

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 behaviors 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.

Service Orientation

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

Understands Others *



This measures the extent to which the candidate observes and analyzes behavior to understand others' reactions and perspectives.

You are likely to understand the motives, behavior and perspectives of others.

- **Sometimes we listen to people without processing what they are actually saying. Strive to really understand what someone is trying to convey, from their perspective. Be careful not to let your assumptions about the person influence your perceptions.**
- **Next time you have a challenging interaction with someone, try to predict how they will react. How close was their reaction to what you predicted? Think about the assumptions you made and how accurate these were. For any incorrect assumptions, try to figure out why they were wrong.**

Listens Attentively *



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

You are likely to show interest and attention to what others say without interruption. You wait for others to finish speaking before forming an opinion.

- **Reflect on your ability to listen to others. Perhaps assess yourself by listening to a podcast and writing down everything that you can remember after listening to it. Play back the podcast to check the information that you remembered or forgot. Think about how you can use your listening skill by listening more attentively to others in your everyday life.**
- **Resist the temptation to always try to fix problems that other people communicate. Sometimes people complain as a way to vent, and just want someone to listen. They don't necessarily want someone to fix the problem. Sometimes the best thing you can do is just listen.**

Acts Ethically *



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

You may be less likely to behave in accordance with accepted standards of behavior or compromise established principles for personal or organizational gain.

- **Consider your understanding of ethical codes and standards. Have there been times when you acted in a way that would have broken these codes? If you are not sure what the standards are, ask your manager to provide some examples of situations that may challenge your ethics. You could also ask your manager to help you navigate through these issues as they arise.**
- **Although following ethical standard and rules may seem at times like a hindrance, ensuring that these codes are followed is essential. Consider whether you find following ethical rules easy, or have more of a tendency to follow your own agenda. Think of people who you consider to be very ethical; what can you learn from them?**

Creates a Positive Impression *



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

You are likely to make a good first impression and appear professional at all times.

- **In your efforts to make a good impression, be careful not to overpromise. Be clear on what you can and cannot deliver. Take stock of your limitations. Make sure you do not commit to things you and/or others may not be able to deliver.**
- **Make sure to have the difficult conversations, if necessary. Sometimes we have to deliver bad news to people. Maintain respect for yourself and for the other person when doing so. Be honest and respectful, and even if they become angry, keep your composure.**

Analyzes 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 behavioral assessment and the cognitive ability test.

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 behavioral assessment and the cognitive ability test.

Works to High Quality Standards *



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

You are likely to take pride in your work and pay attention to every detail, making sure that the work is as good as it can be.

- **Schedule time to do a careful review of a project or assignment that you have completed. Does it meet the highest standards of quality and excellence? Identify areas where a more careful or thoughtful approach may improve the quality of your final work product.**
- **Suggest to a co-worker that you work together to improve the quality of your work collaboratively. Swap your work products and review each other's work. Meet and discuss each other's feedback.**

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 show interest in and work well with people from different backgrounds, and make an effort to learn about them as individuals.

- **If you are conversing with others who have a different cultural background to yours, pay particular attention to use of cultural sayings that your friends or co-workers might use that could be viewed as insensitive to other cultures. Ensure that you are not using terms or placing emphasis on specific topics that might cause offense.**
- **Watch programs or sign up for a course in cross-cultural studies to increase your knowledge and understanding of other cultures. Develop an awareness of the different cultures that are represented on your team or organization, and strive to appreciate the different perspectives they may bring.**