

Customer Service Index™

Sample Report

02 Jan 2013



Welcome to your customer service report:

You are a unique individual and many aspects make up your “personality”. The foundation of **YOU** is made up of your values of yourself and the world around you. In this customer service report we look specifically at your understanding and feelings about the world around you (Customer Service World View) and yourself (Customer Service Self View) as they pertain to your job in customer service. Together this will show **YOU** insights into **WHY** you do the things you do at work, **HOW** you go about doing them and **WHAT** you can do when you are fully engaged in your job.

CUSTOMER SERVICE WORLD VIEW: This measures how much you understand and how you feel about the external world of work around you. Do you understand people (customers) and do you tend to over-value relationships, treat them situationally or manipulate them to get what you want? Do you know how to get things done and do you tend to be a doer or a delegator? Do you understand rules and systems and do you rely heavily on them or tend to be a maverick and bend or break them?

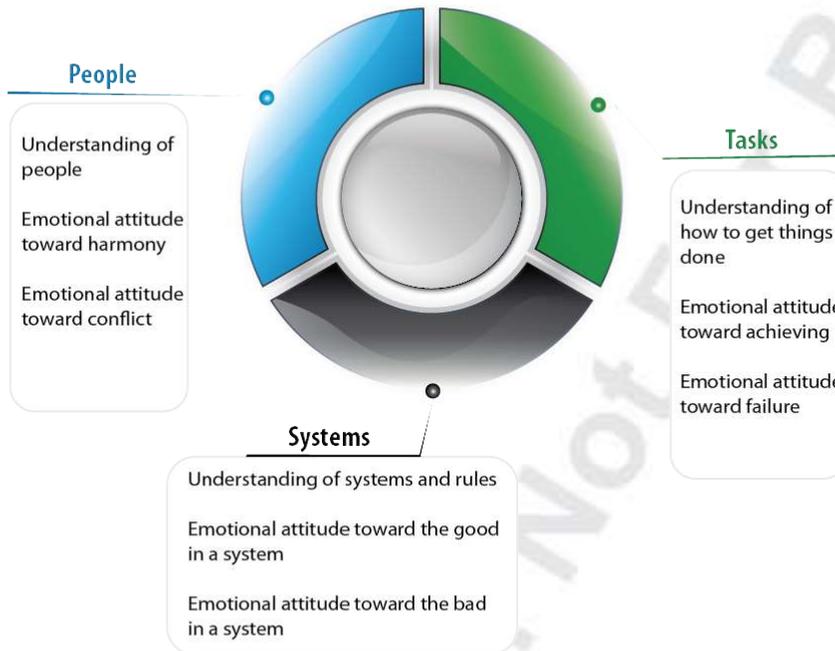
CUSTOMER SERVICE SELF VIEW: This measures how much you understand and how you feel about yourself on the job. How well do you understand your strengths and weaknesses, where you are in your job role and where you are going? How do you feel about your potential to grow and develop in your customer service career, your current job role and your direction toward the future? Are you focused on the past, the present or the future and how does that affect you today?

COMBINED WORK LIFE ATTRIBUTES: These attributes are measured by combining your Customer Service World View and Customer Service Self View to get a complete picture of **YOU** on the job.

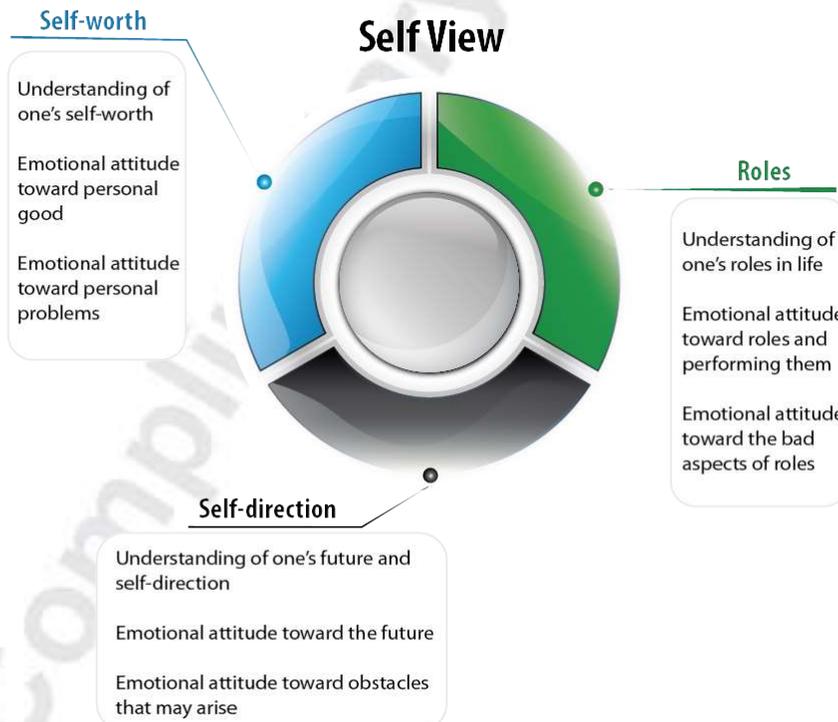


6 Cognitive Dimensions 12 Emotional Intelligence Factors

World View



Self View



Attribute		Reliability : 0.93 : 0.916	Score
Customer Service World View			
People Tasks Systems	1. Customer Service Judgement:		8.5
	2. Emotional Control and Composure:		8.0
	3. Customer Satisfaction and Relationships:		8.2
	4. Attitude toward Harmonious Customer Relations:		Under-Valued
	5. Attitude toward Conflict in Customer Relations:		Under-Valued
	6. Customer Service Operations and Processes:		9.0
	7. Attitude toward Customer Service Success:		Over-Valued
	8. Attitude toward Customer Service Problems:		Under-Valued
	9. Attitude toward Customer Service Systems Benefits:		Over-Valued
	10. Attitude toward Customer Service Systems Deficiencies:		Over-Valued
	11. Self-judgment:		8.3
<div style="display: flex; justify-content: space-between;"> Feeling Doing Thinking </div>			

Customer Service Self View			
My Self My Role My Future	12. Self-control:		7.8
	13. Sense of Self-worth:		9.0
	14. Attitude toward Personal Potential in Customer Service:		Under-Valued
	15. Attitude toward Personal Problems:		Under-Valued
	16. Customer Service Role Engagement:		8.2
	17. Attitude toward Peak Performance:		Over-Valued
	18. Attitude toward Performance Problems:		Over-Valued
	19. Attitude toward Personal Growth:		Under-Valued
	20. Attitude toward Personal Setbacks in Customer Service:		Neutral
	21. Accountability for Others:		8.6
	<div style="display: flex; justify-content: space-between;"> Being Achieving Becoming </div>		



Attribute	Reliability : 0.93 : 0.916	Score
COMBINED		
22. Concentration:		9.0
23. Conceptual Thinking:		8.4
24. Conflict Management:		8.0
25. Continuous Learning:		8.3
26. Customer Focus:		8.4
27. Decision Making Ability:		8.4
28. Diplomacy and Tact:		8.2
29. Empathy toward Others:		8.1
30. Flexibility:		9.0
31. Goal Achievement:		8.4
32. Influencing Others:		7.6
33. Interpersonal Skills:		8.5
34. Intuition:		8.6
35. Objective Listening:		8.2
36. Personal Accountability:		8.9
37. Planning and Organizing:		8.5
38. Practical Problem Solving Ability:		9.2
39. Resiliency:		8.4
40. Results Orientation:		8.4
41. Self-management:		8.1
42. Self-starting Ability:		8.3
43. Teamwork:		8.2



Attribute	Reliability : 0.93 : 0.916	Score
ATTRIBUTE SCORES FROM HIGHEST TO LOWEST		
Practical Problem Solving Ability:		9.2
Concentration:		9.0
Customer Service Operations and Processes:		9.0
Flexibility:		9.0
Sense of Self-worth:		9.0
Personal Accountability:		8.9
Accountability for Others:		8.6
Intuition:		8.6
Customer Service Judgement:		8.5
Interpersonal Skills:		8.5
Planning and Organizing:		8.5
Conceptual Thinking:		8.4
Customer Focus:		8.4
Decision Making Ability:		8.4
Goal Achievement:		8.4
Resiliency:		8.4
Results Orientation:		8.4
Continuous Learning:		8.3
Self-judgment:		8.3
Self-starting Ability:		8.3
Customer Satisfaction and Relationships:		8.2
Customer Service Role Engagement:		8.2
Diplomacy and Tact:		8.2
Objective Listening:		8.2
Teamwork:		8.2
Empathy toward Others:		8.1
Self-management:		8.1
Conflict Management:		8.0
Emotional Control and Composure:		8.0
Self-control:		7.8
Influencing Others:		7.6

Customer Service World View



This measures how much you understand and how you feel about the external world around you from a customer service perspective. Do you understand customers and do you tend to over-value satisfying them, treat them objectively, or manipulate them? Do you understand the customer service process? How well do you understand the value of following company policies and guidelines, and do you rely heavily on them in your customer service role or are you a maverick?

1. Customer Service Judgement:

How well do you understand the demands of the customer service industry and your current job?



This is a general measure of your ability to identify and judge relative value in your job as well as in the overall world of customer service & business. It measures the mental judgment aspect of customer service, and reflects how well you understand what this industry is about in all its detail. This score summarizes your clarity and understanding of the three primary dimensions of external customer service value:

1. Customer Satisfaction and Relationships
2. Customer Service Operations and Processes
3. Organizational Policies and Expectations

A **high score** indicates a clear and definite understanding of customer service and how to best adapt to changing work demands and situations.

2. Emotional Control and Composure:

How well do you maintain emotional control under situational stress?



This score reflects your capacity to face problem customer service situations in an appropriate and rational manner, without loss of objectivity or emotional control.

A **high score** indicates a balanced attitude and the tendency to cope well and stay calm, cool and collected, even when faced with stressful situations. This indicates you generally do not show frustration or allow your personal feelings to unduly influence you when resisted or blocked, and are not knocked off balance by the unexpected. As your score approaches high levels, you may have also developed the tendency to repress some of your feelings, and do not vent or express them consistently.

3. Customer Satisfaction and Relationships:

How important are interpersonal relationships How important are customers and relationships to you?



This score measures your understanding of others and your mental clarity regarding the importance of customers in any business service or support effort. It measures how you generally esteem and appreciate other people. Your clarity score expresses your judgment about how high or how low you place “relationship” values within the full spectrum of customer service values.

A **high score** indicates A high score indicates you are capable of managing interpersonal relationships well, and you tend to be sensitive to and supportive of customer needs, issues, and problems. You consistently demonstrate that customer relations are a top priority for you, and are skilled at reading others’ needs and desires. You are generally perceived as empathetic by others.

Note: The next 2 attributes (with percentage scores) are relative to the value of the attribute score above (with the 10 point scale). If the number **above is in the high range** , then the attributes below are **less significant** and become more tendencies (or situational attributes) as your score above approaches a 10.

4. Attitude toward Harmonious Customer Relations:

How well do you get along with the customers you service?



This score is a measure of your attitude toward effective, harmonious relations with customers, and includes the emotional satisfaction and fulfillment you gain from your personal interactions with customers and others.

An **under-valued** attitude indicates varying degrees of emotional distance from customers on a personal level, which many service professionals purposely choose to take, to maintain objectivity and control in their work context. You may focus instead on professional interaction, thinking “I am here to provide information, support, and to resolve problems efficiently, not to make friends.”

Your attitude here may be due to your overarching focus on providing accurate and correct information, or on operational customer service efficiencies and strategy, while implementing company policies.

5. Attitude toward Conflict in Customer Relations:

How well can you handle disputes or mistakes made when interacting with customers?



UV

This score measures your attitude toward interpersonal conflict and discord. It shows your attitude toward the negative aspects of interacting with customers and the potential harm others can and often do.

An **under-valued** attitude indicates you believe interpersonal conflict with customers is bound to happen at times, and you tend to ignore or overlook potential faults or deficiencies in others, making others' interpersonal mistakes and shortcomings less bad than they really are - e.g. it is OK to run over customers, or to lose them to the competition, because it is impossible to satisfy every customer.

You have a slight tendency of not focusing on interpersonal conflict or problems. This could be due to having a stronger focus on the customer service process, only looking for the positives in your interactions, or you may feel conflict, complaints and dissatisfaction are a routine part of the work process, and you simply take them in stride.

6. Customer Service Operations and Processes:

How clearly do you understand effective work procedures, and the process of customer service?



9

This dimension reflects your mental grasp of tangible, observable customer service business realities: actions, causal relations between efforts to satisfy the customer and results, social and professional responsibility, practical service routines, etc.), and how they all fit together in space and time. This score also measures your capacity to understand processes, things and events, and how they relate to each other comparatively, with particular focus on doing the job well, and performing the directed routines as a customer service professional or manager in an efficient and responsible way.

A **high score** indicates you know what to do and when to do it in virtually any given customer service situation. You understand how to prioritize your work tasks into efficient routines, to achieve the goals and objectives of your job.

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7. Attitude toward Customer Service Success:

What is your attitude toward the positive processes of customer service operations that lead to success?



OV

This score reflects your attitude toward the benefits of doing a good job in customer service, and successfully completing tasks and routines that are part of your work life, whether those tasks are centered on customer or sales support, trouble-shooting, or resolving complaints. This includes your level of engagement in routine work processes and procedures, and the degree of familiarity and involvement with all aspects of doing your job well.

An **over-valued** attitude indicates strong engagement and reliance on doing things right, practical efficiency, and reflects your attitude toward work life success, and your capacity to fully and actively engage yourself in providing quick, courteous customer service. You value being part of a competent service or support staff, and you tend to be a hands-on “doer” with a strong work ethic. You are well-organized, professionally adept, enjoy solving routine problems, and generally strive for excellence. You may overemphasize meeting or exceeding customer satisfaction ratings, and focus on the task at hand, which enables you to be productive and stay on track.

8. Attitude toward Customer Service Problems:

What is your response when processes/procedures do not go as planned?



UV

This score reflects your attitude toward mistakes and problems you may encounter in the course of doing your job. It shows how you relate to the negative, deficient, and disruptive aspects of customer service processes.

An **under-valued** attitude indicates that you judge ineffective or deficient customer service processes as less bad than they really are, indicating that you may ignore or accept problems and errors. In your mind, sloppy procedures, putting off paperwork, incompetent service and support personnel, etc. are all part of routine operations, and are to be accepted as such.

This may mean you prefer to avoid problem situations, and if your attitude is over-valued in Customer Service Success and under-valued here, this is a strong indicator that you have an optimistic versus pessimistic attitude. Your focus is on supporting and servicing customers in a positive, enthusiastic way and resolving any issues they may have, as opposed to a “mistake or problem- avoidance” focus.

9. Attitude toward Customer Service Systems Benefits:

How well do you accept and follow established organizational policies and requirements in your work context?



OV

This score measures your attitude toward following the rules and conforming to the organization's established policies, as well as the directives of authority figures. This score reflects your attitude about your planning and organizational responsibilities, as well as thorough product and service knowledge and experience learned by coping with systematic customer service issues through good planning.

An **over-valued** attitude indicates that you magnify the good or beneficial aspects of organizational systems and order, making them even better than they really are – with a respectful and cooperative attitude toward authority. You are a customer service professional who works and learns best in an atmosphere that has clear structure, and a well-defined chain of command. You value working in an organizational climate that provides clear direction, and defines the results you are expected to achieve in your job.

You do your best to provide customers with accurate information in an effort to meet or exceed their expectations, and may even be fastidious about staying on top of any new product or service knowledge available, reading journals that apply to your industry to learn more.

10. Attitude toward Customer Service Systems Deficiencies:

To what extent do you accept or reject poor or incompetent customer service management and going against the system?



OV

This score measures your attitude toward disorganization as well as deficiencies and incompetence in customer service systems and management, which could result in errors and mistakes or missed opportunities to meet customer expectations.

An **over-valued** attitude indicates you have a tendency to magnify the deficiencies of a poor customer service management structure, falling short of customer expectations, or organizational incompetence. This attitude reflects that you are vigilant about maintaining an effective and efficient customer service and support strategy and you do your best to complete paperwork requirements and avoid giving out any information to your customers that could be misleading, or misunderstood. You may be quite critical of others who “cheat” , break the rules, demonstrate hostility toward authority, as well as supervisors and co-workers who may not live up to reasonable expectations, and are willing to point out organizational and systems deficiencies.

11. Self-judgment:

How clearly do you understand the linkage between being, doing and thinking in customer service?



This is a summary score of your clarity regarding the three primary dimensions of self-understanding in your customer service context:

1. Intuitive Awareness of Self-worth
2. Customer Service Role Engagement
3. Customer Service Self-identity and Self-direction

A **high score** indicates a clear understanding of your unique individuality, your customer service role, and future anticipations, reflecting healthy self-esteem.

12. Self-control:

How well do you handle and respond to situational stresses that directly affect you?



This is a measure of your ability to handling the challenges of everyday life in customer service. It is the capacity to keep your emotions and actions under control when confronted with personal problems, and your ability to respond to these problems in a calm, rational manner.

A **high score** indicates you are able to maintain self-control when facing personal problems or issues in your customer service role. You do not tend to show frustration or irritability even when you are not happy with the situation.

13. Sense of Self-worth:

How well do you understand the value you bring to customer service as a unique individual?



This score measures your intuitive sense of self-worth, an awareness of your “being there,” apart from what you can do and achieve.

A **high score** indicates a strong, clear understanding of the self-worth you have as an irreplaceable human being - an awareness of your unique and authentic self (who you are), without defining yourself through what you can do or achieve. A high score indicates you have faith in yourself and your customer service potential, and understand your strengths and weaknesses very well. You enjoy being yourself at work and feel your life has definite purpose, which makes you excited about your life in general.

Note: The next 2 attributes (with percentage scores) are relative to the value of the attribute score above (with the 10 point scale). If the number **above is in the high range**, then the attributes below are **less significant** and become more tendencies (or situational attributes) as your score above approaches a 10.

14. Attitude toward Personal Potential in Customer Service:

Do you have the inner desire to improve and get better through accessing and drawing out more of your potential?



This score reflects your emotional orientation toward your inner potential and the degree to which you desire to tap into your undeveloped potential in customer service and bring it into reality for greater personal and professional success. It is a measure of the quality of your internal motivation.

An **under-valued** attitude indicates you agree you have a lot of undeveloped performance potential within and you desire to more fully develop and apply your talents in your work life. You are personally committed to and actively work toward continuous self-improvement.

This attitude indicates varying levels of dissatisfaction with yourself. You may enjoy being yourself, but you may not feel totally at home in customer service, or feel that it brings out your best. This may result in some degree of discomfort in your current work context, but it also tends to fuel the fire within to improve yourself and increases your potential for success. You have a strong level of internal motivation, and are open to feedback without becoming defensive.

15. Attitude toward Personal Problems:

What is your attitude concerning personal problems?



This score reflects your orientation toward personal problems or obstacles that may stand in your way to achieving success in customer service.

An **under-valued** attitude indicates that you feel you do not have many, if any, personal problems or deficiencies to overcome. You are essentially saying you feel good about yourself and your customer service performance, and you lack little or nothing. You feel you're a winner, you don't tend to make mistakes on the job, and you are generally happy with yourself. Your work life is full of purpose, and you have nothing to be ashamed of or unhappy about.

16. Customer Service Role Engagement:

Do you feel your talents are being fully utilized within the demands of your current customer service role?



This score measures your ability to achieve and maintain the harmonious integration of your personal and professional roles. It reflects the degree of your personal identification with your current position in customer service, and whether you are getting a strong sense of personal fulfillment and achievement from your work role.

A **high score** indicates you enjoy what you do for a living and identify strongly with your professional customer service role. You have achieved a high level of role harmony, and you generally don't experience conflict between your work-role and your personal life. You tend to fully engage yourself in the customer service job or position you currently have and you try to be fully present to each task or role responsibility as you are doing it. This indicates you are highly success oriented, and tend to handle your workload well.

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17. Attitude toward Peak Performance:

How well do you perform in your current customer service job?



This score reflects your attitude toward success in customer service, and the degree to which you enjoy your current role, as well as your other responsibilities in the sense of consistently working toward your professional goals.

An **over-valued** attitude indicates you get a strong sense of personal satisfaction and achievement from your role in customer service, and you welcome the opportunities and challenges you are presented with. You know you are competent, and you love supporting customers and ensuring their satisfaction for a living. You do your best to listen and communicate well, and are generally a high performer and achiever with the right talents for the job. This gives you an attitude of self-confidence – you love working hard to improve your performance, and do your best to meet or exceed clearly- defined goals.

18. Attitude toward Performance Problems:

How do you respond when problems arise or things go wrong in your work life?



This score reflects your attitude toward problems or deficiencies in your customer service performance, working conditions, work ethic, professional readiness and engaged participation, which can and often do lead to failure.

An **over-valued** attitude indicates you feel there are some problems at work (or in your current customer service role), which have a negative impact on your performance; this may include poor working conditions, negative owners or managers, an overwhelming workload, or too many tasks and details to handle with quality.

It is likely that any problems you are currently experiencing are temporary or situational, and you should be able to resolve them quickly and move ahead.

19. Attitude toward Personal Growth:

Do you see yourself headed for greater success in the customer service industry?



This score reflects your attitude about your positive goals and aspirations for your work life, and your career goals for the future.

An **under-valued** attitude indicates a lack of self-organization, self-discipline and direction and an attitude of uncertainty concerning appropriate customer service goals, as well as the lack of an overarching career plan in this field.

It is likely that any problems you may be experiencing in this area are inherent in your current customer service position, and should be temporary or situational. You should be able to resolve them quickly and move ahead.

20. Attitude toward Personal Setbacks in Customer Service:

How do you handle personal setbacks and potential work life failures as they relate to your future goals?



This score reflects your attitude towards barriers, difficulties and loss of direction on the road to success in your customer service career and life.

A **neutral** attitude indicates objectivity regarding your self-direction, and any obstacles or difficulties you may encounter. You generally have realistic expectations and understand the ups and downs of your career path.

You are objective and realistic when it comes to keeping up with new knowledge in the field of customer service. You may be keeping your future open and flexible to capture the best opportunity that comes your way, or you may believe you will continue in your current customer service role, and are putting your energy there, versus making new plans or setting new goals.

21. Accountability for Others:

Do you take responsibility for the actions of others?



This score measures the degree to which a person will take responsibility for the actions of others. One who is accountable for other people will say “the buck stops here” for all errors, omissions, or poor performance.

A **high score** indicates you are accountable for others in virtually all circumstances, without trying to make excuses. You do not lay blame on other people publicly. You accept the consequences of the actions of people you are responsible for.

22. Concentration:

How well can you maintain focus throughout a given task or project?



This is the measure of your ability to focus full attention on the task at hand.

A **high score** indicates you are not easily distracted; you are one who works with intensity. A high score also indicates you focus well – you do not like to be disturbed or interrupted.

23. Conceptual Thinking:

How well are you able to mentally visualize a plan or model from start to finish?



This score measures how well a person can mentally envision a big picture (comprehensive, long-range plans or goals), or visualize models, methodologies or processes. It includes the capacity to identify, evaluate and allocate resources that will be needed to implement and achieve the specific plans or long-range goals, while accurately visualizing the potential results.

A **high score** indicates you definitely have the capacity to mentally envision models, methodologies, processes and alternatives, as well as the execution of a long-range plan or projection. You also tend to make accurate predictions concerning the potential results.

24. Conflict Management:

How well do you manage conflict in customer service?



This score measures the capacity to identify and resolve differences of opinion, disagreements, contention and opposition, through making the adjustments necessary to bring them into accord. Conflict management includes gathering relevant information through appropriate questioning and listening. Then ensuring each party fully understands the other's views, in an open and candid manner. This entails presenting well-documented, relevant data, and options for reaching the best resolution with personal conviction to gain consensus.

A **high score** indicates you are very sensitive to conflicts, and utilize integrity and diplomacy in resolving customer problems or conflicts, or to achieve a work group that functions together harmoniously as a team, although each individual may have differing perspectives. You tend to promote collaboration versus competition by destroying the "I-you" or "we-they" barrier, with a focus on let's-work-it-out-together, or teamwork. This includes resolving conflict in a constructive way that insures the parties can work together in a positive atmosphere of openness, trust and mutual respect.

25. Continuous Learning:

How motivated are you to keep learning?



This score measures the degree of a person's desire and motivation to consistently learn more.

A **high score** indicates you have a passion for knowledge in general, and you enjoy learning new skills as well. You like to keep up with what is happening in the world (news), as well as innovations in your industry or profession, and take advantage of continuing education courses or training opportunities, if they are offered.

26. Customer Focus:

How well do you focus on your customers and their needs?



This score measures the strength of a person's focus on, and engagement with customers.

A **high score** indicates you are a person who is highly sensitive to customer needs and desires. You are good at building trust and personal rapport, listen well, and do your best to fulfill customer expectations and ensure they are satisfied. This generally results in repeat business and referrals.

27. Decision Making Ability:

How well do you make decisions on the job?



This score measures the ability to make consistently sound, accurate, and timely decisions in your

work role.

A **high score** indicates that you can effectively make decisions that are consistently appropriate, productive, and efficient. This enables you to work "smarter" and respond better to the needs of your customers, co-workers, and managers.

28. Diplomacy and Tact:

Do you maintain poise under pressure and promote cooperation and understanding?



This score measures a person's sensitivity to others and appreciation of their feelings. It also focuses on the sensibility and tact it takes to promote cooperation and understanding on all sides, without causing conflict.

A **high score** indicates you have developed a keen sense of what to do or say in difficult or delicate situations, to maintain good relations with customers, and avoid offending them. You tend to create a good impression when meeting strangers, are socially adept, and maintain poise even under the stress of potentially embarrassing, or volatile situations. If you are called upon to support, criticize, or correct someone, you do your best to raise receptivity and keep the interaction constructive.

29. Empathy toward Others:

Do you understand and empathize with people?



This score measures a person's capacity and capability for managing interpersonal relationships in a sensitive manner, with care, appreciation and respect for the other person and their thoughts, feelings, and point of view.

A **high score** indicates you are able to effectively understand and empathize with other people, especially customers, with genuine sensitivity to their needs and desires; actually putting yourself in their shoes. You are perceived as a caring service or support person who is truly concerned about taking care of your customers as well as your co-workers or support staff. At times, you may even put other's needs ahead of your own, or ahead of getting things done according to the established rules of the company.

30. Flexibility:

How adaptable are you in customer service?



This score measures a person's capacity to adapt easily to different types of customers and

people, new situations and changing environments.

A **high score** indicates you are not rigid or stubborn in your thinking or approach to life. You are open-minded, with a willingness to compromise and entertain new thoughts, ideas, and ways of doing things. This means you have developed a high level of versatility and adapt well to change.

31. Goal Achievement:

How well do you focus on achieving your customer service goals?



This score measures the capacity to concentrate one's full attention on the project or goal(s) at hand. It calls for unwaveringly staying on target, in spite of potential difficulties or distractions, until the project or goal is achieved. This requires clarity and dedication to the goal itself, as well as personal commitment and discipline.

A **high score** indicates you have the ability to stay focused and on track when engaged in achieving your customer service goals. You always keep the goal(s) before you, while ignoring potential problems or interruptions. You stick with it, are resourceful, and strive to hit your numbers or satisfaction ratings, come what may.

32. Influencing Others:

Are you able to influence customers to ensure they are satisfied?



This score measures the capacity to convincingly present one's position, opinions, feelings, or views to others in such a way that they will listen, and say yes to the customer support or company resolution being offered to their problems. This usually requires good intuition, listening and communication skills, appealing to another's feelings, sense of reason or pain point, while trying to demonstrate or prove that your support or resolution is correct, credible, essential, commendable, or worthy of doing, or buying into.

A **high score** indicates you demonstrate sensitivity and intuition in understanding the views, concerns, and potential objections, or defenses of others. You then respond to them effectively, while using the right tone and language, to positively influence their minds, or opinions to ensure customer satisfaction.

33. Interpersonal Skills:

Do you have the skills to effectively communicate with others?



This score measures your ability to interact well with others through your sensitivity and

understanding of interpersonal relationships and team dynamics, coupled with your ability to effectively communicate with others, while maintaining your emotional control (even during times of pressure and stress).

A **high score** indicates you have natural or outstanding talent in this area. You feel comfortable interacting with others and put them at ease, because you are personally, professionally, and socially adept, with excellent listening and communication skills. You know how to relate to customers and other people, and can adapt well to virtually anyone.

34. Intuition:

How well can you “feel into the situation” and process without needing to think or have all the facts about it?



This is the capacity to sense the most important aspects of complex situations and problems, with the ability to take appropriate action when all the facts are not available.

A **high score** indicates you can make accurate intuitive decisions. You have the ability to “shoot well from the hip” – a few important elements are enough for you to work with. You can feel into the core of situations without knowing or analyzing all the facts and take the right action.

35. Objective Listening:

Do you able to listen to what is being said and evaluate it in an objective manner?



This is the capacity to objectively listen, understand, and accurately interpret what someone else is saying, especially customers. Listening requires focusing one’s full attention on the other person and hearing not only the content of what is being said, but also discerning the other person’s feelings and motives for what they are saying. Personal opinions and mental criticisms must be withheld while listening to objectively evaluate what was said.

A **high score** indicates you have the capacity to realistically evaluate what you hear, because you tend to be open-minded, can suspend your own judgment, and genuinely care about customers’ and others’ opinions. You likely pay attention to people’s body language, tone, and content. You also have present moment awareness in conversations, rather than thinking about all the other work you have to do, or another agenda.

36. Personal Accountability:

Do you take personal responsibility for your actions?



This score measures a person’s capacity to take responsibility for their own actions, conduct,

obligations, and decisions and the consequences thereof. This requires an internal willingness to be answerable for oneself and one's actions, without shifting focus or blame on anything or anyone else.

A **high score** indicates you will take personal responsibility for successes as well as failures, with no excuses. You are willing to stand behind your actions and decisions. If you have made an error, your focus will be on correcting that error and moving ahead.

37. Planning and Organizing:

Are you able to envision the future and plan accordingly?



This score measures the capacity to see the big picture and envision a different, better future as well as the ability to forge clear, realistic plans to bring this picture of the future into the present.

A **high score** indicates you are able to clearly "see into the future" as if it were in the present. Then, you see exactly how to make this futuristic picture real and actual by establishing clear goals to fulfill your vision for your work life success.

38. Practical Problem Solving Ability:

How well are you able to solve routine, daily problems in a practical manner?



This score measures the ability to understand a problem or problem situation, and solve it. This requires the ability to identify exactly what needs to be done to actually resolve the problem, which can range from solving a customer complaint or repairing equipment, to an organization-wide issue.

A **high score** indicates you are able to understand and analyze the problem in all its aspects. You have the mental capacity and experience to dissect the problem, discern the essential aspects of it, identify the best option for problem resolution, given available resources, and then apply this knowledge to resolve the issue.

39. Resiliency:

How resilient and persistent are you?



This score measures the capacity to steadily pursue any project or goal that a person is committed to, in spite of difficulties, opposition or discouragement. This requires inner strength, perseverance and determination to stay on course in the face of adversity, regardless of problems or obstacles.

A **high score** indicates you have a strong capacity to stay focused, motivated and committed to see the project through, or to achieve the goal you are working toward. You have the inner strength, drive and determination it takes to stay on course and bounce back, no matter what circumstances may occur.

40. Results Orientation:

How focused are you on customer service results?



This score measures the capacity to clearly and objectively understand and implement all variables necessary to obtain defined or desired results, including specific people/talents, work processes, speed, or whatever it takes to get the job done. This is generally demonstrated by the ability to complete work tasks efficiently, meeting deadlines, performance goals, or customer satisfaction ratings as expected.

A **high score** indicates you tend to be efficient and productive in organizing your tasks toward achieving results. For you, reaching the destination is much more important than enjoying the journey. You may be highly driven or demanding, if you consider the results more important than the process or people necessary to achieve it.

41. Self-management:

Are you able to manage and organize yourself effectively?



This score measures a person's identity with their job or career plus their clarity of self-organization in terms of a well-defined self-image and clear personal expectations. The combination of career involvement and self-organization reveals how people manage themselves. This requires role responsibility, personal accountability, and goal clarity, as well as self-discipline, organization, and a personal commitment to live and work up to one's self-imposed standards.

A **high score** indicates you are very good at managing and organizing yourself, and you are also a good role model for others. You are clear and definite about your customer service role, and you have the necessary discipline to focus your abilities, time, and energy on achieving your future goals. You tend to take responsibility and are accountable for results, because you are good at planning your work and working your plan.

42. Self-starting Ability:

Are you motivated to jump right in and get going?



This score measures a person's sense of urgency in linking a desired future outcome to the

present. If a person has the desire to achieve a future goal, this score reveals the degree to which they feel compelled to bring it about as soon as possible. Once the goal has been defined, or the plan has been created, self-starters do not need additional motivation or prodding to get going. They have the internal motivation, initiative, and drive to get to work.

A **high score** indicates you feel compelled to “get started now” in working toward your immediate goal or, in general, towards your envisioned, better future. You are self-reliant and demonstrate strong personal initiative and motivation to start working.

43. Teamwork:

Are you focused on all aspects of customer service teamwork?



This score measures a person’s attitude toward the cooperative aspects of working closely with others, and being a contributing team member. There is no “I” in team, and good teamwork consists of surrendering, or subordinating one’s personal prominence as an individual or employee, to the efficiency of the whole, ensuring that the team functions as a collaborative harmonious unit to successfully achieve the mutual goal of customer satisfaction.

A **high score** indicates you find it easy to relate to, work with, and share well with others, as opposed to being a maverick, the “star” customer service professional, or keeping power and control to yourself. You feel comfortable being a team member and demonstrate a willingness to do your part to achieve the customer satisfaction goals of the organization. You believe “together, everyone achieves more.”



Profile Notes:

Complimentary: Not For Resale