

Advanced Customer Service Index

WORLD VIEW ATTRIBUTES	SELF VIEW ATTRIBUTES
Customer Service Perception & Reasoning	Self-Perception
Co-Worker & Customer Dynamics & Relationships	Self-esteem and Personal Value
Productivity and Achieving Results	Position Awareness and Engagement
Policies, Procedures, and Strategic Plans	Planning and Focus on the Future

SOFT SKILLS		
Concentration	Growth Mindset	Resiliency
Conceptual Thinking	Handling Rejection	Respect for Authority
Conflict Management	Influencing Others	Respect for Policies & Procedures
Consistent & Reliable Performance	Interpersonal Effectiveness	Self Confidence
Continuous Learning	Interpersonal Skills	Self-discipline and Restraint
Correcting Others	Long Range Planning	Self-improvement
Customer Focus	Maintaining Control & Composure	Self-management
Drive for Results	Meeting Standards	Self-starting Ability
Empathy Toward Others	Objective Listening	Sense of Belonging
Enjoyment of Your Job	Optimism	Sense of Mission and Duty
EQ: Intrapersonal	Personal Accountability	Sense of Timing
EQ: Interpersonal	Personal Drive	Strategic Capability
EQ: Overall Emotional Intelligence	Persuading Others	Surrendering Control
Evaluating What is Being Said	Planning and Organizing	Teamwork
Flexibility	Practical Problem Solving Ability	Theoretical Problem Solving
Following Directions	Practical Thinking	Using Common Sense
Gaining Commitment	Proactive Thinking	Withstanding Pressure
Goal Achievement	Professional Relationships	Work Ethic

Advanced Customer Service Index

SOFT SKILLS DEFINITIONS

Concentration: How well can you maintain focus throughout a given task or project?

Conceptual Thinking: How well are you able to visualize a plan or model conceptually from start to finish?

Conflict Management: How well do you manage conflict?

Consistent and Reliable Performance: Do you perform in a consistent manner?

Continuous Learning: How motivated are you to keep learning?

Correcting Others: Do you tend to tell other people what mistakes they have made, or correct them when they are wrong?

Customer Focus: How well do you focus on your customers and their needs?

Diplomacy and Tact: Do you maintain poise under pressure and promote cooperation and understanding?

Drive for Results: How focused on results are you?

Empathy toward Others: Do you understand and empathize with people?

Enjoyment of Your Job: Do you generally enjoy what you do for a living?

EQ: Intrapersonal: What is your level of emotional intelligence within yourself?

EQ: Interpersonal: What is your overall level of emotional intelligence as it pertains to others?

EQ: Overall Emotional Intelligence: How well do you understand your emotions and the emotions of others? How well are you able to maintain control of your emotional state? How well are you able to manage relationships and interactions with others?

Evaluating What is being Said: Are you able to accurately interpret what others are saying?

Flexibility: How adaptable are you?

Following Directions: Are you able to understand and perform what is asked of you by others?

Gaining Commitment: Are you effective at gaining buy in and commitment from others?

Goal Achievement: How well do you focus on achieving your work goals?

Growth Mindset: Do you believe that talent and intelligence are fixed, or that you can/should continually develop them?

Handling Rejection: Are you able to emotionally manage when people reject what you suggest or do?

Influencing Others: Are you able to influence other people to your point of view?

Interpersonal Effectiveness: How well do you effectively communicate with others?

Interpersonal Skills: Do you have the skills to effectively communicate with others?

Long Range Planning: Do you make plans well into the future?

Advanced Customer Service Index

Maintaining Control and Composure: How well do you maintain emotional control under situational stress?

Meeting Standards: Do you strive to work at a level that meets or exceeds requirements?

Objective Listening: Are you able to listen to what is being said and evaluate it in an objective manner?

Optimism: Are you able to maintain a positive outlook and demeanor?

Personal Accountability: Do you take personal responsibility for your actions?

Personal Drive: Are you motivated to succeed regardless of obstacles or barriers?

Persuading Others: Are you able to persuade or sway the opinions of others?

Planning and Organizing: Are you able to envision the future and plan accordingly?

Practical Problem Solving Ability: How well are you able to solve routine, daily problems in a practical manner?

Practical Thinking: Do you tend to see things from a practical perspective?

Proactive Thinking: Do you tend look to the future to gain insight?

Professional Relationships: Do you develop and maintain good professional relationships?

Resiliency: How resilient and persistent are you?

Respect for Authority: Do you show esteem and respect for people in positions of authority?

Respect for Policies and Procedures: Are you respectful of rules, standards, policies and procedures?

Self Confidence: Are you self-assured and confident in your actions?

Self-discipline and Restraint: How well do you handle and respond to situational stresses that directly affect you?

Self Improvement: Do you focus on bettering yourself?

Self-management: Are you able to manage and organize yourself effectively?

Self-starting Ability: Are you motivated to jump right in and get going?

Sense of Belonging: Do you feel connected to others and like you belong?

Sense of Mission and Duty: Are you fully committed to your role and responsibilities?

Sense of Timing: Are you able to take action at just the right time?

Strategic Capability: Are you a strategic thinker or visionary?

Surrendering Control: Are you readily able to yield power and control to others.

Teamwork: Are you focused on all aspects of teamwork as a team player?

Theoretical Problem Solving: Are you able to think and plan in abstract and speculative terms?

Advanced Customer Service Index

Using Common Sense: Are you able to use common sense to make rational and sound decisions on a daily basis?

Withstanding Pressure: Are you able to withstand stress and pressure in your life?

Work Ethic: Do you feel a moral obligation and responsibility to work hard and do your best?

For more information and access to soft skills assessments, including the Advanced Customer Service Index, go to www.mycoach.com/assessments

