

Customer Service + Candidate Report

Candidate name:

Sample Candidate

Disclaimer

Information enclosed on these pages is confidential in nature and is intended only for the person(s) to whom it pertains or other authorized individuals.

You must not rely on the information in the report as an alternative to certain advice from an appropriately qualified professional. If you have any specific questions about any specific matter you should consult an appropriately qualified professional.

Instructions

This report is designed to give you information about your relative strengths and weaknesses on the competencies known to be important for success in this type of job. In addition, the report provides valuable on-the-job tips and suggestions to help you excel in the workplace.

The score that you receive describes how your responses compared against our database of responses consisting of your peers. The assessment that you have taken has been scientifically validated by up to 30 years of statistical data collection and analysis. People who score higher on the dimensions tend to perform better on the job in the key areas outlined in the report.

The developmental tips that you receive are intended to help you improve your skills for each specific competency. All of us, regardless of our scores, can improve our job performance by following appropriate developmental solutions and strategically focusing on areas that may require improvement. A commitment to personal improvement signifies initiative and developmental planning, both of which are important to job performance. Try using this feedback to formulate specific development plans that relate to your work goals and objectives. Don't try to do everything at once, as personal development does not happen overnight. If you score in the 'Red Zone', this may be an area where you want to focus your developmental efforts. Even if you score well it is still important for you to use the developmental tips to leverage your strength in this competency.

This report is confidential and its contents are intended to assist in the prediction of an applicant's work behavior. Please note that the assessment components included in this solution report are not weighted equally. Some of the components are broad measures of behavior and some are more narrow. Competencies denoted by an asterisk (*) are measures of narrow behaviors. While these behaviors are important to the overall score, they are not weighted as heavily when compared to other components in this solution. Our research indicates this weighting best predicts job performance. If you would like more information about this report (including scoring) or other products that SHL offers, please contact your account representative.

Issue Resolution



This measures the tendency to engage in behaviours that guide the customer toward issue resolution. This includes identifying customer needs, educating the customer, offering mutually acceptable solutions, ensuring issue resolution, and anticipating future issues.

This score suggests that you generally gather some of the information needed to solve a customer's stated problem, but may not always identify underlying causes. You typically explain options to the customer and usually offer solutions that are consistent with company policies and procedures. You are likely to confirm the current issue was resolved but may fail to anticipate likely future issues.

- **Learn how to ask the right questions to uncover underlying reasons for problems and potential solutions.**
- **Think about the most common customer situations. Create a list of related issues that tend to occur with customers in these situations and brainstorm solutions.**
- **When someone presents a problem to you, take a broader view of the situation to think of future related issues they may encounter. Think of ways you can proactively address those issues along with the current issue.**

Service Orientation



This measures the tendency to engage in behaviours such as taking ownership of customer issues, advocating for the customer, and engaging the customer using appropriate tone, positive language, sensitivity, and respect.

This score suggests that you are likely to demonstrate a genuine interest in assisting customers. You will likely remain courteous and patient with customers, even in difficult situations. You tend to communicate in a way that engages customers, making them feel supported and appreciated.

- **Think about the most challenging situations you've experienced working with difficult customers. Brainstorm different ways you can engage customers to make them feel comfortable and practice these new approaches the next time you are in a difficult situation.**
- **Practice putting a positive spin on solutions that customers may find less appealing.**
- **Foster an environment of positive communication in your workplace. Volunteer to share your techniques for communicating with difficult or demanding customers with your co-workers who are less experienced or who have difficulty staying positive in these situations.**

Understands Others *



This measures the extent to which the candidate observes and analyses behaviour to understand others' reactions and perspectives.

You are likely to try and understand the behaviour of others and show some awareness of others' points of view.

- **When interacting with someone else in a difficult situation, pay close attention to the behaviours they display. Think about how the situation the person is facing is leading to their behaviour. Show you understand by listening to what they have to say.**
- **When you are trying to understand another's behaviour, try to think of a similar situation in the past that you've experienced and how you reacted. If you are struggling to come up with a similar experience, it's okay to just listen and say you are trying to understand.**

Listens Attentively *



This measures the extent to which the candidate listens patiently and attentively.

You may interrupt others at inappropriate times, preferring to be the one doing the talking. You may be too quick to form an opinion.

- **Encourage friends and acquaintances to tell you about things they have on their mind. Listen carefully, and make minimal interruptions. Try to summarize for them what their situation is and what they feel about it. Get feedback from them on how accurate you have been in picking up their feelings and thoughts.**
- **When you are listening to someone, face the person who is speaking and make eye contact. Do not interrupt them; wait for the person to stop speaking and then ask any questions you have. You may find it helpful to write the questions down as the person is speaking.**

Acts Ethically *



This measures the extent to which the candidate upholds certain behavioural standards regardless of external pressure or competing agendas.

You are likely to uphold principles that conform to accepted standards, but may vary on which standards to uphold depending on the situation.

- **Think about a time when your principles were challenged. What stopped you acting against your ethical standards? Have there been other times when you have broken ethical rules? What would you do if you encountered a "grey" area and weren't sure if acting in a certain way would go against ethical practices?**
- **Stop and think about the consequences before doing something that could violate an ethical code of practice. Consider whether your ethical values agree with the organization's values. If there are differences, think about how you may reconcile these differences.**

Creates a Positive Impression *



This measures the extent to which the candidate manages own behaviour to create a positive impression.

You are likely to be concerned about your appearance and make a good impression.

- **Learn from someone else. Identify a colleague or a friend who appears to be effective in maintaining a professional demeanor with all types of people. Watch how this person works with others. How can you enhance your own behaviors based on what you learned?**
- **Maintain a positive attitude. Especially when speaking with customers, it is important to remain positive. Whenever you are starting to feel frustrated or impatient, learn to calm down, think about your body language and tone of voice, and aim to compose yourself.**

Analyses Information *



This measures the extent to which the candidate identifies key factors and integrates information to understand data or situations.

This score is a composite that includes the scores from both the behavioural assessment and the cognitive ability test.

You may avoid tasks that involve analyzing information, find it challenging to do so, or are slow to make progress while doing so.

- **Find someone who is skilled at analyzing information, and ask them to work with you on resolving a specific difficulty or problem. Record the steps they take in their analysis. Ask if they would be willing to review your approach to your next analysis and give you pointers on how you could improve.**
- **Select a procedure or policy that could be improved. Ask for information that you could use to understand the situation and propose a few changes that would improve the procedure or policy. Present your recommendation to your manager and seek feedback on your analysis.**

Learns Quickly *



This measures the extent to which the candidate picks up new information and techniques easily.

This score is a composite that includes the scores from both the behavioural assessment and the cognitive ability test.

You may have difficulty absorbing new information, and need time for contemplation before fully understanding it.

- **Take notes when you are learning something new. If you don't understand something, ask for it to be explained so that you don't get lost. Keep referring back to your notes, ensuring that your notes are clear and concise.**
- **After learning new work procedures and processes, try writing a bulleted summary of what you have learned. Learn how to skim documents quickly to extract the key information.**

Works to High Quality Standards *



This measures the extent to which the candidate completes every task with a high degree of quality.

You may not be conscious of the quality of your work, and may be satisfied with a task even if everything is not done properly.

- **Think about your organization's approach to quality and aim to meet those standards. Discuss with your manager the reasons why these standards are in place. Even if you disagree with one, consider how the standard benefits the organization.**
- **Think about your process for submitting completed work. Do you take time to review how closely your work meets the requirements? Make sure your work meets expectations by carefully reviewing it prior to considering it done.**

Adapts to Cultural Differences *



This measures the extent to which the candidate is interested in and relates well with people from different cultures.

You are likely to function well in groups that are diverse in terms of gender, race, or culture, but may not always accommodate for these differences when there is conflict.

- **Find out as much as you can about another country you're curious about. Learn about the language, history, culture, values and customs. Try talking to people you know from that culture or who know that culture well.**
- **Try to get to know people, either inside or outside work, from other cultural backgrounds. Keep in mind that other cultures have different values and norms. Try to get familiar with them rather than see them as strange or in a less positive light relative to your own culture's values and norms.**