



## Contact Centre SJT

A candidate report for:

**Sam Sample**

Created 4<sup>th</sup> 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 the role of a Contact Centre Advisor. The competencies assessed are defined below.

### Contact Centre Competencies

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

1. Building and maintaining relationships with individuals
2. Being supportive and caring
3. Working openly and collaboratively
4. Being sensitive and professional when communicating or initiating action

**Understanding Customer Needs:** Understanding & establishing customer' needs.

1. Evaluating the business to make improvements
2. Understanding the customer's needs and priorities
3. Gathering sufficient information to weigh options appropriately
4. Analysing risks, benefits, and opportunities appropriately to draw valid conclusions

**Delivering a High-Quality Service:** Working in a systematic manner in order to meet customer' expectations.

1. Having an effective system to monitor progress in meeting or exceeding customer expectations
2. Being ambitious and committed to achieving company goals, especially challenging ones
3. Having an effective approach or system for meeting customer priorities (e.g., struggling, or difficult individuals, and complex situations)
4. Having an effective system for managing own or others performance and health (including coping strategies)

**Professional Integrity:** Operating in a professional manner and bringing best practice to their work.

1. Follow company policy and procedures, esp. when under pressure
2. Speaking up (clearly and calmly) on matters of principle, whatever the outcome
3. Maintaining company values and priorities in high-pressure situations
4. Demonstrating genuine respect for others (i.e., knowledge, expertise, opinions etc.)

## How To Use This Report

This report provides you with feedback from the Contact Centre 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.

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

# Feedback

## Relating to Others

Your score in **Relating to Others** indicates that you are highly skilled in this area. Your responses suggest that you:

- Build caring and empathetic relationships with others, carefully listening to their worries or concerns
- Provide timely and supportive feedback to colleagues to improve customer service
- Fully collaborate with others to provide a superior customer experience, while clearly communicating progress
- Relate to people using tact and consideration of their feelings, carefully encouraging stronger performance

### *Development Opportunities*

You might usefully stretch your skills further in this area by:

- Promoting a culture of supportiveness, using your relationships with colleagues to do so
- Role modelling how to have difficult conversations with others
- Reviewing your relationships and identify any you could benefit from improving
- Thinking about some of the more challenging conversations you have had with people and what you could have done to manage them better

## Understanding Customer Needs

Your score in **Understanding Customer Needs** suggests that you have developed some good skills in this area. Your responses suggest that you:

- Establish the different views of others when making decisions
- Keep customers updated on progress while ensuring they are happy with the service they are receiving
- Understand what customers need, carefully explaining necessary details
- Respond to customer requests with confidence and clarity

### *Development Opportunities*

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

- Having conversations with a wide range of business stakeholders to explore their perspectives before implementing new solutions
- Gathering sufficient information to identify effective solutions, especially when dealing with a challenging or complex issues
- Thoroughly collecting all available data to make a considered decision
- Reviewing information sources to see if your ability to make complex decisions can be improved

## **Delivering a High Quality Service**

Your score in **Delivering a High Quality Service** suggests that there is an opportunity for development. Your responses suggest that you:

- May give in to unreasonable requests from difficult customers
- Can place own goals and needs ahead of others, rather than consider wider team or company priorities
- Might set expectations for customers that are not be possible to deliver
- Is somewhat hesitant dealing with challenging customers, deferring them to colleagues or superiors

### *Development Opportunities*

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

- Thinking about the areas of work you have experience in and where you can contribute to the professional development of others
- Staying calm under pressure, not allowing emotions influence your decisions
- Prioritising and planning your activities to maintain high performance, even in challenging situations
- Reflecting on what other skills could further elevate your performance

## **Professional Integrity**

Your score in **Professional Integrity** suggests that there is an opportunity for development. Your responses suggest that you:

- May form a judgement before fully checking the facts of a situation
- May not always speak up when others demonstrate inappropriate behaviour
- At times, might not readily or sufficiently acknowledge your mistakes
- Are somewhat reluctant to work with individuals you struggle to get along with

### *Development Opportunities*

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

- Setting an example to others of owning your mistakes or errors
- Helping your colleagues to bridge their differences and work together
- Giving a presentation on fairness and equality in the workplace
- Thinking carefully on the policies of the organisation and what else you can do to prevent future breaches