

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.

This score suggests that you tend to accept the customer's stated problem at face value or may make assumptions without gathering additional information to better understand the problem. You may offer solutions that either do not completely meet the customer's need or may be inconsistent with company policies or procedures.

- **Ask probing questions about the problem and use available resources to find additional information to better understand customer issues.**
- **When making recommendations or providing solutions, review relevant company policies or procedures to ensure the solution is mutually beneficial for meeting the customer's need and the company's requirements. Confirm with the customer that the solution meets the need.**
- **Identify available alternative options to meet customer needs and understand the benefits and risks of each option so that you can educate the customer.**

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.

This score suggests that you may be less likely than others to show enthusiasm or set an appropriate tone when working with customers. You may attempt to address issues without engaging customers to make them feel supported and assuring them that their issue will be resolved. In doing so, at times you may be perceived as unwilling or uninterested in assisting the customer.

- **Set a positive tone for every call with a sincere and friendly greeting.**
- **Take responsibility for the customer's situation, even if it was caused by others. Avoid using language that suggests you may be unsure of your abilities to meet the customer's needs.**
- **Identify customer situations that tend to frustrate you and learn positive ways of dealing with those issues. Try to use positive language to reframe negative thoughts about challenges or unfavorable circumstances.**

Understands Others *



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

You are likely to try and understand the behavior 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 behaviors they display. Think about how the situation the person is facing is leading to their behavior. Show you understand by listening to what they have to say.**
- **When you are trying to understand another's behavior, 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 tend to listen to others with minimal interruption. You try to understand others' points of view before forming an opinion.

- **Get a co-worker who has seen you in a situation that required that you listen to others to comment on your listening tendencies. Were there times where you interrupted, jumped in too quickly with your own ideas, finished other's sentences or generally dominated the conversation? Think about how you had shown others that you were listening.**
- **Practice listening to others. Try to avoid interrupting people while they are talking. Wait until they have finished before forming an opinion. When you are practicing new techniques, pay close attention to how others react. Do they seem like they are responding positively to you, or does it seem like you are having a negative impact? Consider what you are doing well and could what you could improve on and focus on those behaviors.**

Acts Ethically *



This measures the extent to which the candidate upholds certain behavioral 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 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.

You are likely to be willing to work on tasks that involve analyzing, integrating information and identifying solutions.

- **Think about a recent problem you have worked through. Consider the information you gathered to solve the problem. Was that information sufficient to solve the problem? What information could you have collected that would have helped you solve the problem? What information did you gather that ended up not being helpful?**
- **Identify peers at work whom you consider to be very skilled at problem analysis, and work with them on resolving a specific problem. Record the steps they take in their analysis. Use this documentation as a basis for a discussion about their methods to better understand why they approached the problem as they did.**

Learns Quickly *



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

You are likely to absorb and understand new information.

- **When someone is showing you how to do something, take notes so that you have something to refer back to. If you have trouble understanding, ask the person to try explaining it to you in a different way.**
- **Set extra time aside for learning particularly difficult procedures and processes. Practice these when you have time. Read through the documentation provided a few times. Highlight or add sticky notes to key information you are likely to need later.**

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.**