



Competency Report for Selection

For Call Center Lead

Evelyn Washington
Service Supervisor Model
With ABC Company, LLC.

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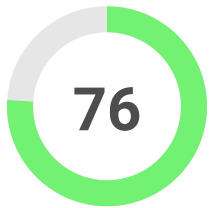


ABOUT THIS REPORT

To find out more about how to interpret, understand, and apply the information in this report, we invite you to visit the [Caliper Essentials Competency Report landing page](#).

If you have additional questions about this report or how to apply these results, please feel free to reach out directly to your Talogy Account Team or call (609) 524-1400.

FIT: SERVICE SUPERVISOR



Overall, Evelyn Washington's results show good alignment to the role and they are likely to succeed with support in their developmental areas.

COMPETENCY OVERVIEW

CRITICAL COMPETENCIES



IMPORTANT COMPETENCIES



SUPPORTING COMPETENCIES



KEY FINDINGS

These Key Findings outline the behaviors most likely to impact Evelyn Washington's success in the Service Supervisor context, whether they serve as a strength or pose a challenge. Talogy suggests further exploring these areas to gain insight into this individual's potential for success in your role.

Most Natural Behaviors

- 


99 Breaks down work into specific tasks (Planning and Priority Setting)
- 


99 Monitors progress of long-term plans or projects (Planning and Priority Setting)
- 


99 Takes action to address a customer problem, regardless of the cause (Service Focus)
- 


93 Maintains a constructive, open dialogue with others (Communicating)

Behaviors to Investigate

- 

20 Provides specific, relevant feedback on a regular basis (Directing)
- 

30 Conveys expectations about quality and timeliness in a direct manner (Directing)
- 

40 Utilizes best practices to ensure that work outcomes reflect high standards for quality (Quality Focus)
- 

42 Readily shares information with the appropriate people in a timely manner (Communicating)

BEHAVIORAL INTERVIEW QUESTIONS

As a next step, Talogy suggests investigating possible challenges using these Behavioral Interview Questions. These questions were generated specifically for Evelyn Washington, based on the Caliper Profile results.

Provides specific, relevant feedback on a regular basis (Directing)

Describe a time when it was necessary for you to provide performance feedback to another individual. What was the situation, and how did you convey your message?

Conveys expectations about quality and timeliness in a direct manner (Directing)

Describe an experience where you needed to manage people's work in order to achieve an objective. What did you do to convey your expectations, and how did you ensure they were understood?

Utilizes best practices to ensure that work outcomes reflect high standards for quality (Quality Focus)

What are some of the obstacles you have encountered that have made you think about foregoing best practices or proven structure in favor of new methods? How have you dealt with these obstacles?

Readily shares information with the appropriate people in a timely manner (Communicating)

Tell me about a time when you had to communicate with others across your organization in order to achieve a goal. What method of communication did you use? How did this communication help you reach your goal?

MANAGER RECOMMENDATIONS

Talogy recommends keeping these factors in mind if you bring Evelyn Washington on board. It might be beneficial for Evelyn Washington's manager to address the following areas.

Provides specific, relevant feedback on a regular basis (Directing)

Support this individual in developing objective, fact-based criteria by which to evaluate the performance of their team members, and encourage an ongoing review of the team's performance against established standards. Suggest that this person touch base formally and informally with their team members to share feedback around areas in which they are excelling and areas in which performance does not meet expectations. In addition, encourage this individual to have specific recommendations to offer their team members around ways they can improve their performance.

Conveys expectations about quality and timeliness in a direct manner (Directing)

Encourage this individual to share information about assignments and project parameters with others as soon as it is available, even if they anticipate a degree of pushback or resistance. In addition, offer coaching around how to frame the message and issue directives in a way that ensures their message will be heard.

Utilizes best practices to ensure that work outcomes reflect high standards for quality (Quality Focus)

Communicate the rationale behind existing policies, procedures, and established processes to Evelyn. Help Evelyn understand the history and rationale behind critical systems. Doing so will help to inform them of the purpose and importance of these structures. Whenever possible, share anecdotes about the consequences of not following these established systems to further underscore their importance.

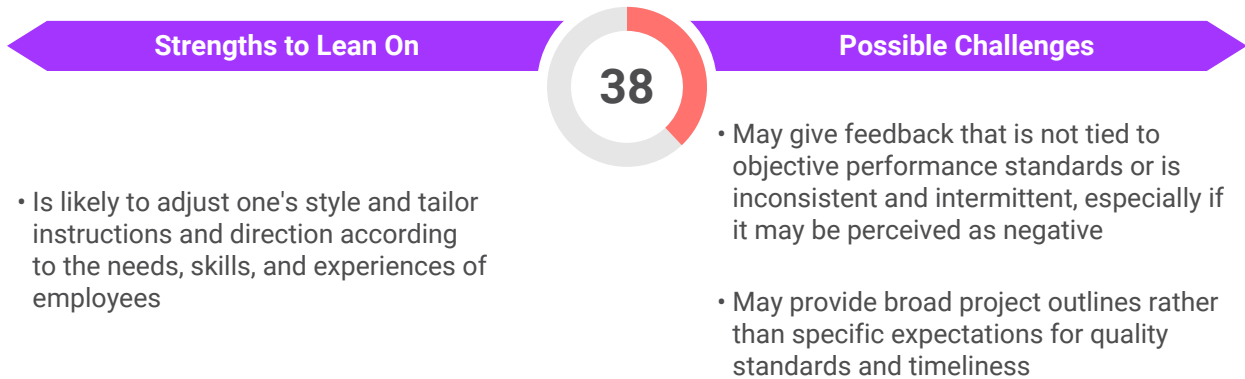
Readily shares information with the appropriate people in a timely manner (Communicating)

Train this individual to identify the people who need to know about work-related problems or the progress and results of projects in which this person is involved, due to the other people's involvement or stake in the project or connection to the problem. Ensure this individual reaches out in a timely way to the identified personnel and provides clear, fact-based information about the issue or project.

CRITICAL COMPETENCIES

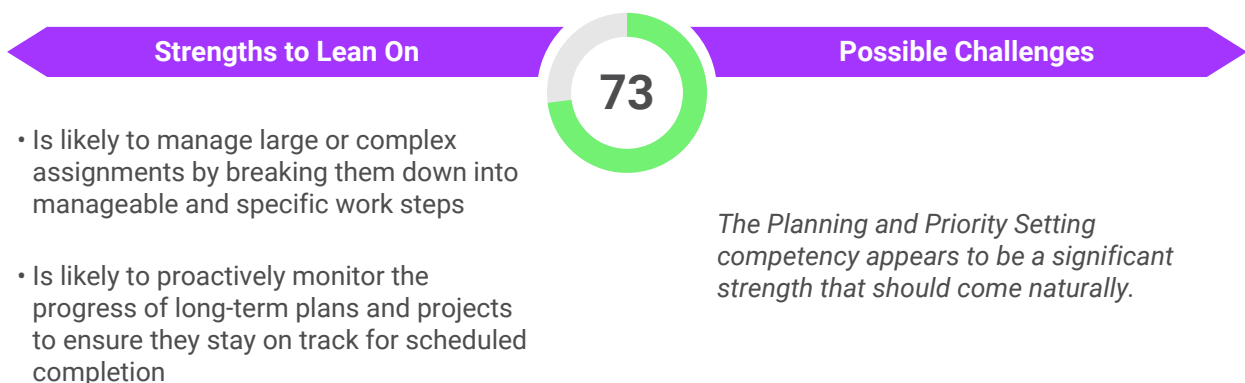
Directing

Those who show this competency manage the contributions and performance of individuals and teams to ensure company objectives are achieved and standards met. This involves communicating with others to make clear what is expected of them and conveying expectations about timeliness and quality.



Planning and Priority Setting

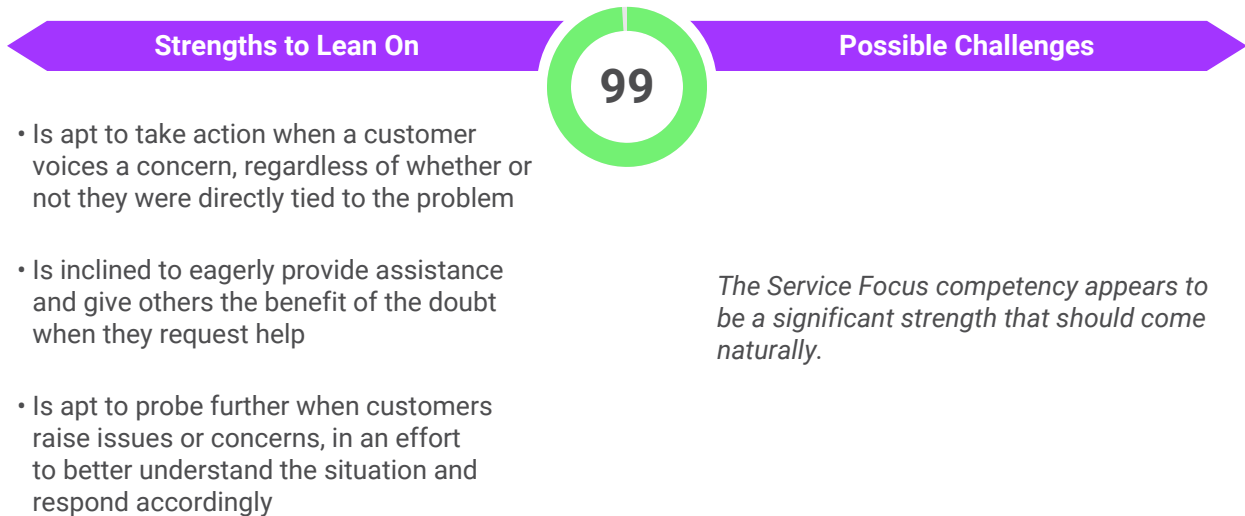
A person who demonstrates this competency identifies the priorities, processes, and practical actions that are necessary to achieve an objective or an idea. This competency requires developing detailed action or project plans including objectives, accountabilities, time frames, standards, review stages, and contingencies.



IMPORTANT COMPETENCIES

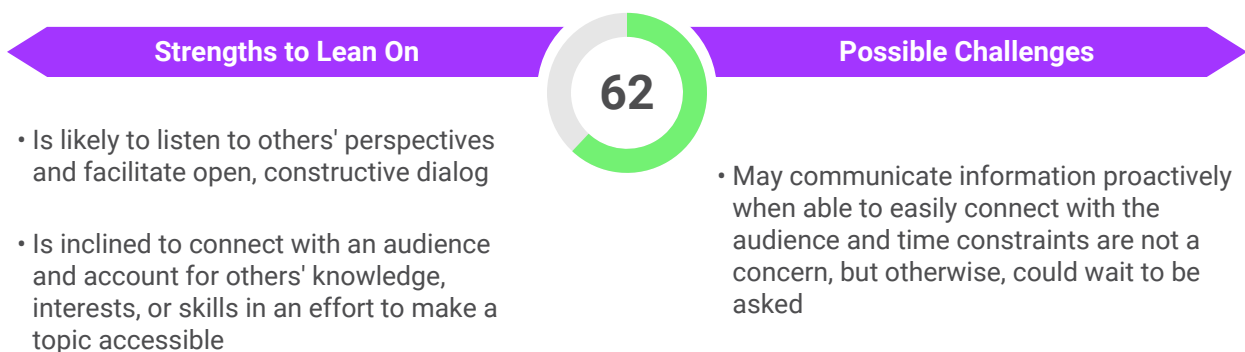
Service Focus

Individuals who display this competency place emphasis on creating customer loyalty by continually enhancing the customer experience. They show the capacity to identify and understand the needs of customers, manage expectations, and give priority to meeting and exceeding those needs.



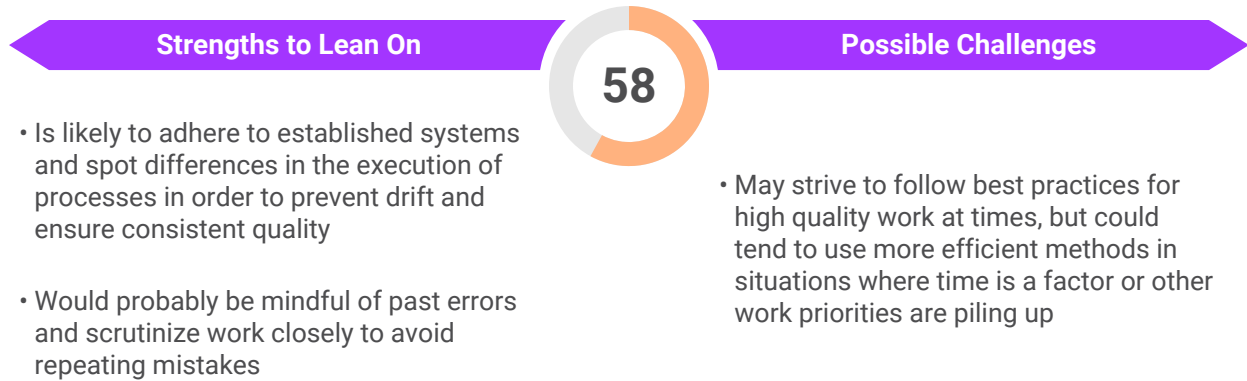
Communicating

An individual who exhibits this competency provides the information required by others in a concise, direct, and unambiguous way. They perceive how the message affects the receiver and strives to ensure that the receiver clearly understands the specifics and function of the message.



Quality Focus

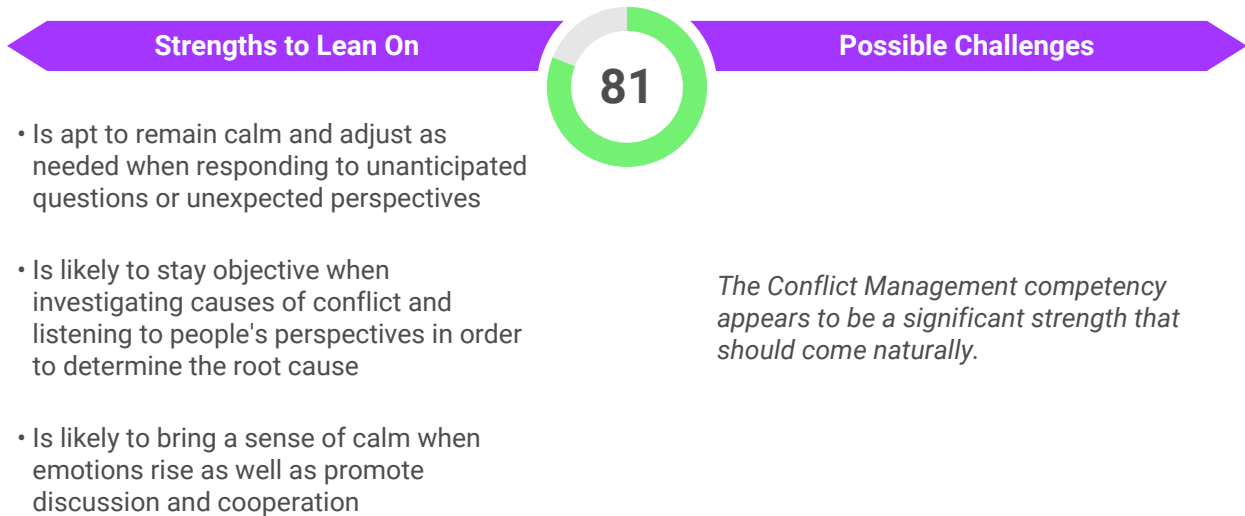
Someone who shows this competency ensures that all work in one’s own area of the business, throughout the organization, by vendors, suppliers, etc. is performed with excellence and to high standards for quality and integrity.



SUPPORTING COMPETENCIES

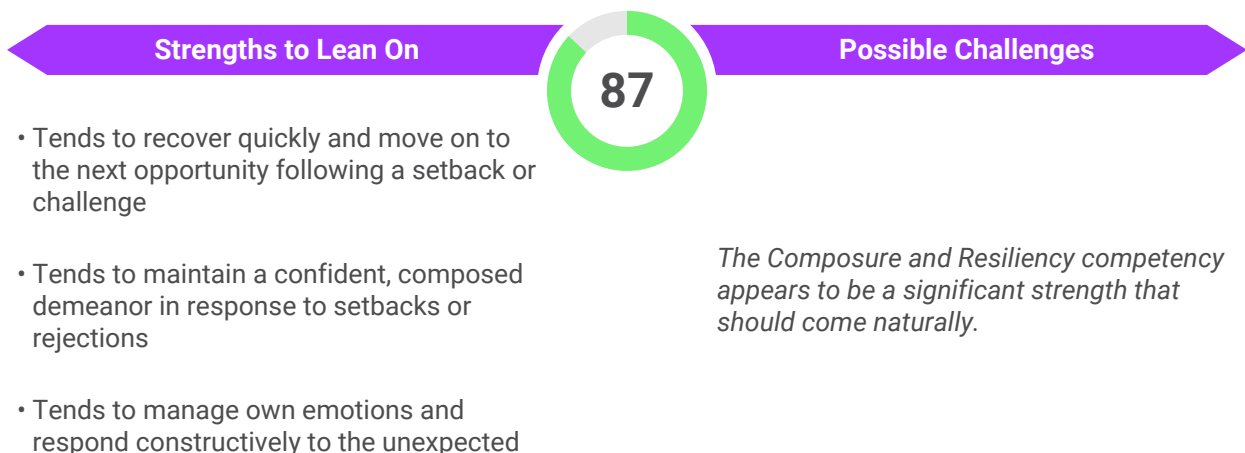
Conflict Management

A person who exhibits this competency addresses problems openly and objectively and brings substantial conflicts and disagreements into the open with the intention of resolving issues in an unemotional and constructive manner.



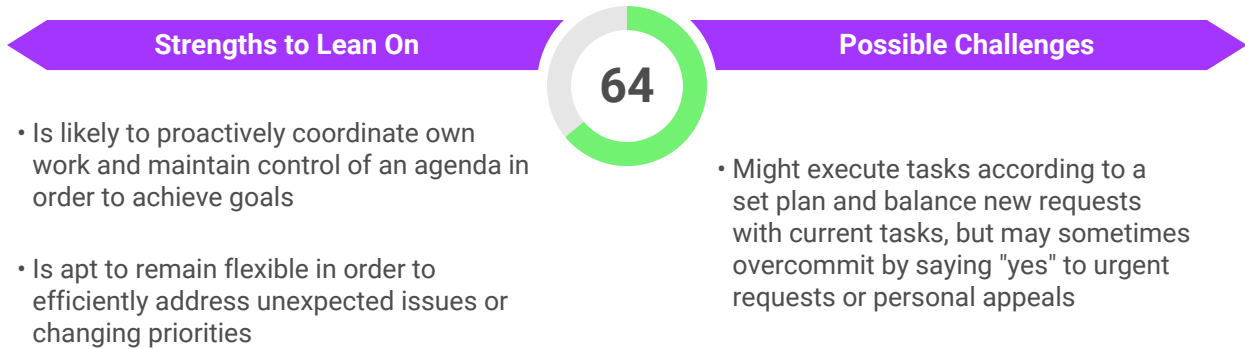
Composure and Resiliency

Individuals who display this competency are able to deal effectively with pressure, maintain focus and intensity, and remain optimistic and persistent, even under adversity. This competency includes the ability and propensity to recover quickly from setbacks, rejections, and conflicts and to maintain self-control in the face of hostility or provocation.



Time Management

People who exhibit this competency focus on completing all work tasks in a timely manner while remaining responsive enough to react to competing demands and shifting priorities. This competency is about managing multiple responsibilities, being organized, keeping on top of important time-sensitive tasks, and performing all work accurately.



PREFERRED STYLES

This section of the report presents information about this individual's general style preferences and how that relates to a work context, rather than analyzing the person's fit with a specific Job Model.

COMMUNICATION

How does Evelyn Washington prefer to communicate?

- **Motivators**

Being liked and supported by others; Finding agreement within the group

- **Preferred Communication Environments**

Interconnected; Inclusive; Influence-driven

- **How to Communicate With Them**

Emphasize people's needs; Prioritize future options and opportunities for influence

- **Potential Stressors**

Impersonal, objective-focused communication; Emphasis on precision or tactical details at the expense of relationships

- **Reaction to Stress**

Relying on friendliness rather than substance; Emphasizing reaching agreement

- **How to Minimize Stressors**

Demonstrate personal support and offer face time; Define options and remain flexible

INTERPERSONAL DYNAMICS

How does Evelyn Washington prefer to interact with others?

- **Motivators**

Having time and resources to invest in shared goals; Maintaining a sense of connectedness

- **Preferred Interacting Environments**

One-on-one Service; Supportive; Collaborative

- **How to Interact With Them**

Encourage elaboration in a one-on-one discussion; Find common ground and prioritize people issues

- **Potential Stressors**

Not coming through when needed and failing to provide value; Feeling isolated or excluded or delivering difficult messages

- **Reaction to Stress**

Deferring to people's demands; Seeking support from a trusted few

- **How to Minimize Stressors**

Provide positive feedback on performance; Help them identify their own priorities

PROBLEM SOLVING AND DECISION MAKING

How does Evelyn Washington prefer to solve problems?

- **Motivators**

Using a fact-based approach to reach accurate, logical conclusions; Making the most of opportunities

- **Preferred Problem-Solving Environments**

Evidence-based; Pragmatic; Innovative

- **How to Solve Problems With Them**

Use data, evidence and logic to support conclusions; Focus on potential gains and provide key facts

- **Potential Stressors**

Unsupported compromise and emotion-driven decisions; Refusal to seize opportunities despite supporting evidence

- **Reaction to Stress**

Overemphasizing evidence-based rationale; Discounting a decision's emotional impact

- **How to Minimize Stressors**

Offer facts and data that clarify potential outcomes; Demonstrate how due diligence will maximize positive outcomes

PERSONAL ORGANIZATION AND TIME MANAGEMENT

How does Evelyn Washington prefer to prioritize?

- **Motivators**

Addressing all incoming requests; Taking initiative to produce results

- **Preferred Prioritizing Environments**

Cooperative; Supportive; Unrestrictive

- **How to Prioritize With Them**

Emphasize the personal connection and engage face-to-face; Keep conversations brief and at a high level

- **Potential Stressors**

Having to say "no" and lacking time to handle all requests; Long-term projects and planning ahead

- **Reaction to Stress**

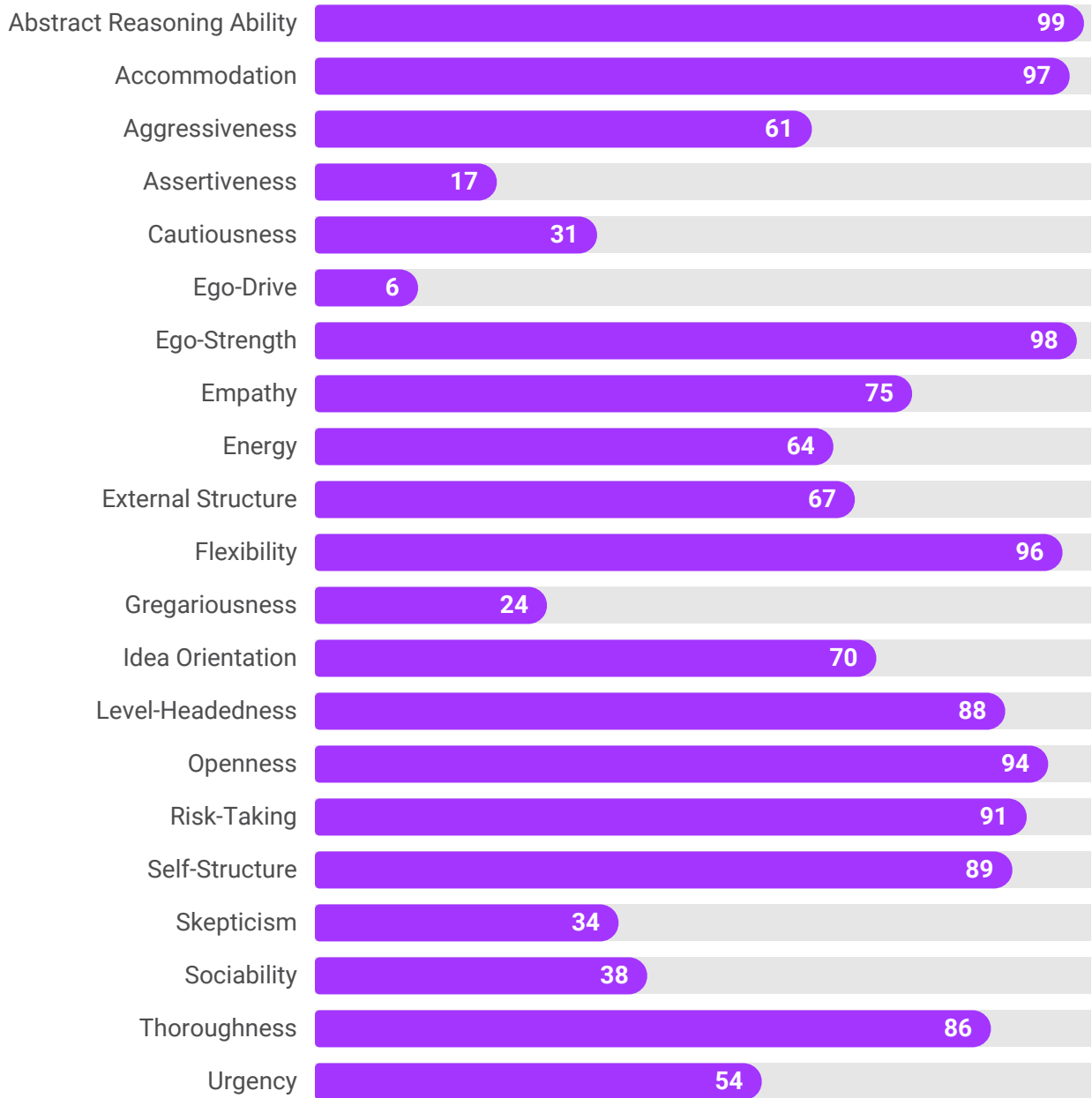
Taking on more than they can handle; Becoming distracted by new, exciting tasks

- **How to Minimize Stressors**

Provide them with the resources needed to handle their commitments; Provide planning and follow-through support to keep them on track

CALIPER PROFILE TRAIT SCORES

This graph shows Evelyn Washington's personality traits directly measured by the Caliper Profile. Each bar shows the percentile rank of how this individual scored on each trait relative to the appropriate Caliper norm group, which is a representative sample of the workforce. For trait definitions, please [click here](#).



The information provided in this report is based solely on data developed from the Caliper Profile assessment. It should be interpreted in light of other information that is available about the individual and should never be used as the sole basis upon which to make a hiring, development, or promotion decision. To make an informed decision about whether this individual is likely to be successful with your organization, Talogy advises you to use this report in conjunction with other knowledge about the candidate, particularly information from the individual's interview, résumé, and application as well as feedback from references.