

Customer Service Skills On-Line Inventory Assessment



ChartLearningSolutions.com



What is a Skills Inventory Assessment?

A Skills Inventory Assessment is a detailed report of skills, talents, and behaviors that rank areas of competency and opportunities for development in multiple report displays compared to industry averages. This may be used as a self-assessment tool by individuals or a 360° feedback tool. Service and sales professionals stay in peak performance by constantly honing their skills to stay on track so that they can best serve customer needs.

CHART Reports Measure Results

CHART's reporting provides individuals a summary of skills in ranked order, a hierarchy from strengths to development needs, industry comparisons, and performance issues as follows:

- Pin-points 80 areas of strengths and opportunities for development
- Compares scores to industry averages
- Surveys abilities, assets, and resources for service excellence
- Organizes a strategic approach for skill improvement based on real needs
- Eliminates ineffective habits and behaviors
- Saves valuable time in managing performance—coaching to specific needed areas
- Motivates behavior towards measurable goals
- Diagnoses skill deficiencies, errors in perception, and gaps causing poor performance
- Provides a behavioral measurement tool for tracking performance
- Creates accountability
- Eliminates service complaints, errors, and sales slumps
- Develops peak performance
- Convenient, emailable self-reports immediately generated in multiple configurations

No matter how much experience we've had, we all have strengths, limitations, and developmental opportunities. No one is perfect all the time. We all need to assess what's consciously *and* unconsciously lacking in our skills or behaviors if we are to optimize our energy, time, and resources.

Now is the time to assess where you are in your career.

Beginner, intermediate, and experienced pros will all benefit from learning not only the process of achieving Off-the-Chart Customer Service Results™, but also the skills, attitudes, and behaviors necessary to create peak performance. Off-the-Chart Customer Service Results™ is based on 60 years of combined research to provide you with insights that literally soar "off-the-chart," beyond imagined expectations.



Customer Service Skill Overview

Customer Service Effectiveness Gap Analysis

Today's service professionals need continuous skill assessment and feedback in order to work at peak productivity and remain competitive. Chart Learning Solutions' Service Skills Inventory Assessments not only measure 16 critical areas of service competency, but also reveal the sequence in which they take place in order to drive desired results. There are *two* Skill Inventories: 1. Service Cycle-Management and 2. Service Self-Management totaling 80 questions. Our self-scoring tool diagnoses strengths and opportunities for improvement in coaching service performance. We also provide Service eLearning programs that provide one-to-one learning elements for each assessment question in the form of Tutorials, emailable interactive Application Activities, quizzes, and final exams.

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Service Cycle-Management

Greetings

1. First Impressions
2. Building Rapport

Helping Others

3. Questioning
4. Listening

Navigating Challenges

5. Problem-Solving
6. Difficult Situations

Confirming and Continuing

7. Follow-through
8. Project Management

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Service Self-Management

Building Foundations

1. Product/Procedure Knowledge
2. Time Management

Developing Your Career

4. Giving and Getting Help
5. Responsible Initiative

Working with Problems

7. Service Attitude
8. Stress Management

Developing Yourself

10. Rewards and Recognition
11. Critical Thinking

Chart Learning Solutions' eLearning is also available for each skill area. Four types of emailable reports are immediately generated upon completion with comparisons to industry averages. Approximate time to complete each Inventory Assessment: 10 minutes.



Cycle-Management Inventory

1. FIRST IMPRESSIONS

- Greeting/Introductions
- Customer Courtesy
- Professional Image/Clothing
- Word Choices
- Telephone Skills

2. BUILDING RAPPORT

- Business Etiquette/Customer Care
- Instant Rapport
- Building Trust and Respect
- Confidence in any Situation
- Building Positive Relationships

3. QUESTIONING

- Information Gathering
- Pinpointing Needs
- Self-Service Questions
- Open-Ended Questions
- Controlling the Conversation

4. LISTENING

- Authentic Listening
- Increasing Concentration
- Developing Curiosity
- Improving Clarity
- Critical Listening

5. PROBLEM SOLVING

- Early Problem Recognition
- Four Stages of Creative Problem Solving
- Defining Problems Accurately
- Confident Decision Making
- Crisis Resolution

6. DIFFICULT SITUATIONS

- Calming Upset/Irate Customers
- Difficult Customers
- Call Escalation
- Handling Complaints
- Delivering Bad News

7. FOLLOW-THROUGH

- Upselling Opportunities
- Preventing Buyer's Remorse
- Email Etiquette Follow-Through
- Customer Feedback/Satisfaction Surveys
- Keeping Customers for Life

8. PROJECT MANAGEMENT

- Introduction to Project Management
- Project Definition
- Project Planning
- Project Implementation
- Project Closure



Self-Management Inventory

1. PRODUCT/PROCEDURE KNOWLEDGE

- Product & Procedural Knowledge
- Competitive Knowledge
- Building Credibility
- Developing Expertise
- Industry Trend Resource

2. TIME MANAGEMENT

- Service Effectiveness
- Service Efficiency
- Service Scheduling Smarts
- Finding Hidden Service Time
- Maximizing Service Productivity

3. GIVING AND GETTING HELP

- Getting the Right Help
- Mentoring Peers
- Coaching Peers
- Customer Experience Mgt.
- Managing Customer Expectations

4. RESPONSIBLE INITIATIVE

- Personal Leadership
- Initiative for Responsible Results
- Achieving Results with Others
- Personal Accountability
- Overcoming Obstacles

5. SERVICE ATTITUDE

- Positive attitude
- Character/Integrity
- Service Mistakes
- Equal Respect
- Service Resiliency

6. STRESS MANAGEMENT

- Stress for Success
- Stress Management Techniques
- Resiliency
- Balancing Home and Career
- Preventing Job Burnout

7. REWARDS/RECOGNITION

- Giving Rewards and Recognition
- Self-Appreciation
- Appreciative Inquiry
- Customer Appreciation
- Empowered Compliments

8. CRITICAL THINKING

- Introduction to Critical Thinking
- Managing Deception and Fallacies
- Persuasive Arguments
- Checklists for Rational Decisions
- Optimal Understanding: Explanations

