

PsyAsia
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Call Center - Sales - Areas Of Concern Report

Desirable

Unusually Low Answers - 'Primary'



Answers to the questions typically scored low by most people were frequently scored higher by the candidate. Some caution may be indicated regarding accuracy of answers, or beliefs held.

Unusually High Answers - 'Primary'



Answers to most of the high scoring questions are frequently much lower than and opposite to what most people choose. Some caution is indicated regarding accuracy of answers or beliefs held.

Essential

Achievement - Primary



Has a moderate need to achieve results, but is likely to need encouragement to stick to the job and to deliver the levels of sales results sought by busy call centres.

Stress Resilience - Primary



Indications of significant stress are present, which is likely to mean that problems could be experienced coping with the pressures of a busy call centre, and interacting with difficult clients.

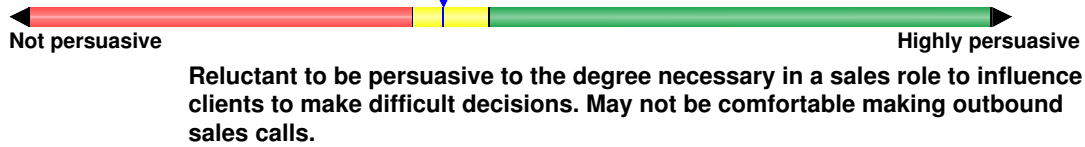
Teamwork - Primary



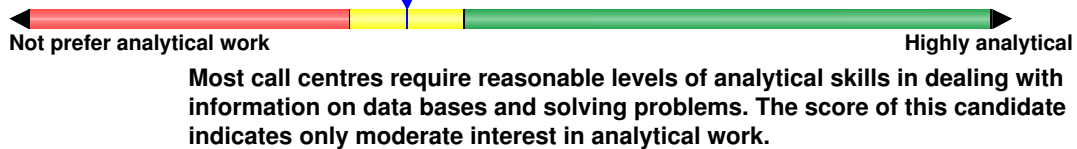
Prefers to be an individualist rather than a team player. May not appreciate the need to communicate well within the team in a cooperative sales environment.

Areas Of Concern Report

Persuasive - Primary

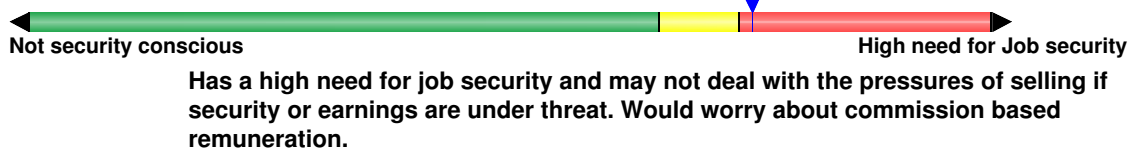


Analysing - Primary

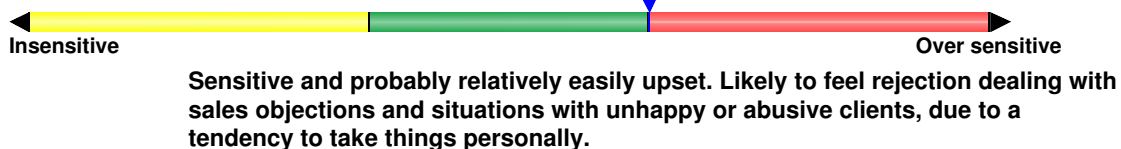


Desirable

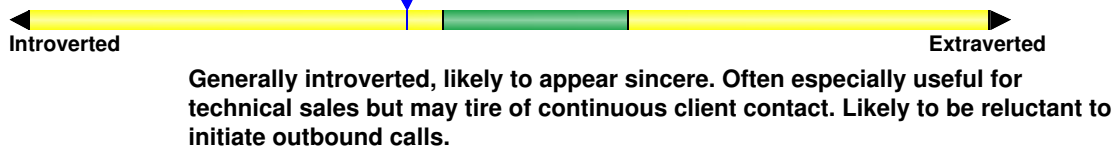
Security - Secondary



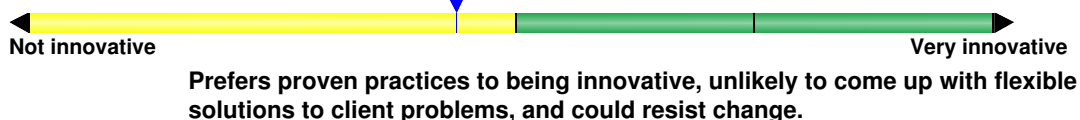
Sensitivity - Secondary



Extraversion - Secondary



Innovation - Secondary



Areas Of Concern Report

Altruism - Secondary



Generally objective about the situations of others, but may have difficulty listening or appearing caring and in showing empathy if this is needed for the sales role.

Self Organisation - Secondary



Likely to be less organised and tidy than other successful call centre operatives. This may result in errors, loss of sales productivity, and letting clients down.

Proactive - Secondary



Would tend to be a doer rather than a planner, may not prioritise tasks, and act without adequately thinking through problems.