

Confidential Results

CareerR_x[®] Developmental Report



CASH

Collection Agent Simulation for Hiring™

Results for:

**John Doe
ID# 123-45-678
July 29, 2007**

Career Prescription® (CAREER_x®)

This performance plan is specific to your personalized needs and is recommended based on your assessment results. Work your plan with your coach for maximum success.

Development Priorities

Ability to Learn and Apply Procedures: Understanding new job-related information (e.g., company policies, legal regulations, client-specific information), correctly recalling and applying that information during calls, and offering solutions that remain within guidelines.

Recommended Activities for Ability to Learn and Apply Procedures

To Be Completed By: Completed:

On-the-Job Activities

- Review policy and procedure information, and list any questions you have. Ask your supervisor to clarify information that may be unclear.
- Select 2 or 3 types of solutions that might solve a customer's problem. Identify the negative outcomes that would happen if the solutions did not remain within guidelines.
- Listen with your supervisor to 3 of your recorded customer calls. Ask for feedback regarding your effectiveness in recalling and applying customer-related information.
- Develop a set of flash cards or other memory tools to help you learn new information (e.g., legal regulations).
- Prepare a list of frequently used specific procedures. Post the list in your workspace for easy reference.
- Attend company meetings to stay informed of company policies and new clients or accounts.

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Other

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