

CUSTOMERCAREPRO™

SELECT SERVICE PROFESSIONALS



The **Customer Care Pro™** a normative psychometric profile designed to help select and retain top performing service professionals. It assesses key characteristics such as approach to service, decision making, attitude, approach to structure as well as other factors that are important to a specific organization and service culture.

The Customer Care Pro™

- Helps to recruit and select high potential for all customer care roles
- Can be customized and validated for specific cultures
- Identifies strengths and growth opportunities
- Provides interview suggestions as well as coaching and development suggestions
- Provides self-coaching feedback to the candidate, an important component of succession and strategic planning

The **Customer Care Pro™** has been used successfully in a variety of service roles such as Call Centers, Help Desks, Retail and Customer Service Kiosks.

The **Customer Care Pro™** is designed to help select, develop and retain top performing customer care people who will be effective in building a profitable service organization and repeat business.

SELFMANAGEMENT
GROUP

SELECT | DEVELOP | RETAIN | TOP PERFORMERS



The **Customer Care Pro™** assesses and reports on:

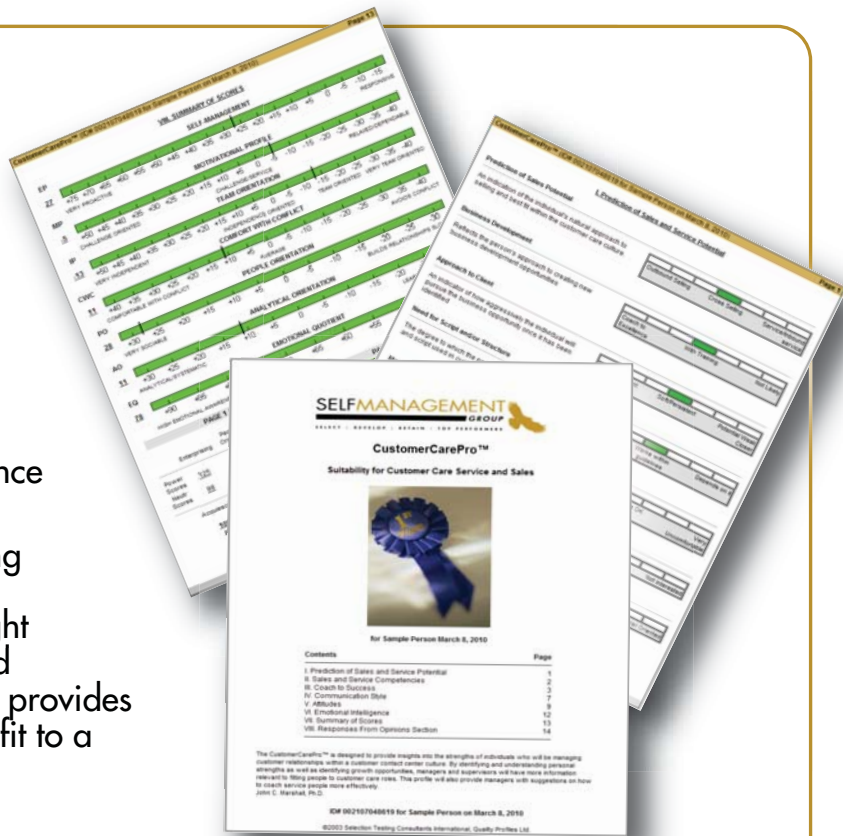
- service competencies
- sales and business growth potential
- decision making, loyalty and approach to structure and supervision
- emotional awareness of self and others (Emotional Intelligence)
- success factors such as self management, motivation, comfort with conflict, confidence and lifestyle management
- listening style and approach to networking

The **Customer Care Pro™** measures eight characteristics that predict performance and retention in customer care roles. The profile provides valuable information about the individual's fit to a customer relationship management role.

In addition, the **Customer Care Pro™** measures the essential attitudes of top service providers including: self confidence, lifestyle management, listening style and attitudes about networking, self promotion and managing rejection. All these factors are presented in an easy to interpret report that includes selection questions and coaching suggestions.

The **Customer Care Pro™** is a normative profile which is acknowledged as the most appropriate approach to selection. It provides the basis for creating norms for organizations and allows for benchmarking against top service cultures.

The **Customer Care Pro™** also allows for the building of predictive models for various customer care cultures and the study of the relevant success factors in each role. Other factors such as education, recruiting sources, regional differences and other demographics can be analyzed as well providing management with 24/7 real time strategic information.



SELF MANAGEMENT GROUP

The **Self Management Group** is a world leader in screening, selecting, developing, and retaining top performers. For over 30 years, the **Self Management Group** has partnered with the worlds leading companies to develop high performance, self managed organizational cultures.

For more information about the **Customer Care Pro™** and the **Self Management Group's** other profiling and training systems please visit www.selfmgmt.com or call 416.746.0444.

For a free demo and complimentary consultation contact:
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