

Confidential Results

Career_x[®] Developmental Report



Virtual Customer Simulation *Serviceville*

Results for:

John Doe
July 31, 2009



The world's #1 provider of pre-employment simulations



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

Developmental Priorities

Problem Solving: Generating and recommending creative and effective solutions to customer problems in order to resolve customer issues on the first attempt.

Recommended Activities for Problem Solving	To Be Completed By:	Completed:
On-the-Job Activities		
<ul style="list-style-type: none"> Identify a supervisor or coworker who is an effective problem solver. Ask the person to explain his or her problem-solving process. Keep a list of effective techniques. 	_____	_____
<ul style="list-style-type: none"> Identify the most common customer issues or problems you encounter. Make a list of effective solutions for each problem or issue. 	_____	_____
<ul style="list-style-type: none"> Use this technique to enhance your listening skills when handling a customer problem or complaint: When a customer is speaking, practice focusing on what the customer is saying rather than thinking about what you are going to say next. Identify the key aspects of the problem or complaint. Respond only after the customer has finished speaking. 	_____	_____
<ul style="list-style-type: none"> Summarize or re-state requests and/or issues when speaking with customers. Check with the customer to ensure that you understood correctly. 	_____	_____
<ul style="list-style-type: none"> When helping a customer with a problem or complaint, practice answering these questions: What is the problem? What are some possible solutions to the problem? Which of those solutions is the best? 	_____	_____
<ul style="list-style-type: none"> Review policy and procedure information, and list any questions you have. Ask your supervisor to clarify information that may be unclear. 	_____	_____
<ul style="list-style-type: none"> List the key benefits of your company's products and services. 	_____	_____
<ul style="list-style-type: none"> When you assist a customer with a complaint, think of it as an opportunity to exceed the customer's expectations. 	_____	_____
<ul style="list-style-type: none"> When speaking with customers, listen for positive feedback that you can share with other prospective customers. 	_____	_____
<ul style="list-style-type: none"> Reflect on a time when you had difficulty determining what the customer wanted or needed. Ask your supervisor for suggestions on how he or she might have handled the situation. 	_____	_____
<ul style="list-style-type: none"> Reflect on a time when you failed to resolve an issue to the customer's satisfaction. What things could you have done differently that would have improved the outcome? 	_____	_____
<ul style="list-style-type: none"> At the end of each customer interaction, ask if there is anything else you can do to be of assistance. Use this technique to ensure that you have fully met the customer's needs and to identify additional products or services that may benefit the customer. 	_____	_____
<ul style="list-style-type: none"> Ask your supervisor or a coworker to role-play a customer who has a problem or complaint. Handle the interaction as you would a real customer. Ask your supervisor to provide feedback about your performance. 	_____	_____
Other		
<ul style="list-style-type: none"> _____ 	_____	_____
<ul style="list-style-type: none"> _____ 	_____	_____
<ul style="list-style-type: none"> _____ 	_____	_____