

## CUSTOMER CONTACT

### COMPETENCY INVENTORY - OTHERS PROFILE

Sten	1	2	3	4	5	6	7	8	9	10	PEOPLE FOCUS
8	•	•	•	•	•	•					<b>Relating to Customers</b> - Quickly builds rapport and easily establishes relationships with customers. Relates well to different types of customer; listens and gets on with them.
10	•	•	•	•	•	•	•	•			<b>Convincing</b> - Presents the key points of an argument persuasively. Negotiates and convinces others. Changes people's views and influences their decisions.
9	•	•	•	•	•	•	•				<b>Communicating Orally</b> - Speaks confidently and fluently. Talks at a suitable pace and level. Holds others' attention when speaking.
10	•	•	•	•	•	•	•	•			<b>Communicating in Writing</b> - Writes fluently, clearly and concisely. Adapts own written communication style to suit others.
7	•	•	•	•	•						<b>Team Working</b> - Fits in with the team. Develops effective and supportive relationships with colleagues. Is considerate towards them and creates a sense of team spirit.

Sten	1	2	3	4	5	6	7	8	9	10	INFORMATION HANDLING
9	•	•	•	•	•	•	•				<b>Fact Finding</b> - Knows where to find relevant information. Checks facts and data. Retrieves and absorbs information quickly.
9	•	•	•	•	•	•	•				<b>Problem Solving</b> - Identifies potential difficulties and their causes. Generates workable solutions and makes rational judgements.
10	•	•	•	•	•	•	•	•			<b>Business Awareness</b> - Is aware of competitor activity and market trends. Is profit conscious and appreciates the commercial impact of own work on profits.
6	•	•	•	•							<b>Specialist Knowledge</b> - Has background knowledge and a thorough grasp of products and services. Has expertise in own area.

Sten	1	2	3	4	5	6	7	8	9	10	DEPENDABILITY
1			•	•	•	•	•	•	•	•	<b>Quality Orientation</b> - Provides a quality service. Maintains high professional standards and gets work right first time.
4	•	•				•	•	•	•	•	<b>Organisation</b> - Organises own time effectively and creates own work schedules. Prioritises and prepares in advance. Sets realistic time-scales.
2				•	•	•	•	•	•	•	<b>Reliability</b> - Is reliable; follows directions from supervisors and respects policies and procedures. Shows commitment to the organisation and task completion.

Sten	1	2	3	4	5	6	7	8	9	10	ENERGY
1			•	•	•	•	•	•	•	•	<b>Customer Focus</b> - Puts the customer first and is eager to please them. Works hard to meet customer needs and looks after their interests.
4	•	•				•	•	•	•	•	<b>Resilient</b> - Remains calm and self-controlled under pressure. Reacts well to change and stays positive despite setbacks. Keeps difficulties in perspective.
6	•	•	•	•				•	•	•	<b>Results Driven</b> - Gets results and willingly tackles demanding tasks. Sets and exceeds challenging personal targets.
7	•	•	•	•	•				•	•	<b>Using Initiative</b> - Takes responsibility for own actions and makes decisions without referring to others. Acts on own initiative.

7	•	•	•	•	•				•	•	<b>Consistency</b>
---	---	---	---	---	---	--	--	--	---	---	--------------------

Norm Group: General Customer Service & Sales: Others