

Entry Level Customer Service Retail and Contact Center 7.1 (Americas) Candidate Report

Candidate name:

Sample Report

Disclaimer:

Information enclosed on these pages is confidential in nature and is intended only for the person(s) to whom it pertains or other authorised 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 confidential and its contents are intended to assist in the prediction of an applicant's work behaviour. Please note that the assessment components included in this solution report are not weighted equally. Some of the components are broad measures of behaviour and some are more narrow. Competencies denoted by an asterisk (*) are measures of narrow behaviours. While these behaviours 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.

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.

Customer Focus



This is a measure of the tendency to show persistent enthusiasm when interacting with customers. This trait is characterised by: apologising sincerely for inconveniences; being patient; tolerating rude customers calmly; and searching for information or products for customers.

You are more likely than other candidates to be irritated by customers' requests. You may have a tendency to argue with customers if the customers do not agree with you. You may be slower than your co-workers at processing customers' transactions and finding information for customers.

- Greet customers with a smile.
- Handle customer business quickly and efficiently.
- Be open, friendly, and accepting of customers.
- Take the extra time to help customers find products or information that is not readily available.
- Remain calm with rude or irritated customers at all times.
- Avoid arguing with customers and making negative remarks.
- If a customer gets angry, attempt to calm him/her down by giving him/her a number of options.
- Maintain a dress style and appearance in accordance with your organisation's image and values.
- Do not swear or use inappropriate language around customers.

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 person'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 effectively*



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 people's sentences or generally dominated the conversation? Think about how you had shown others that you were listening.**
- **Practise listening to others. Try to avoid interrupting people while they are talking. Wait until they have finished before forming an opinion. When you are practising 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 behaviours.**

Shows courtesy*



This measures the extent to which the candidate is patient, polite and respectful.

You may miss opportunities to treat others with the highest respect.

- **Seek feedback from others. Be aware of your tone of voice and the style of language you are using. Ask co-workers or your manager/supervisor about whether you come across as polite and what you could change to appear more courteous.**
- **Be open, friendly, and accepting of others who are different than you. Remember that friends come and go, but enemies accumulate. Avoid burning bridges, offending people, and blaming others for outcomes. You may need these people in the future.**

Maintains good working relationships*

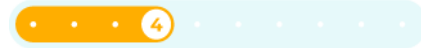


This measures the extent to which the candidate puts effort into developing good relationships with others.

You may not place a high value on your work relationships and may be less likely to act in ways that strengthen these relationships over time.

- **Try to establish a more personal relationship with your colleagues. Take time to discuss non-work topics. Make a note of what helped you establish these relationships and continue using those behaviours when creating new connections.**
- **Seek opportunities to assist your colleagues even if they are small tasks. Allow others to return the favour and assist you even if you don't need it. Continue to offer your assistance to different colleagues both inside and outside your team and leverage these relationships when appropriate.**

Creates a positive impression*



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

You may not be concerned about how you appear to others, preferring to present yourself just as you are.

- **Dress the part. Notice how others around you dress and aim to maintain a dress style and appearance that matches or exceeds that of your organisation's image.**
- **Be nice to everyone. Be careful not to treat others differently because you think they are less important than you. Part of managing the impression you leave on others is being consistently polite and sincere in your interactions.**

Adapts to change*



This measures the extent to which the candidate accepts and adapts to changes without difficulty.

You are likely to adapt your approach in light of changing demands, but may hesitate when faced with a bigger change.

- **Form new expectations.** Some of the expectations you had for yourself or others had of you have now changed. Try to identify what the new expectations are, and how that might affect the expectations you had for yourself. If you can think positively about meeting new expectations, you will find the transition from resisting to accepting change to happen more smoothly.
- **Keep an open mind when changes are introduced.** Listen to the reasons for the change so you can understand why it is necessary. Don't be afraid to give your own opinions and challenge existing methods.

Copes with uncertainty*



This measures the extent to which the candidate is productive when roles and situations are not clearly defined.

You are likely to remain productive when faced with ambiguity in your role.

- **Try to learn to feel more comfortable with uncertainty in the work environment.** It often provides new opportunities for innovation and growth. When faced with ambiguity or uncertainty, make a list of the possible ways to innovate and grow.
- **Monitor when your natural preference for defined rules and systems may make things more difficult for you during times of uncertainty.** When there is short-term ambiguity or lack of immediate clarity, list your resources outside of work that help you feel balanced during times of significant change.

Controls emotions*



This measures the extent to which the candidate keeps negative emotions under control.

You may become frustrated in challenging situations and find it difficult to hide these feelings from others at times.

- **Consider using some strategies to help you manage your emotions. For example, if someone has said something which has made you angry, count to 10 in your head before you respond. Take time to gather your thoughts and express yourself without displaying your emotions.**
- **It would be worth spending time reflecting on how you manage your emotions. Try to develop a more positive mindset. How you view a situation often determines how you approach it. Instead of believing that troubling things just happen to you, think of what you can do to respond positively.**

Strives to achieve*

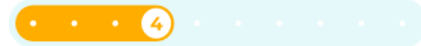


This measures the extent to which the candidate sets demanding goals and makes a determined effort to meet or exceed them.

You are likely to set goals that are somewhat demanding but still achievable and you put in good effort to complete them.

- **After clarifying goals and identifying challenges, focus on execution of your work. Make sure you have time to achieve your more difficult goals. Put some time in your schedule to tackle the most difficult goals.**
- **Try to increase the number of challenging goals you set for yourself rather than playing it safe. Identifying challenging goals will show other people that you are committed to your role and interested in progressing your career.**

Improves own performance*



This measures the extent to which the candidate seeks development opportunities in order to improve their own performance.

You may place little emphasis on improving your own performance and may miss important opportunities to develop.

- **While you may naturally seek to avoid taking risks when gaining new experience, realise that learning requires some risk. Look for opportunities that involve taking on small risks at first and then move on to larger learning opportunities.**
- **Think about your future career as well as your current role. What would you like to develop and what do you need to do to get there? Be persistent in the face of such challenge in order to benefit from learning opportunities.**