

HR Profiling Solutions Ltd

Customer Service Style Assessment

This analysis is based on the responses given in the online questionnaire. This analysis should not be the sole criterion for making decisions about this person. The purpose of this analysis is to provide supporting information for the respondent and their manager.

Sam Sample

Organisation:

FinxS

Date:

24.07.2019



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Organisation: Date:

FinxS 24.07.2019

Flexibility Zones

The Extended DISC Diamond visually shows what behavioural styles are the most comfortable to you and what styles require the most energy from you.

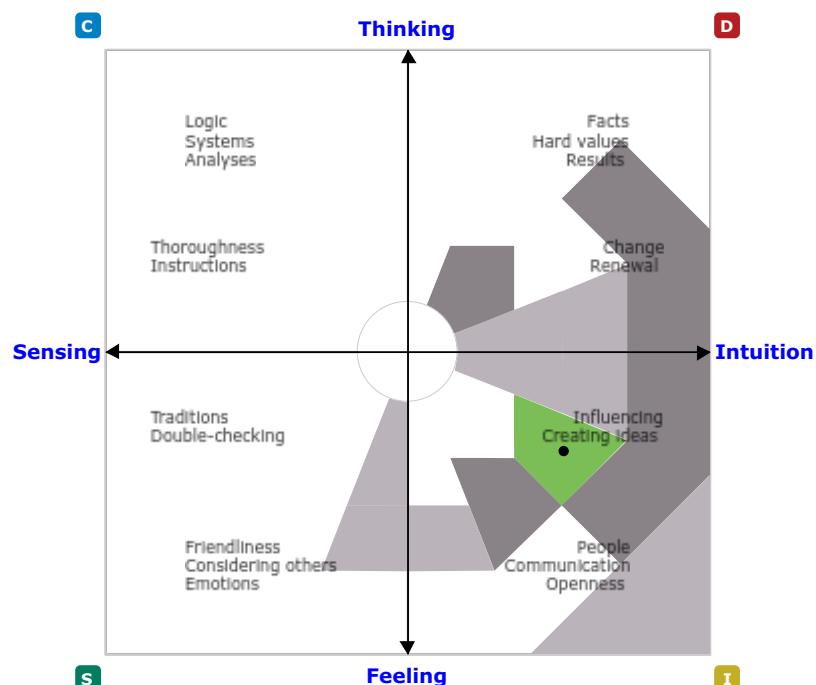
The deepest (coloured) shade on the Diamond shows the location of your natural behavioural style. This is your most natural and comfortable behavioural style.

The darker grey shadings represent your Natural Flexibility Zone or the area where the profile will most probably shift.

The lighter grey shadings represent your Easiest Development Zone or the area toward which the profile is easiest to develop.

The white areas of the Diamond illustrate your Most Difficult Development Zone or the behaviours that require stronger conscious adjustment of behaviour and therefore require the most energy, effort and concentration from you.

The **Standard 4 Quadrant Diamond** below shows where your most natural behavioural style and flexibility zones are, related to generic text for all the styles around the Diamond.



Sam Sample

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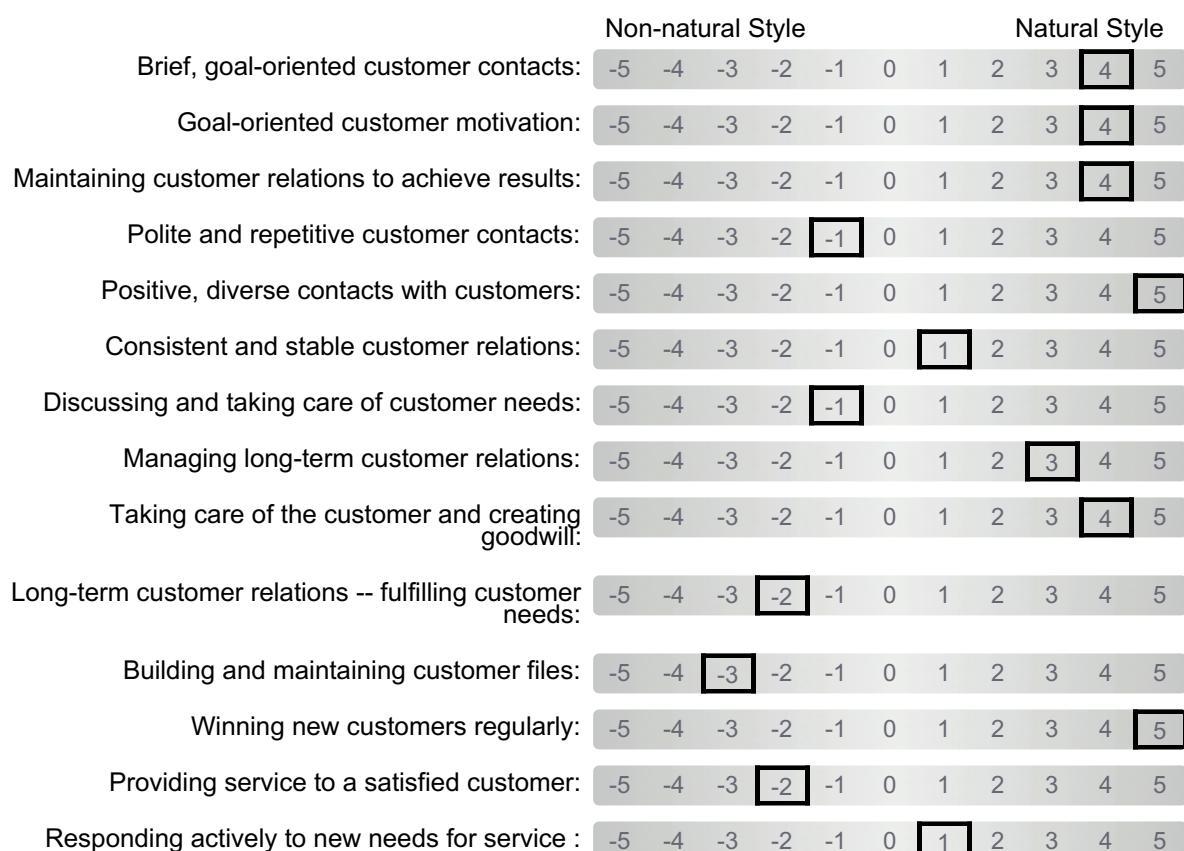
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How does your profile fit within your role?

Each slider below shows your flexibility within the competencies measured relating to Customer Service. Each competency has been graded on a scale from -5 to 0 or 0 to +5. A grade below -1 means this competency would require more energy. If you score from -1 to 1 this area can be developed comfortably. A score of 2 or more means this competency requires very little energy from you.

As with the flexibility diamond, this does not mean you are not capable it simply requires more energy. This is not a "can or cannot" scale.

Customer Support



Sam Sample

Organisation: Date:

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Customer Support - Technical & Customer Complaints

Guiding the customer through complicated matters: -5 -4 -3 **-2** -1 0 1 2 3 4 5

Mastering the product/service and providing backup support: -5 **-4** -3 -2 -1 0 1 2 3 4 5

Product-oriented customer contacts: -5 -4 **-3** -2 -1 0 1 2 3 4 5

Thorough presentation of technical features: -5 -4 -3 **-2** -1 0 1 2 3 4 5

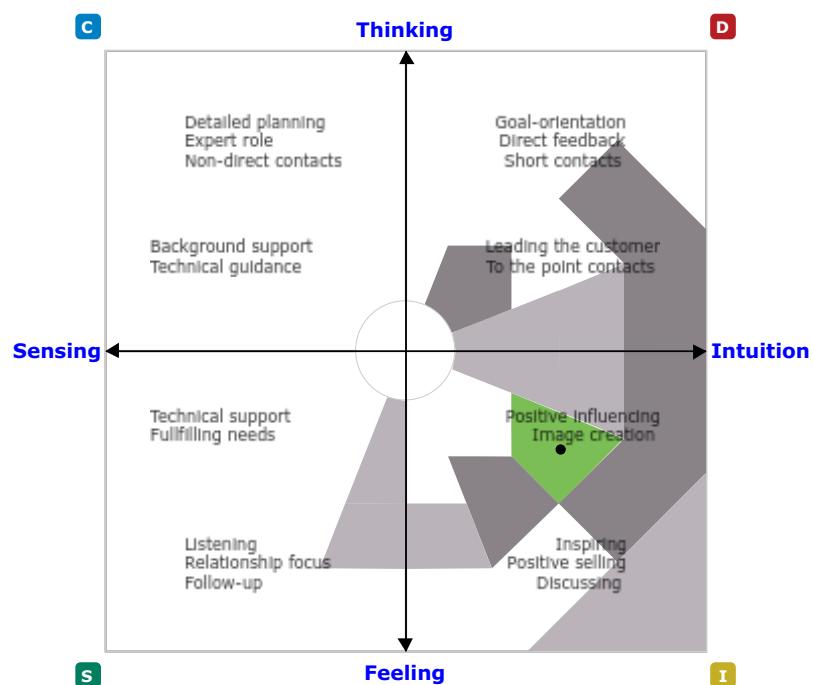
Follow-up and familiarisation: -5 -4 -3 -2 **-1** 0 1 2 3 4 5

Finding the details that are in error when handling customer complaints: -5 -4 **-3** -2 -1 0 1 2 3 4 5

Providing service to a unsatisfied customer: -5 -4 -3 -2 -1 0 1 2 **3** 4 5

Customer Service 4 Quadrant Diamond

The following Diamond shows where your natural behavioural style and flexibility zones are, related to generic text for Customer Service for all the styles around the Diamond.



Sam Sample

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Listening Communication Style

The following two sets of competencies are your 7 highest and 7 lowest scoring competencies from the total resource of Listening Communication options.

Your highest scoring are your Communication strengths and your lowest scoring are potential development areas.

Your Listening Communication Strengths are:

Finding a logic in what the other person is saying and challenging it:

-5	-4	-3	-2	-1	0	1	2	3	4	5
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Showing interest, listening and participating:

-5	-4	-3	-2	-1	0	1	2	3	4	5
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Preferring to listen to short stories only:

-5	-4	-3	-2	-1	0	1	2	3	4	5
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Being able to take over the conversation from where the other person stopped:

-5	-4	-3	-2	-1	0	1	2	3	4	5
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Paying attention only to the essential information:

-5	-4	-3	-2	-1	0	1	2	3	4	5
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Showing excitement of people's ideas:

-5	-4	-3	-2	-1	0	1	2	3	4	5
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Focusing on the next step and how to proceed:

-5	-4	-3	-2	-1	0	1	2	3	4	5
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Your Potential Listening Communication Development areas are:

Focusing more on the details than the big picture:

-5	-4	-3	-2	-1	0	1	2	3	4	5
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Focusing on listening without outward reaction:

-5	-4	-3	-2	-1	0	1	2	3	4	5
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Listening carefully without interrupting:

-5	-4	-3	-2	-1	0	1	2	3	4	5
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Paying attention to the facts and details:

-5	-4	-3	-2	-1	0	1	2	3	4	5
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Trying to connect the details to the big picture:

-5	-4	-3	-2	-1	0	1	2	3	4	5
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Allowing others to talk while expressing that they are listening:

-5	-4	-3	-2	-1	0	1	2	3	4	5
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Being ready to challenge immediately:

-5	-4	-3	-2	-1	0	1	2	3	4	5
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Customer Service Tips

Below are some tips to help your success in Customer Service.

- Recognise that client's perception of your organisation may not be the same as yours
- Remember to ask if the customer wants more detailed information
- Remember to proceed logically
- Beware of assuming that every client is the same
- When you are learning something new, take notes
- Set aside time when you can review and update the customer database
- Be careful not to act abruptly - strive to give the same image every time



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Thank you Sam for completing the HR Profiling Solutions Ltd online questionnaire and obtaining this report!

