



## CUSTOMERCAREPRO™

SELECT SERVICE PROFESSIONALS

The **CUSTOMERCAREPRO™** is 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.

### CUSTOMERCAREPRO™

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

# Identify Individuals Who Would Thrive In A Customer Service Environment

The **CUSTOMERCAREPRO™** 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 **CUSTOMERCAREPRO™** 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 **CUSTOMERCAREPRO™** measures the essential attitudes of top service providers including: self confidence, lifestyle 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 **CUSTOMERCAREPRO™** 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 **CUSTOMERCAREPRO™** 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.

**SELFMANAGEMENT GROUP**  
SELECT | DEVELOP | RETAIN | TOP PERFORMERS

**CustomerCarePro™**  
Suitability for Customer Care Service and Sales

for Sample Person March 8, 2010

Contents	Page
I. Prediction of Sales and Service Potential	1
II. Sales and Service Competencies	2
III. Coach to Success	3
IV. Communication Style	7
V. Attitudes	9
VI. Emotional Intelligence	12
VII. Summary of Scores	13
VIII. Responses From Opinions Section	14

The CustomerCarePro™ is designed to provide insights into the strengths of individuals who will be managing customer relationships within a customer centered culture. By identifying and understanding personal strengths as well as identifying growth opportunities, managers and supervisors will have more information to coach service people more effectively.  
John C. Marshall, Ph.D.  
IDM 002107048919 for Sample Person on March 8, 2010  
©2003 Selection Testing Consultants International, Quality Profiles Ltd.

## SELF MANAGEMENT GROUP

The **Self Management Group** is a world leader in screening, selecting, developing, and retaining top performers. For over 35 years, the **Self Management Group** has partnered with leading companies to develop high performance, self managed organizational cultures.

For more information about the **CUSTOMERCAREPRO™** and the **Self Management Group's** other profiling and training systems please visit [www.selfmgmt.com](http://www.selfmgmt.com) or call 416.746.0444.

