

Details

Overall results (score 75)

Recommended for customer service.

user appears to be fairly well-suited for a career in customer service. Although s/he may need to work on certain areas, s/he scored well on most of the subscales. Thus, from a psychological point of view, s/he seems to have most of the necessary skills and traits that will allow him/her to fit in well in this field. If s/he puts the effort in to improve upon his/her existing skills, s/he would definitely survive in such a busy and often stressful atmosphere. In general, his/her personality and skills adequately match those needed in the field. See the strengths and weaknesses section for more detailed information.

Overall suitability for a job in Customer Service.

Soft Skills (score 74)

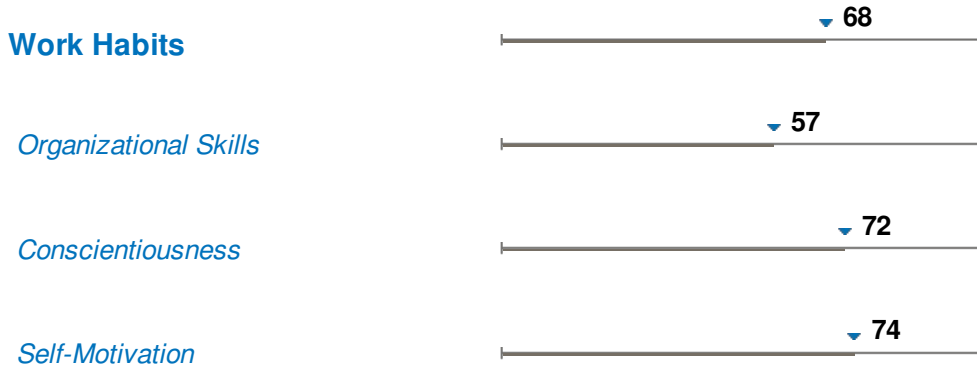
According to his/her results, user's soft skills rather well developed. Individuals with good soft skills are able to control their emotions and resolve conflict effectively; they can handle criticism and intimidation, and are able to communicate well with others. Check out the rest of his/her results to find out which areas may need a little improvement.

The Soft Skills Scale assesses how an individual handles social situations.

Communication Skills (score 75)

According to user's score, his/her communication skills are very good. S/he manages to get his/her point across in a clear, concise way and is also able to listen to others and understand where they're coming from. Communicating is, in any case, a two-way street - understanding others is just as important as making himself/herself be understood. S/he definitely has a solid grasp on the criteria for effective communication and seems able to put that know-how into practice. Until s/he reaches a perfect score, however, there is always room for improvement. After all, communication is the essence of social interaction, and it plays a large role in the impression s/he makes on others. It also influences his/her self-esteem, assertiveness, and social adjustment. If s/he wants to reach his/her full communicating potential, all it takes is a little know-how and effort.

Skills necessary to interact with others both as a speaker and listener.



Details

Overall results (score 75)

Recommended for customer service.

user appears to be fairly well-suited for a career in customer service. Although s/he may need to work on certain areas, s/he scored well on most of the subscales. Thus, from a psychological point of view, s/he seems to have most of the necessary skills and traits that will allow him/her to fit in well in this field. If s/he puts the effort in to improve upon his/her existing skills, s/he would definitely survive in such a busy and often stressful atmosphere. In general, his/her personality and skills adequately match those needed in the field. See the strengths and weaknesses section for more detailed information.

Overall suitability for a job in Customer Service.

Soft Skills (score 74)

According to his/her results, user's soft skills rather well developed. Individuals with good soft skills are able to control their emotions and resolve conflict effectively; they can handle criticism and intimidation, and are able to communicate well with others. Check out the rest of his/her results to find out which areas may need a little improvement.

The Soft Skills Scale assesses how an individual handles social situations.

Communication Skills (score 75)

According to user's score, his/her communication skills are very good. S/he manages to get his/her point across in a clear, concise way and is also able to listen to others and understand where they're coming from. Communicating is, in any case, a two-way street - understanding others is just as important as making himself/herself be understood. S/he definitely has a solid grasp on the criteria for effective communication and seems able to put that know-how into practice. Until s/he reaches a perfect score, however, there is always room for improvement. After all, communication is the essence of social interaction, and it plays a large role in the impression s/he makes on others. It also influences his/her self-esteem, assertiveness, and social adjustment. If s/he wants to reach his/her full communicating potential, all it takes is a little know-how and effort.

Skills necessary to interact with others both as a speaker and listener.

Conflict Resolution (score 69)

Everyone must deal with conflict at some point, whether it is professional or personal. People who deal well with conflict can minimize the damage caused by interpersonal disagreement and come out of uncomfortable social situations in one piece. They can turn problems and disagreements into an opportunity to strengthen relationships and build trust. Those who do not have this capability end up making mountains out of molehills, losing friendships or tarnishing work relations.

Skills necessary to appropriately deal with conflict.

According to his/her results user has fairly good conflict management skills. S/he most likely does not avoid conflict; rather s/he faces it head on when it arises. S/he is typically able to admit when s/he is wrong, apologize, and accept the apologies of others without rubbing it in. S/he tends to realize that it is necessary to compromise in order to resolve disputes, and s/he is able to accept that there is often more than one way of looking at a problem. Finally, s/he seems to be able to control his/her voice level and keep emotions from taking over when dealing with conflict.

Social Skills (score 68)

user's results showed that his/her social skills are fairly good. People probably feel pretty comfortable with him/her because s/he knows what it takes to put them at ease. S/he is fortunate to have fine social skills because this puts him/her at an advantage in many ways. Professionally, people with good social skills are more likely to deal well with clients and co-workers and often have higher self-confidence and better self-image - perhaps because others frequently reward them for their good social skills. Although s/he had a good score on this subscale, user's social skills can nonetheless be improved and refined. All it takes is a little patience and effort.

Understanding of social etiquette.

Patience (score 79)

If good things come to those who wait, user is in luck. S/he is usually a patient person. People trust him/her to remain composed, and although s/he occasionally loses his/her patience, s/he is usually able to tolerate delay in a calm and dignified manner. There may, however, be several specific areas in which s/he should work on his/her patience. S/he should take some time to think about what makes him/her impatient and why. Impatience can result in extra stress, and even the loss of his/her job.

Ability to be patient with others.

Self-Control (score 78)

user's self-control is quite good. S/he generally steps back to consider the social consequences of his/her behavior before acting. This is a healthy and socially appropriate way to behave. However, there are times when s/he either has trouble keeping himself/herself from reacting precipitately, or s/he simply choose not to consider the consequences of his/her actions. Most people would agree that a certain amount of self-control is necessary; it makes for smoother, healthier, more pleasant social exchanges. It has a positive impact, not just on one's work and social interactions, but on one's opportunities, emotional health, and success likelihood as well. People who have this degree of restraint tend to be more patient, sensitive, compromising, and cooperative than those who do not. Others, in turn, are more receptive, pleasant, and generally more benevolent toward them than they are toward low self-monitoring people. Although s/he seems to possess good self-control, s/he can always benefit from learning new and perhaps more effective ways of dealing with difficult people and delicate situations.

Ability to regulate one's behavior in social situations.

Hostility (score 7)

user's test results indicate that s/he is not hostile. His/Her emotional and behavioral reactions are composed and forgiving, and do not include anger, defensiveness, or aggression. His/Her lack of hostility is good news - s/he probably is happier and has more positive relationships than most people, as well as better health. As long as his/her easy-going manner doesn't prevent him/her from standing up for himself/herself when necessary, this is a great approach to life.

Ability to control hostile emotions and behaviors.

Negative Reaction to Intimidation (score 43)

user lies somewhere in the middle when it comes to assertively dealing with intimidation. S/he is sometimes able to stand up for himself/herself quite well, but in other situations, s/he can be overwhelmed with feelings of insecurity. Even when s/he is treated unfairly or know someone is in the wrong, s/he finds it difficult to speak up and have his/her opinions be heard. In certain situations, s/he may even end up taking partial blame in order to rationalize his/her inability to assert himself/herself. However, there are circumstances when s/he is able to voice his/her objections and show his/her strong backbone. This displays that s/he is in fact capable of asserting himself/herself more strongly; s/he just needs to build more confidence.

Ability to withstand intimidation and assert oneself when necessary.

Negative Reaction to Criticism (score 25)

According to his/her score, user is rarely defensive in reaction to constructive criticism. S/he almost never interprets the critiques as an assault on his/her character, and is fairly certain that the knowledge gained from others' comments will guide him/her in the right direction. Even when the criticism s/he receives is purposefully hurtful and destructive, s/he does his/her best to learn from it without getting defensive. If s/he keeps this attitude up, it will certainly help him/her become the best person s/he can be. Not all criticism will be kind, but most of the time, those who offer it do so in the desire to see him/her improve. S/he just needs to keep in mind that his/her interpretation of what has been said may not necessarily reflect the critic's original intention.

Ability to tolerate constructive and destructive criticism.

Psychological Strength (score 81)

user's results indicate that s/he would deal quite well with the ups and downs of a career in customer service. This job requires excellent coping skills, the ability to stay positive and maintain perspective, and in some cases, a really thick skin. This psychological strength will serve him/her well, as it can help him/her deal with stress more effectively.

The Psychological Strength Scale assesses an individual's ability to cope with the job's daily hassles.

Coping Skills (score 82)

user appears to have excellent coping skills. This means that s/he is able to deal efficiently with stressful situations. S/he doesn't crack under pressure, and finds his/her way out of most precarious situations. S/he is not a victim of his/her environment and feels pretty much in control. This helps him/her to better deal with whatever obstacles s/he may encounter, and gives him/her the needed boost to take control of the situation and his/her life.

Skills necessary to deal with adversity.

Positive Attitude (score 76)

user is generally an optimist; s/he often has a positive outlook. When s/he has a problem, s/he tries to solve it by approaching it with hope and a positive perspective. This is great because optimism helps him/her weather the bad times. His/Her positive outlook energizes him/her, helps him/her to mobilize his/her strengths and serves as a source of motivation to keep him/her going during the hard times. S/he is generally able to see the good in almost every situation and person. S/he realizes that there is some value in even the worse of situations, whether it's simply to grow and become a stronger person or learn from mistakes.

Ability to remain positive despite hardship.

Mental Toughness (score 76)

Having a tough skin is essential to being successful in the field of customer service, as it certainly helps representatives deal with difficult clients and gives them the resilience they need to carry on. According to his/her results, user possesses most of the coping abilities needed for such a career. S/he is usually able to deal with pressure and stress, and shows the perseverance to stick things out - even when they're not going as well as s/he had hoped. S/he is also typically able to keep his/her emotions and behavior under control; even under strain, s/he maintains his/her cool. S/he takes on adversity full-force, and bounces back from blows quite well. S/he has the tough skin to cut it in customer service.

Ability to cope with difficult people and situations.

Perspective (score 92)

Being able to keep perspective in the field of customer service is essential. It reminds the representative of their strengths and limitations, helps them to empathize with customers and allows them to better deal with any difficulties, should they arise.

user is a realistic person. S/he is able to see the overall picture and keep events and situations in perspective. S/he is able to understand points of view that differ from his/her own, and believes in his/her ability to impact his/her experiences. S/he has common sense and does not consider himself/herself to be a victim of circumstance.

Ability to keep situations in perspective and see the "big picture".

Work Habits (score 68)

user's score indicates that s/he has fairly good work habits. These are the skills that will allow him/her to get his/her work done both effectively and efficiently. Good work habits require the ability to stay organized and motivated, and the willingness to go that extra mile to make sure things are done well.

The Work Habits Scale measures an individual's work ethics and ability to handle work-related tasks in an efficient manner.

Organizational Skills (score 57)

user's results show that his/her organizational skills could use some improvement. Although s/he has an idea about how to make the best use of his/her time and keep his/her work environment neat and tidy, s/he doesn't always put such knowledge to good use on a consistent basis. Professionally, organizational abilities are crucial ingredients for working efficiently and effectively. Organized people tend to be high achievers, responsible and dependable. They find it easier than most to take on multiple tasks and respond to unexpected situations. Organized people are an asset for all jobs because they exhibit the impression of being on top of things, logical and aware. On the flip side, those who are disorganized have a very difficult time getting things done. They frequently get overwhelmed when faced with complicated and important tasks and are often not the most dependable people. Since user is not completely methodical and orderly, s/he would surely benefit from incorporating some organizational skills into new areas of his/her life.

Skills necessary to maintain a neat work environment and manage time efficiently.

Conscientiousness (score 72)

Conscientiousness refers to a competency and productivity orientation. High scorers in conscientiousness are generally rule-oriented, focused and meticulous. Low scorers in conscientiousness are laid-back and careless. They are usually less responsible and not as well organized as high scorers. They may be more carefree and less concerned about following strict rules.

Willingness to follow rules and be meticulous, as well as the ability to focus despite distractions.

His/Her relatively high score in conscientiousness indicates that user usually follows organizational and societal rules, is quite meticulous, and is able to focus on the task at hand. S/he seems to have a knack for details, and is usually able to shut out the distractions around him/her to give his/her full attention to whatever s/he is working on. This determination allows him/her to clear his/her mind and get the job done, and keeps his/her thoughts from wandering off on unrelated tangents. This ability surely helps him/her achieve success in whatever s/he pursues, not to mention saves him/her a lot of time and stress. However, s/he should keep in mind that there is always room for improvement.

Self-Motivation (score 74)

According to his/her score, user seems to have relatively little trouble relying on himself/herself for the motivation to achieve the goals s/he sets for himself/herself. While s/he is generally good at convincing himself/herself to complete the actions necessary to reach his/her goals, s/he sometimes falls short and may not see tasks through to completion. The ability to self-motivate can take him/her far in life - or as far as s/he is willing to go, because s/he seems to have the tools to spur himself/herself into action. People who score highest on this skill tend to have a number of characteristics in common.

Ability to create incentive from within and persevere in order to accomplish one's goals.

For starters, they are generally willing to see tasks through no matter what the circumstances or obstacles and they understand the importance of their own behavior in reaching their goals. They often utilize techniques such as setting reminders, rewarding themselves for reaching benchmarks or goals and visualizing the end result of doing a task in order to propel them into action. Self-motivators also seem to have less of a problem with procrastination than most because they understand the greater picture of why they must do the things they do. Overall, people with high self-motivation rarely rely on others to push them to complete tasks because they can convince themselves to get started and follow through. Although his/her score was relatively high, there is definitely potential for improvement.