeat/restate what was heard	Always provides appropriate non-verbal cues and asks questions when necessary; can restate what was heard in a way that demonstrates understanding

Skill	Performance Improvement Plan Needed (1)	Inconsistent Performance (2)	Proficient Intern (3)	Would Hire as Staff (4)
Communication (Speaking)	Does not demonstrate appropriate volume or speed; is not well-understood by co-workers	Inconsistently uses appropriate volume or speed; is well-understood by co-workers in some settings	Uses near perfect volume and speed; is well-understood by co-workers in most settings	Perfect or near perfect volume and speed; is always well-understood by all co-workers regardless of setting

Skill	Performance Improvement Plan Needed (1)	Inconsistent Performance (2)	Proficient Intern (3)	Would Hire as Staff (4)
Dependability	Pays no attention to detail; procrastinates or fails to complete work on time	Completes less than 90% of work on time; does not notify mentor of lateness or ask for an extension	Completes 90% of work on time; notifies mentor if an extension is needed ahead of time	Completes 100% of work on time; pays close attention to detail

Skill	Performance Improvement Plan Needed (1)	Inconsistent Performance (2)	Proficient Intern (3)	Would Hire as Staff (4)
Self-Control	Consistently interrupts others or speaks out of turn; displays emotions in a non-professional manner	Frequently interrupts others; has trouble displaying emotions professionally	Rarely interrupts others or speaks out of turn; displays emotions professionally	Never interrupts others or speaks out of turn; always displays emotions professionally

Skill	Performance Improvement Plan Needed (1)	Inconsistent Performance (2)	Proficient Intern (3)	Would Hire as Staff (4)
Self-Motivation	Constant supervision required to accomplish tasks/meet goals successfully; never seeks out new responsibility	Extensive supervision required to accomplish tasks/meet goals successfully; rarely seeks out more responsibility	Little supervision required to accomplish tasks/meet goals successfully; seeks out additional responsibilities	No supervision required to accomplish tasks/meet goals successfully; consistently seeks out more responsibility

Skill	Performance Improvement Plan Needed (1)	Inconsistent Performance (2)	Proficient Intern (3)	Would Hire as Staff (4)
Problem-Solving	Unable or unwilling to work through new/multi-step problems without constant guidance	Seeks out or requires moderate guidance to work through new/multi-step problems	Attempts to work through most new/ multi-step problems independently using prior experience and knowledge; elevates problems as needed	Attempts to work through all new/ multi-step problems independently using prior experience and knowledge and is successful; elevates problems only as a last resort

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Expectation	No (0)	Yes (1)
Attendance/ Punctuality	Excessive absence/tardiness; does not inform mentor ahead of time about absence/tardiness	Perfect/near-perfect attendance/punctuality or missed one day with valid reason; informs mentor of attendance/tardiness

Expectation	No (0)	Yes (1)
Integrity/Ethics	Does not adhere to standards of conduct, confidentiality, and workplace policies	Tells the truth and adheres to standards of conduct, confidentiality, and workplace policies

Expectation	No (0)	Yes (1)
Workplace Appearance	Has not yet demonstrated appropriate appearance/hygiene for position and duties	Consistent display of professional appearance and hygiene

Expectation	No (0)	Yes (1)
Social Skills	Does not work well/is not friendly with others from diverse backgrounds	Always works well/is friendly with others from diverse backgrounds

Decision	No (0)	Yes (1)
Based on the skills demonstrated in this evaluation, could your intern be hired for an entry-level position in your company right now?	No, my intern is not ready for an entry level position right now.	Yes, my intern could be hired for an entry-level position right now.

Key Strengths	Notes
If you could describe your intern's key strength in a few words, what would it be?	

Open-Ended	Notes
Please list any open-ended feedback or comments.	