



CA\$H—Collection Agent Simulation for Hiring™

Training Needs Analysis

List Statistics

Total Participants — 15

Average Score — 75

Average Call-Handling Time (minutes) — 4:31

Skill Detail

This section lists each of the skills measured in the CASH Simulation, along with the number and percentage of individuals within each skill performance level (i.e., Low, Medium, High). This information can be used to target specific training needs within your organization, thereby increasing training effectiveness.

Skill	Low	Medium	High
Ability to Learn and Apply Procedures	3 (20%)	8 (53%)	4 (26%)
Active Listening	4 (26%)	8 (53%)	3 (20%)
Developing Rapport	2 (13%)	2 (13%)	12 (74%)
Multitasking	6 (40%)	6 (40%)	3 (20%)
Persuasion	1 (7%)	12 (80%)	2 (13%)
Problem Solving	3 (20%)	5 (34%)	7 (46%)
Professionalism	2 (14%)	7 (46%)	6 (40%)