



7. Ethics- Treat people with respect, keeps commitments, inspires the trust of others, works with integrity and ethically, and upholds organizational values

Strong need for training       Moderate need for training       No need for any further training

8. Prioritizing- Knowing and understanding how to appropriately manage and plan for the completion of tasks

Strong need for training       Moderate need for training       No need for any further training

9. Adept Presentation- Consistently display professionalism and confidence; create a positive first impression as an individual and as a representative of the program

Strong need for training       Moderate need for training       No need for any further training

10. Initiative- Possessing the ability to assess and initiate things independently

Strong need for training       Moderate need for training       No need for any further training

11. Dependability- able to be trusted to do or consistently provide what is needed

Strong need for training       Moderate need for training       No need for any further training

12. Commitment to Diversity and Equity- Demonstrate a commitment to equity and diversity in one's work as well as diverse people and groups, contributing to developing an environment where all cultures are valued and appreciated

Strong need for training       Moderate need for training       No need for any further training

13. Flexibility- Ability to make changes when necessary, to do what's necessary to better meet patient, staff, and business needs, and to be open to new ideas

Strong need for training       Moderate need for training       No need for any further training

14. Collaboration Skills- ability to work effectively with others on a common task

Strong need for training       Moderate need for training       No need for any further training



23. Multitasking- Handling several tasks simultaneously and accurately

Strong need for training      Moderate need for training      No need for any further training  
                                                                           

24. Involvement in Treatment Team - Ability to respond well to questions and participate actively in meetings

Strong need for training      Moderate need for training      No need for any further training  
                                                                           

25. Technical skills- Experience using phone systems, copiers, printers, and computer software

Strong need for training      Moderate need for training      No need for any further training  
                                                                           

26. Cost Consciousness- Work within approved budget

Strong need for training      Moderate need for training      No need for any further training  
                                                                           

27. Interpersonal skills- Ability to deal with office politics and maintain good relationships with employees at all levels of the company

Strong need for training      Moderate need for training      No need for any further training  
                                                                           

28. Knowledge of the intake process and skill in providing accurate information to patients and family members

Strong need for training      Moderate need for training      No need for any further training  
                                                                           

29. Fundamental knowledge of opioid dependence and nature of addiction

Strong need for training      Moderate need for training      No need for any further training  
                                                                           

30. Knowledge of confidentiality requirements and exceptions to confidentiality

Strong need for training      Moderate need for training      No need for any further training  
                                                                           

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Employee Signature/date