

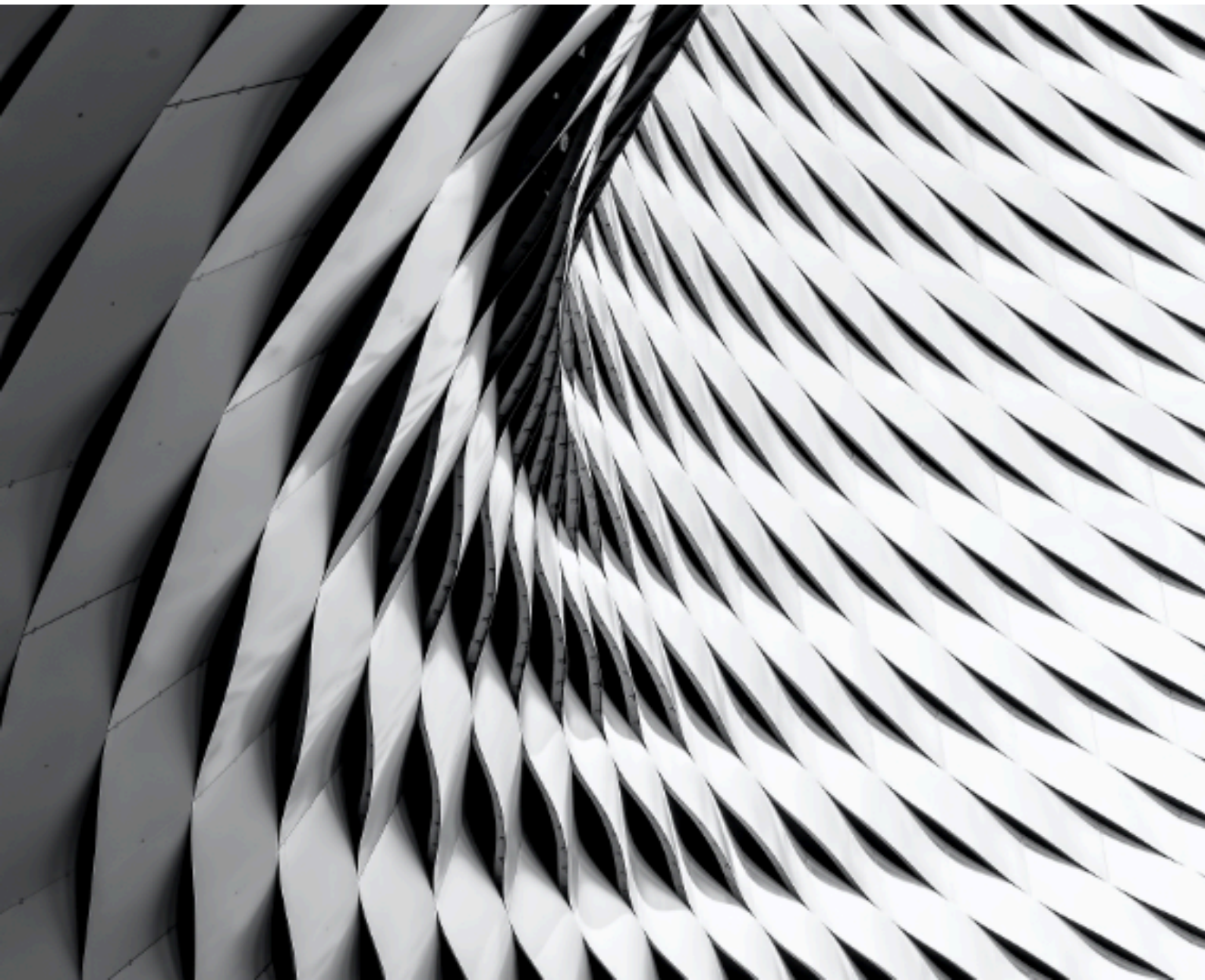


Facilities Management SJT

A candidate report for:

Sam Sample

Created 6th October 2022



Introduction

This report is confidential and is intended to provide you with feedback on your results. The exercise is designed to assess areas of critical importance for success in Facilities Management. The competencies assessed are defined below.

Facilities Management Competencies

Relating to Others: Working with others in order to maximise outcomes.

1. Listen and respond clearly and sensitively to clients & colleagues
2. Prioritise client needs, esp. when dealing with unexpected events / situations
3. Provide an individualised and respectful service to all clients
4. Negotiate fluently and calmly, esp. with clients

Customer Service: Carefully builds an understanding of customer needs and priorities.

1. Understanding the principles & practices of company / role
2. Navigating internal systems / processes to provide an efficient service
3. Demonstrating / gathering insight into customers and their requirements
4. Evaluating the business to make improvements, esp. customer service

Showing Initiative: Taking ownership of tasks and situations to achieve a positive outcome.

1. Be reliable / responsible (in attendance, diligence, interactions, management of tasks / health etc.)
2. Remain calm and positive, esp. under pressure
3. Routinely make sound / justifiable decisions, esp. in challenging circumstances
4. Be proactive & flexible in management of tasks, esp. when dealing with client issues / complaints

How To Use This Report

This report provides you with feedback from the Facilities Management SJT. It contains 'behavioural interpretation' that you can use to help you understand how you have performed on the exercise and 'development opportunities' to inform your development priorities, should you wish to improve your skills in specific areas.

Behavioural Interpretation






For each competency, an interpretation (four bullet points) has been provided to help you better understand the decisions you made on the exercise. Not every bullet point may apply equally to you, but you should consider them all, at least initially, and then decide which are most relevant for you.

Development Opportunities

You have also been provided with some ideas to help improve the competencies. The suggestions are intended to support you in your career progression, so working through these suggestions and identifying your own ideas for improving your skills should help you create a relevant development plan. When creating your development plan, it is best to set SMART Goals:

- **S = Specific:** Clearly defined and unambiguous
- **M = Measurable:** Contains specific criteria that you can use to measure your progress and goal accomplishment
- **A = Achievable:** Attainable in the timeframe you have set yourself and not impossible to achieve
- **R = Relevant:** Relevant to your goal, career or what you want to achieve
- **T = Time-bound:** Has a clear start and end date

The SMART Template below can be used to help you set a development goal.

 S	<p>Specific</p> <ul style="list-style-type: none"> • What do I want to achieve? • When do I need to achieve it? • Why is the goal important? • Who is involved? 	
 M	<p>Measurable</p> <ul style="list-style-type: none"> • How will I measure my progress? • How will I know when my goal is achieved? • What will be different when I have completed my goal? 	
 A	<p>Achievable</p> <ul style="list-style-type: none"> • Can I complete my goal in the time I have available? • How confident am I that I can achieve my goal? • What support will I need to achieve my goal? 	
 R	<p>Relevant</p> <ul style="list-style-type: none"> • Why is this goal important to me? • How does this goal relate to my overall success? • What is especially meaningful about my goal? 	
 T	<p>Time-bound</p> <ul style="list-style-type: none"> • When will I be ready to start working on my goal? • What specific date will I complete my goal? • How often will I check the progress I am making on my goal? 	

Feedback

Customer Service

Your responses suggest that you:

- Handle customer complaints with sensitivity and take the time to personally look into any problems raised
- Utilise available resources to ensure an efficient and high quality service is provided
- Establish key information from customers, escalating issues when it is clear you cannot provide the level of support needed
- Work with customers to build a full understanding of problems and the potential solutions

Development Opportunities

To develop your skills further in this area you might wish to consider:

- Conduct a customer / stakeholder survey or review existing ones to find out if there are any ways you could better help or support them
- Be conscious to set a clear example to your colleagues of how to listen and get to the bottom of an issue with a customer or stakeholder
- Talk with others in your organisation about how to provide excellent customer service and then share your findings
- Promote any knowledge or best practice that you have found useful for supporting customers / stakeholders

Relating to Others

Your score in **Relating to Others** suggests that you have developed some good skills in this area. Your responses suggest that you:

- Communicate clearly and promptly, to achieve efficient outcomes
- Seek to improve relationships with individuals who can be difficult to get along with
- Make suggestions to colleagues so that different perspectives or solutions can be discussed
- Approach colleagues gently and patiently to maintain strong team performance

Development Opportunities

To develop your skills further in this area you might wish to consider:

- Talk to your colleagues and find out what more you could do to encourage greater collaboration
- Think about who in your organisation you have had trouble connecting with in the past and invest more time to build a stronger relationship
- Put yourself out there more to meet more people in the organisation and build closer relationships
- Identify some team based activities that your team could do more routinely together

Showing Initiative

Your responses suggest that you:

- May wait for customers to approach you for help, rather than offering support proactively
- May need guidance on appropriate tasks to take on during quiet periods
- Could be wary of taking on new challenges, particularly when you lack experience
- Can be cautious in embracing new challenges

Development Opportunities

To develop your skills further in this area you might wish to consider:

- Considering opportunities you may have missed in the past and what caused you to not take them on at the time. Thinking about how you might approach those situations differently
- Writing a list of the things you could do during quieter periods at work. Discussing your ideas with colleagues
- Finding out about new opportunities and challenges you could take on at work and picking 1-2 to try
- Thinking about how you could improve customer service at your business. Sharing your ideas with your colleagues or manager