CUSTOMER CONTACT
COMPETENCY INVENTORY - SELF PROFILE

Sten	1	2	3	4	5	6	7	8	9	10	**PEOPLE FOCUS**
7	•	•	•	•	•				•	•	**Relating to Customers** - Quickly builds rapport and easily establishes relationships with customers. Relates well to different types of customer; listens and gets on with them.
10	•	•	•	•	•	•	•	•			**Convincing -** Presents the key points of an argument persuasively. Negotiates and convinces others. Changes people's views and influences their decisions.
9	•	•	•	•	•	•	•			•	**Communicating Orally** - Speaks confidently and fluently. Talks at a suitable pace and level. Holds others' attention when speaking.
10	•	•	•	•	•	•	•	•			**Communicating in Writing** - Writes fluently, clearly and concisely. Adapts own written communication style to suit others.
6	•	•	•	•			•	•	•		**Team Working** - 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	•	•	•	•	•	•	•			•	**Fact Finding** - Knows where to find relevant information. Checks facts and data. Retrieves and absorbs information quickly.
4	•	•			•	•	•	•	•	•	**Problem Solving** - Identifies potential difficulties and their causes. Generates workable solutions and makes rational judgements.
6	•	•	•	•			•	•	•	•	**Business Awareness** - Is aware of competitor activity and market trends. Is profit conscious and appreciates the commercial impact of own work on profits.
1			•	•	•	•	•	•	•	•	**Specialist Knowledge** - 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			•	•	•	•	•	•	•	•	**Quality Orientation** - Provides a quality service. Maintains high professional standards and gets work right first time.
5	•	•	•				•	•	•	•	**Organisation** - Organises own time effectively and creates own work schedules. Prioritises and prepares in advance. Sets realistic time-scales.
4	•	•			•	•	•	•	•	•	**Reliability -** 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**
7	•	•	•	•	•				•	•	**Customer Focus -** Puts the customer first and is eager to please them. Works hard to meet customer needs and looks after their interests.
7	•	•	•	•	•				•	•	**Resilient** - Remains calm and self-controlled under pressure. Reacts well to change and stays positive despite setbacks. Keeps difficulties in perspective.
1			•	•	•	•	•	•	•	•	**Results Driven** - Gets results and willingly tackles demanding tasks. Sets and exceeds challenging personal targets.
1			•	•	•	•	•	•	•	•	**Using Initiative** - Takes responsibility for own actions and makes decisions without referring to others. Acts on own initiative.

4	•	•			•	•	•	•	•	•	**Consistency**

Norm Group: General Customer Service & Sales: Self