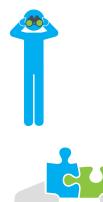


**Customer Service Representative** 

# **Development Report**

#### **Overview**



Your development journey begins here! You recently completed the OutMatch Assessment, a work-related measure of your innate tendencies. This Development Report will help you to discover more about those tendencies, and how they influence the way you work. Start by reviewing the summary details below before moving on to the next page.

# Leading Strengths

These traits emerged as behavioral strengths for this individual. Review the "Key Insights" tab for more details on these.

**Sociability:** The extent to which individuals seek out and enjoy social interactions as opposed to a preference for being alone or one-on-one interactions.

**Follow Through:** The extent to which individuals can be relied on to follow through and demonstrate commitment rather than being flexible with priorities.

**Multitasking:** The extent to which individuals prefer variety and handling multiple tasks, as opposed to predictability and focusing on one thing at a time.



## **Potential Weaknesses**

These traits emerged as behavioral limitations for this individual. Review the "Key Insights" tab for more details on these.

**Process-Focused:** The extent to which individuals prefer to be organized and structured in the way they work, rather than taking a less methodical approach.

**Preference for Structure:** The extent to which individuals prefer to be provided with direction and structure in their work environment as opposed to a more loosely defined work setting.

**Accommodation:** The extent to which individuals place more emphasis on accommodating the needs of others as opposed to prioritizing their personal needs.

**Frustration Tolerance:** The extent to which individuals have a resilient and positive outlook under most work circumstances as opposed to being concerned about what could go wrong. **Work Intensity:** The extent to which individuals work hard to accomplish many things quickly as opposed to working methodically or at a less hurried pace.

For more information: Select, Assess & Train Tel: 919-787-8395 Email: info@selectassesstrain.com



**Customer Service Represent ative** 

# **Key Insights**



Discover how certain attributes influence the way you Think, Work, and Relate in the workplace. Effective development is based largely on having a good sense of self-awareness.

These attributes come naturally to you and are not likely to change much over time. Some attributes are helpful to you at work, but some may limit your growth. Knowing which attributes to leverage, and which to manage, will help support your success.

Your assessment results are shown below. For each attribute measured, the match area (shaded area) represents the ideal for this role. The person image represents your natural tendency for each attribute. When you are within the match area, your natural tendency is likely to help you. When you are outside the match area, your natural tendency may limit you and may require some attention.

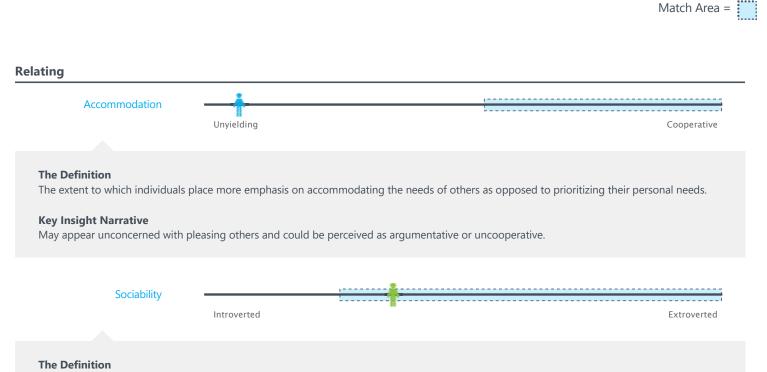
Think of this information as your guide to maximizing your success in this role.

## Job Match



# **BEHAVIORAL MATCH**

A measure of the critical behavioral traits that lead to success in this role



The extent to which individuals seek out and enjoy social interactions as opposed to a preference for being alone or one-on-one interactions.

While capable of connecting with others, is not inclined to get distracted by the social aspects of the role.



9				
	Follow Through		 	
	5	Low	 	High

#### **The Definition**

The extent to which individuals can be relied on to follow through and demonstrate commitment rather than being flexible with priorities.

#### **Key Insight Narrative**

Is likely to have the follow through needed for the role.



#### **The Definition**

The extent to which individuals have a resilient and positive outlook under most work circumstances as opposed to being concerned about what could go wrong.

#### **Key Insight Narrative**

Prone to worry and may struggle to recover from setbacks and frustrations.

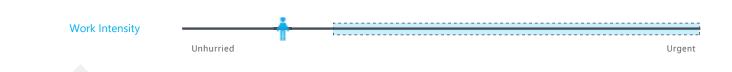


#### **The Definition**

The extent to which individuals prefer to be organized and structured in the way they work, rather than taking a less methodical approach.

#### **Key Insight Narrative**

Not likely to prioritize planning and organizing, which may come across as not properly prepared.



#### **The Definition**

The extent to which individuals work hard to accomplish many things quickly as opposed to working methodically or at a less hurried pace.

#### **Key Insight Narrative**

Is likely to have a more relaxed pace that others may view as lacking urgency.



# Tips

# M

# **Focus On Developmental Planning**

Use this Development Guide to help leverage your strengths and close behavioral gaps.

Keep the following in mind as you review the guide:

- Don't worry, this isn't a general how-to guide for your life. The development feedback is specific to you in relation to the behaviors needed for job success.
- Strengths and gaps were uncovered by your assessment responses, and as such, may reflect your selfperceptions. Others may see you differently.
- Remember, everyone has strengths and gaps. Treat the suggestions below as a friend giving you tips for success.

Within each tab, review the Tips for developmental suggestions. Take notes as you read, to help create an action plan to accelerate your development. For follow-up and continued progress, access the information provided for each attribute.



#### FOLLOW THROUGH

The extent to which individuals can be relied on to follow through and demonstrate commitment rather than being flexible with priorities.

#### Tips

#### Leveraging Your Follow Through Style

Leverage your follow through style by committing to work tasks in which completion is critical to the organization. Look for opportunities to impact the business outside of your day-to-day responsibilities. Are there projects or individuals that could benefit from your follow through skills?

Consider how you might help others that struggle with follow through. Are there certain tools or techniques that help you accomplish your goals? Share tips and best practices.

#### Learn More for Personal Growth

- How to Break Away from Habit & Follow Through on Your Goals (TEDx Talks): Learn More
- Success Habits (LinkedIn Learning): Learn More
- Leadership Without Excuses: How to Create Accountability and High-Performance (Instead of Just Talking About It) (Jeff Grimshaw and Gregg Baron)
- The Best Strategic Leaders Balance Agility and Consistency (Harvard Business Review)

#### MULTITASKING

The extent to which individuals prefer variety and handling multiple tasks, as opposed to predictability and focusing on one thing at a time.

#### Tips

#### Leveraging Your Multitasking Style

Leverage this strength by multitasking smartly. Group together tasks that require a similar skill, mindset, or level of concentration. By streamlining your process, you can complete tasks with greater efficiency and ease.

To maximize your productivity, differentiate between those tasks that require focus and those you can multitask. There are some tasks that you can easily dip in and out of without sacrificing quality. However, other tasks require your undivided attention for a solid period of time.

Because you are comfortable multitasking, you can use down time wisely by saving small, easy tasks for those brief windows of extra time you may find throughout the day.

#### Learn More for Personal Growth

- A Powerful Way to Unleash your Natural Creativity (TED Talks): Learn More
- Becoming Indistractible (LinkedIn Learning): Learn More
- Secrets of Multitasking: Slow down to Speed up (American Management Association)
- The Effective Executive: The Definitive Guide to Getting the Right Things Done (Harperbusiness Essentials) (Peter F. Drucker)

#### SOCIABILITY

The extent to which individuals seek out and enjoy social interactions as opposed to a preference for being alone or one-on-one interactions.

#### Tips

#### Leveraging Your Sociability Style

Utilize your sociability style to build strong work relationships both within and outside of your organization. This will create a strong professional network which you can leverage throughout your career. Use social gatherings and online platforms to maintain your social networks.

Make the most out of your social interactions by refining your interpersonal communication. Ask for feedback from a trusted mentor or friend, and commit to leveraging feedback to improve.

Use social interactions to learn about the motivations and needs of others. Leverage this knowledge to better serve your customers and work with your colleagues.

## Learn More for Personal Growth

• The Power of Relationship Building (TEDx Talks): Learn More

- Build Relationships at Work (LinkedIn Learning): Learn More
- How to Win Friends & Influence People (Dale Carnegie)
- How Much Coworker Socializing Is Good For Your Career? (Forbes)



# **Closing Gaps**

#### ACCOMMODATION

The extent to which individuals place more emphasis on accommodating the needs of others as opposed to prioritizing their personal needs.

#### Tips

#### **Adapting Your Accommodation Style**

Find ways to arrive at common ground when working with others. Your tendency may be to protect your own interests (which is valid), but look for opportunities to compromise or find a middle ground option with which everyone can live.

When something frustrates you about another person, look for ways to help them rather than complain. Turn the problem into a solution by offering your assistance.

Try to include new people and make an effort to build relationships with them. Be welcoming and offer your assistance and guidance.

#### Learn More for Personal Growth

- The Case for Radical Transparency (TEDx Talks): Learn More
- Working with Upset Customers (LinkedIn Learning): Learn More
- Be Our Guest: Perfecting the Art of Customer Service (Disney Institute Book)
- Delivering Happiness: A Path to Profits, Passion, and Purpose Paperback (Tony Hsieh)

#### FRUSTRATION TOLERANCE

The extent to which individuals have a resilient and positive outlook under most work circumstances as opposed to being concerned about what could go wrong.

#### Tips

#### **Adapting Your Frustration Tolerance Style**

You may find yourself so preoccupied with what could go wrong, that you become discouraged and want to give up. Make an effort to turn negative thinking into constructive problem solving. Break down large obstacles into manageable steps, and focus on one step at a time. As challenges arise, take time to explore solutions.

Being overly negative can impact your relationships with your coworkers. If you are feeling worried or pessimistic, consider whether you need to express your opinion and how it might impact others. It might be better to find a more positive way to phrase your concern.

Sometimes stress and pressure can make you feel overwhelmed or defeated. Try to find ways to manage those feelings when you are facing challenges at work. Taking a step away from the problem, talking to a good friend, or finding even a few moments to relax can help you to recharge or see things from a different perspective.

#### Learn More for Personal Growth

- How Failure Cultivates Resilience (TED Talks): Learn More
- Building Resilience (LinkedIn Learning): Learn More
- How to Handle Stress in the Moment (Harvard Business Review)
- Resilience: Hard-Won Wisdom for Living a Better Life (Eric Greitens)

#### PREFERENCE FOR STRUCTURE

The extent to which individuals prefer to be provided with direction and structure in their work environment as opposed to a more loosely defined work setting.

#### Tips

#### Adapting Your Preference for Structure Style

Although you may prefer flexible work environments, remember that some structure is necessary. When you are given direct and specific instructions, take a moment to understand why that process is in place. If you don't understand the purpose of the existing processes or structure, ask for clarification or provide a recommendation for improvement.

You may have more freedom in your job than you realize. Identify the areas within your role that might have more flexibility for you to make an impact. Go through the proper channels to pitch your idea and don't be discouraged if your idea is not accepted the first time. Focus on what you can influence and accept what you cannot.

Recognize that others may need more guidance or structure than you. When working with a team or leading others, provide clear directions so everyone works together cohesively and effectively. Check for understanding and be patient when others need more guidance.

#### Learn More for Personal Growth

- Remain Grounded in Change and Ambiguity (LinkedIn Learning): Learn More
- Business Process Improvement (LinkedIn Learning): Learn More
- Good to Great: Why Some Companies Make the Leap...And Others Don't (Jim Collins)
- Powerful: Building a Culture of Freedom and Responsibility (Patty McCord)

#### PROCESS-FOCUSED

The extent to which individuals prefer to be organized and structured in the way they work, rather than taking a less methodical approach.

#### Tips

#### Adapting Your Process-Focused Style

Take ten minutes at the beginning of each workday to prioritize your tasks. Keep a short list of things that are necessary to accomplish and work through the list in order of priority. Check completed items off as you accomplish them.

Before you start a task, make sure you take the time to think through the important steps. Are there things you should do before you can proceed from one step to another? Are there tasks that can be worked on simultaneously? What

should be done during each step?

Leverage technology to keep your schedule and projects running smoothly. Features like color coding and audio alarms can help you ensure that you don't miss appointments or deadlines.

## Learn More for Personal Growth

- Adaptability Creates Opportunities (TEDx Talks): Learn More
- Prioritizing Your Tasks (LinkedIn Learning): Learn More
- You're obsessed with outcomes. Here's why attention to process pays off. (Washington Post)
- The Practicing Mind: Developing Focus and Discipline in Your Life Master Any Skill or Challenge by Learning to Love the Process (Thomas Sterner)

#### WORK INTENSITY

The extent to which individuals work hard to accomplish many things quickly as opposed to working methodically or at a less hurried pace.

#### Tips

#### **Adapting Your Work Intensity Style**

Set deadlines and stick to them. For longer term assignments, identify small, intermediary steps and assign a deadline to each one. Track your progress as you complete each step.

If you find yourself lacking energy during the day, try to take a few moments to take a step back from the task at hand and recharge.

Don't jump back and forth between tasks. It's easier to maintain your focus when it isn't divided. Finish the most important tasks first and then be purposeful in your intent to complete the rest.

## Learn More for Personal Growth

- Getting Things Done (LinkedIn Learning): Learn More
- Prioritizing Your Tasks and Time (LinkedIn Learning): Learn More
- Pace and Productivity: When Faster and More Isn't Always Better (Huffington Post)
- What the Most Successful People Do Before Breakfast: And Two Other Short Guides to Achieving More at Work and at Home (Laura Vanderkam)