

Temperament/Disposition

Temperament/Disposition refers to an individual's internal desire to derive value and enjoyment from their relationships with other people. This competency area is all about developing an open, give-and-take attitude toward people in general and customers in particular.

1. I introduce myself confidently when I meet a new person.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

2. I believe that giving is better than receiving.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

3. Effective service is about giving and sharing.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

4. I am generally a cheerful person.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

5. I am at ease in groups of people.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

6. I notice how others are feeling.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

7. I am good at empathizing with people.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

8. Harmony and friendship are important to me.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

9. I try to be reliable and sincere in order to build trust.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

10. I don't mind making "small talk" with a customer.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

11. I care about people.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

12. I believe that relationships help us grow and develop as individuals.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

Attentive Listening

Attentive Listening refers to an individual's ability to hear and understand other people, and to quickly discover their full communication or message. This competency area is all about listening attentively in order to gain understanding and help the communicator successfully convey what they think and feel.

13. I give people my complete attention when they are speaking.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

14. I create a positive climate so people are candid with me.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

15. I let people express their views and opinions before I offer my own.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

16. I create a warm and relaxed atmosphere so people can talk openly.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

17. I avoid jumping into a conversation to take control.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

18. I am calm and patient during discussions with customers.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

19. I listen in order to understand, rather than to reply.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

20. I observe body language, as well as listen to the words.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

21. I often paraphrase what is said in conversations.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

22. I am focused and patient when people talk to me.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

23. I avoid interrupting or finishing other people's sentences.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

24. I listen to the overall message or key theme being expressed.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

Communicating Clearly

Communicating Clearly refers to an individual's efforts to speak clearly, warmly, and understandably with each customer. This competency area is all about making yourself understood when communicating with all kinds of people.

25. I listen to customers' problems and concerns to help shape my own communications.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

26. I think about and carefully shape the way I communicate complex information.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

27. I use multiple channels to get my messages across to customers.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

28. I am very aware of the needs of each "audience" whether it is an individual or a group.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

29. I ask as many questions as are necessary to get a clear view of what is possible.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

30. I use clear, simple language to describe action steps.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

31. I openly give and receive feedback.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

32. I am usually good at reading people.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

33. I flex my communication style and method when necessary for clarity.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

34. I am generally patient, and give customers plenty of time to ask questions.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

35. I try to find the right words for the circumstances.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

36. I translate the core message in as many ways as necessary to create complete understanding.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

Resolving Conflict

Resolving Conflict refers to how well an individual deals with a customer's irritation and any resultant conflict or concern surrounding the issue. This competency area is all about adopting a positive, constructive, and solution-focused approach whenever conflict arises.

37. I try to calm things down when discussions get a little heated.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

38. I handle interpersonal conflict with tact and finesse.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

39. I try to keep discussions issue-oriented and blame-free when conflict arises.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

40. I manage interpersonal conflict maturely and constructively.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

41. I am open to and accepting of constructive criticism of any kind.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

42. I handle tough people and strong personalities with confidence and composure.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

43. I try to attack problems, not people.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

44. I maintain my composure, even when others lose theirs.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

45. I quickly resolve miscommunication problems with customers.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

46. I find common ground to help people resolve differences.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

47. I try to resolve conflict so that there are no losers.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

48. I learn from my mistakes in dealing with conflict, and I apply new learning flexibly.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

Engaging in Joint Problem Solving

Engaging in Joint Problem Solving refers to an individual's efforts to find appropriate ways to analyze situations and customer concerns and suggest actions that can help resolve the problem. This competency area is all about providing customers with a useful contextual framework to think about their concerns and then guide them to a satisfactory resolution.

49. I point out that there is inevitably a new or different way to tackle most things.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

50. I help people understand the facts before looking for a solution.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

51. I encourage people to challenge conventional wisdom.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

52. I routinely demonstrate and use a range of problem-solving methods and tools.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

53. I quickly help people separate assumptions from hard evidence.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

54. I make sure that apples are being compared with apples when solving problems.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

55. I get people to challenge paradigms or sacred cows.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

56. I help people identify several possible answers or options, not just one.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

57. I try to identify the consequences of various courses of action.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

58. I encourage customers to look for the context of the issue or problem.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

59. I invite customers to work with me to find solutions.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

60. I ask probing and incisive questions to help customers discover the real cause of a problem.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

Carefully Negotiating

Carefully Negotiating refers to the skills an individual uses to work collaboratively with a customer to find solutions to requests, queries, and feedback that best meet the needs of all parties. This competency area is all about applying appropriate and effective negotiation and influencing strategies in order to create mutually beneficial outcomes.

61. I use tact and diplomacy in discussions with customers.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

62. I negotiate creatively to reach the best possible outcomes.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

63. I engage in negotiations in a sincere and open manner.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

64. I try to carefully and constructively influence or persuade customers.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

65. I keep customer negotiations calm and focused on the main issues at all times.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

66. I am able to quickly find common ground, and use it as a springboard to generate options.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

67. I try to be flexible and open when options are suggested by the customer.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

68. I try to share information in order to find areas of agreement.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

69. I avoid expressing opinions and positions dogmatically.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

70. I take the time to provide context before suggesting action.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

71. I work hard to identify solutions in difficult situations.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

72. I ask others for feedback on how to negotiate more effectively.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

Building Warmth and Empathy

Building Warmth and Empathy refers to the extent to which an individual creates a positive climate when communicating with people and demonstrates an understanding of the other person's viewpoint and feelings. This competency area is all about building a spirit of trust and sincerity in order for customers to feel that you identify with them and care about their concerns.

73. I make myself fully available and accessible to customers.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

74. I avoid making sarcastic or critical comments about customers and their actions or ideas.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

75. I am sensitive to people's feelings.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

76. I am approachable and open to feedback.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

77. I put myself in the customer's shoes.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

78. I make sure that my actions match my words.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

79. I carefully observe what customers say and do.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

80. I follow through when I commit to something.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

81. I work hard to understand where customers are coming from.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

82. I believe that customers' feelings and emotions communicate more than their words.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

83. I am good at knowing just when customers need help or support.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always

84. I can be fully trusted to keep a customer's confidence.

☐ Almost Never ☐ Occasionally ☐ Frequently ☐ Very Frequently ☐ Almost Always