

CONTACT CENTER SALES TALENTSCAN

Low Characteristics

- Sales is a short-term role
- Bothered by the “sales image”
- Uncomfortable in selling situations
- Little emphasis on sales numbers
- Slow to ask for a commitment
- Uses a soft-sell approach
- Neglects customer issues
- Fails to meet customer needs
- Out for the “quick sale”
- Puts own needs first
- May leave quickly for other opportunities
- May not prioritize organizational issues

- May not focus enough on output
- Leaves tasks unfinished
- Falls short of some expectations
- Absent for many days
- Runs late or misses appointments
- Can disregard commitments
- Waits for direction before acting
- Refers problems to others for resolution
- Avoids taking on new assignments
- May work too quickly
- Overlooks deficiencies
- Neglects to check work
- Prefers doing one task at a time
- Slow to change focus and adapt
- Rigid in how a job should be done
- Gives up on difficult prospects
- Gets side-tracked by disappointments
- Troubled by rejection in sales

Motivating Factors

SALES FOCUS

Identifying with the sales role and enjoying the selling process.

DRIVE

Being aggressive, hardworking and money-motivated.

SERVICE

Listening to people and responding to their needs.

LOYALTY

Being committed to and supporting the organization.

Work Approach

RESULTS

Meeting commitments and being personally productive.

DEPENDABILITY

Being on time and maintaining a good attendance record.

PROACTIVE

Taking independent action to move things forward.

QUALITY

Paying attention to detail and working with accuracy.

FLEXIBILITY

Adjusting to change and adapting to different circumstances.

TENACITY

Being determined, persistent and able to overcome setbacks.

High Characteristics

- Determined to work in a sales position
- Proud to be a sales professional
- Enjoys the unique demands of sales
- Focuses on measurable targets
- Motivated to maximize income
- Assertively asks for the order
- Stays in close contact with customers
- Follows through on promises
- Checks in with people regularly
- Acts in the organization's best interest
- Seeks long-term job stability
- Makes sacrifices for the greater good

- Works hard to be productive
- Prioritizes task completion
- Delivers more than is expected
- Misses few, if any, days of work
- Always punctual and prepared
- Meets work commitments
- Takes steps to move projects forward
- Finds answers and overcomes obstacles
- Volunteers for extra responsibilities
- Produces work of the highest quality
- Immediately addresses any errors
- Consistently checks work for accuracy
- Juggles multiple priorities
- Handles new assignments easily
- Makes use of new methods
- Persists with difficult prospects
- Follows through on a long sales cycle
- Keeps disappointment in perspective

Corporate Headquarters

178 East Washington Street, Chagrin Falls, Ohio 44022
www.pradco.com | (440) 337-4700



Low Characteristics

- Overly formal with people
- Doesn't prioritize being courteous
- Lacks warmth in approaching people

- Hesitates to influence people
- Lets the facts speak for themselves
- Struggles to get support

- Likely to show feelings openly
- Experiences frequent changes in mood
- Has difficulty controlling emotions

- Can be critical of people
- Complains and shows negativity
- Holds negative opinions of people

- Evasive when asked questions
- Covers up mistakes or problems
- May not be transparent

- Gives up in difficult situations
- Defers problems to others
- Relies on others for solutions

Interpersonal

COURTESY

Being considerate and treating people respectfully.

PERSUASIVE

Influencing people in a convincing fashion.

EVEN TEMPERED

Maintaining emotions and composure in all situations.

ATTITUDE

Having a positive disposition toward people.

Decision Making

INTEGRITY

Being forthright, honest and demonstrating ethical standards.

RESOURCEFUL

Finding solutions and new ways to handle problems.

High Characteristics

- Pleasant toward people in general
- Respectful and impartial
- Makes others feel comfortable

- Presents ideas that win people over
- Convinces people to agree
- Gets consent from others easily

- Thick-skinned and resilient
- Remains calm under pressure
- Behaves consistently day to day

- Looks for the best in people
- Generally supportive of others
- Views people and situations positively

- Provides direct answers to others
- Admits and corrects mistakes
- Forthright about difficult issues
-
- Reasons through problems logically
- Serves as a resource to others
- Comes up with novel solutions