

CONTACT CENTER SERVICE TALENTSCAN

Low Characteristics

- 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
- Rarely recognizes sales opportunities
- Relies on others to make sales
- Does only what is asked

- Absent for many days
- Runs late or misses appointments
- Can disregard commitments

- 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

- May not focus enough on output
- Leaves tasks unfinished
- Falls short of some expectations

- Overly formal with people
- Doesn't prioritize being courteous
- Lacks warmth in approaching people
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- Shares information only when asked
- May not get points across
- People may feel uninformed

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

Motivating Factors

SERVICE

Listening to people and responding to their needs.

LOYALTY

Being committed to and supporting the organization.

SALES INITIATIVE

Taking action to generate additional business.

Work Approach

DEPENDABILITY

Being on time and maintaining a good attendance record.

QUALITY

Paying attention to detail and working with accuracy.

FLEXIBILITY

Adjusting to change and adapting to different circumstances.

RESULTS

Meeting commitments and being personally productive.

Interpersonal

COURTESY

Being considerate and treating people respectfully.

COMMUNICATIVE

Sharing information regularly and in a clear manner.

ATTITUDE

Having a positive disposition toward people.

High Characteristics

- 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

- Capitalizes on sales opportunities
- Moves ahead when action is needed
- Makes suggestions to increase sales

- Misses few, if any, days of work
- Always punctual and prepared
- Meets work commitments

- 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

- Works hard to be productive
- Prioritizes task completion
- Delivers more than is expected

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

- Keeps people informed and current
- Consistently conveys a clear message
- Explains reasoning to people

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

Corporate Headquarters

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Low Characteristics

- Avoids working in groups
- Focuses on own needs and agenda
- Struggles to compromise on a team

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

- Holds firm to own ideas
- Prioritizes without concern for others
- Resists shifting priorities to help people

- Hard to relate to people's problems
- Offers little support or encouragement
- Modest concern for people's feelings

- 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

TEAMWORK

Being cooperative and working closely with others.

EVEN TEMPERED

Maintaining emotions and composure in all situations.

COOPERATION

Being accommodating and helpful to others.

EMPATHY

Identifying with and responding to emotions in others.

Decision-Making

INTEGRITY

Being forthright, honest and demonstrating ethical standards.

RESOURCEFUL

Finding solutions and new ways to handle problems.

High Characteristics

- Enjoys collaborating with others
- Contributes to the team's efforts
- Viewed as a good team player

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

- Invests time in other people's projects
- Supports what coworkers want
- Acquiesces for other people's benefit

- Approachable and willing to listen
- Gives emotional support to others
- Considerate of people's feelings

- 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