

ATTRACT, SCREEN AND SELECT YOUR CONTACT CENTER AGENTS & MANAGERS



CONTACTCENTERPRO™

Provide First Rate Service and Delight Your Clients!

Retain your existing client base and expand upon it by providing the best service in your sector! Each customer contact is an opportunity to strengthen the relationship and develop loyalty within your clientele. Managing the relationship is too critical to put into the hands of the wrong person.

The ContactCenterPro™ will help you select people who will fit your customer care culture based on their approach to service, decision making, attitude, their reliance on scripts and structure as well as other factors that are essential in these roles.

Capitalize On Revenue Opportunities!

By selecting people who are suited for both customer service and cross selling, you will be more successful in promoting your products and services and increasing your revenues.

The ContactCenterPro™ is designed to help recruiters and managers assess the traits and attitudes that the Self Management Group has found to be effective in selecting individuals capable of building your business.

CONTACTCENTERPRO™

- Reduces staffing costs and burdens
- Reduces turnover and increases performance
- Identifies candidates with potential to cross-sell and up-sell
- Produces a tailored coaching and development plan for every candidate
- Develops a pool of qualified candidates to support data mining for future hires
- Continuous benchmarking to support staffing success against shifting strategies
- Increases the flow of "qualified" candidates through effective 24/7 attraction & screening

SELFMANAGEMENT

CONTACT CENTERS

SELECT | DEVELOP | RETAIN | TOP PERFORMERS

The ContactCenterPro™ assesses and reports on:

- Service competencies;
- Sales and business growth competencies;
- Decision making, loyalty and approach to structure;
- 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.

Interpretation of the ContactCenterPro™

The **ContactCenterPro™** measures 8 separate character traits which are combined into constructs that relate to competencies that are important in customer care roles. The profile provides valuable information about the individual's fit to a customer relationship management role.

In addition, the **ContactCenterPro™** measures self confidence, lifestyle management, listening style and the individual's attitudes about networking, self promotion and managing rejection.

All these factors are presented in an easy to interpret fashion with selection questions and coaching suggestions included.

The Science of Normative Profiling

The **ContactCenterPro™** is based on the POP™ (Personal Orientation Profile). The POP is a normative personality profile which was developed in the late 1970's using advanced statistical methods in psychometric research. The POP has been an industry leader for selecting competitive sales people for over 20 years. It has been under constant development since its inception and is now used in competitive sales cultures throughout North America and other parts of the world. The POP™ scales are also used for matching personality to career paths as well as selection and coaching for a wide variety of careers.



Normative profiling is acknowledged as the appropriate approach to scientific selection because a normative profile such as the **ContactCenterPro™** allows scores from different candidates to be compared with each other and the population of customer care personnel.

The **ContactCenterPro™** also allows for the building of mathematical models of

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 strategic information that is unavailable using other selection methods.

Self Management Group

The Self Management Group is a privately held company which specializes in selection, development and career management of people. The Self Management Group provides a comprehensive range of products and services which include a very extensive list of psychometric profiling tools, management and sales training, team building workshops, change management, career and outplacement counseling, stress management, succession planning, mentoring coaching and other services.

Find Out About the ContactCenterPro™ Today

The **ContactCenterPro™** and the Self Management Group's many other profiling and training systems are available on-line or in your office.

Call (416) 746-0444 or visit our website at www.self-management.com

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