



TTI
SUCCESS
INSIGHTS®

Customer Service

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8-9-2021

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Advancing People in Business™

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Introduction



Successful business depends on Customer Service. It is essential to understand that every employee is involved in customer service. Everyone in every organization is a customer of some kind. It has been proven that customers would rather switch to another company than tolerate poor service. Research indicates, even if there is no conflict, over 60% of all customers quit dealing with a business because of indifference on the part of some employee.

The ability to interact effectively with customers may be the critical difference between success or failure in our work lives. Effective customer service begins with an accurate perception of our own work behavioral style. This report was designed to quantify information on how you see your own behavior in the workplace. That information may then be used for you to learn how others perceive your behavior. This knowledge will assist you in formulating strategies in meeting customer needs.

Behavioral Characteristics



Based on your responses, the report has selected general statements to provide you with a broad understanding of your Customer Service Style. This section of the report identifies the natural customer service style you bring to the job.

Paul can be discreet and sociable if the situations calls for it. Once Paul has come to a decision, others may find it difficult to change his mind. If changes are inevitable, and he sees enough benefits, they will be made. Outwardly, he may appear to be totally accepting of others. He may, however, have deep convictions that are not apparent to others. He requires many good reasons, as well as the benefits involved, before agreeing to making changes. Paul may not project a sense of urgency like some people with different behavioral styles. He dislikes volunteering his opinion until he has collected sufficient information to warrant an opinion. He may have difficulty sharing his feelings if it may disturb the relationship. He likes a consistent pace in his life, not too fast and not too slow. Paul can be spontaneous and casual in familiar circumstances. The familiar atmosphere allows spontaneity when he is in his comfort zone. He likes to start and finish activities. Others who work with him know they can depend on him. He can be open, patient, and tolerant of differences. His natural quality of being nonjudgmental is a great strength. Because he is receptive and listens well, he excels at gathering information. Patience, control, and deliberateness characterize his usual behavior.

Paul can be sensitive to the feelings of others and is able to display real empathy for those who are experiencing difficulties. Once he has arrived at a decision, he can be tough-minded and unbending. He has made his decision after gathering much data, and he probably won't want to repeat the process. Once he makes a decision, he can be organized in carrying it out. Logic is important when trying to influence him. He pays more attention to logic than emotional "hype." When faced with a tough decision, he will seek information and analyze it thoroughly. He tends to make decisions based on past experiences. He prefers the "tried and true." He uses logic to assist him in decision making. This tendency is helpful to others in his group. He tries to use balanced judgment. He is the person who brings stability to the entire team.



Behavioral Characteristics

Continued



Paul likes having others initiate the conversation. He can then assess the situation and respond accordingly. He is not easily triggered or explosive, but he may conceal some grievances because he doesn't always state his feelings. He tends to be possessive of information; that is, he doesn't voluntarily share information with others outside of his team. This may be a blessing, or a curse, to his superiors. He likes to know what is expected of him in a working relationship and to have the duties and responsibilities of others who will be involved explained. Communication is accomplished best by well-defined avenues. Sometimes he will withdraw from a verbal battle. If he feels strongly about an issue, he may retreat to gather his resources and then return to take a stand! Most people see him as being a considerate and modest person. He probably won't try to steal the spotlight from others. He usually is considerate, compassionate and accepting of others; however, on some occasions he can become stubborn. Stubbornness surfaces when his ideals and beliefs are confronted. He can be outgoing at times. Basically introverted, he will "engage" in social conversation when the occasion warrants.



Perceptions



See Yourself As Others See You

A person's behavior and feelings may be quickly telegraphed to others. This section provides additional information on your self-perception and how, under certain conditions, others may perceive your behavior. Understanding this section will empower you to project the image that will allow you to control the situation.



You usually see yourself as being:

- ✓ Considerate
- ✓ Thoughtful
- ✓ Good-natured
- ✓ Dependable
- ✓ Team Player
- ✓ Good Listener



Under moderate pressure, tension, stress, or fatigue, others may see you as being:

- ✓ Nondemonstrative
- ✓ Hesitant
- ✓ Unconcerned
- ✓ Inflexible



And, under extreme pressure, stress, or fatigue, others may see you as being:

- ✓ Possessive
- ✓ Stubborn
- ✓ Detached
- ✓ Insensitive

Descriptors



Based on your responses, the report has marked those words that describe your personal behavior. They describe how you solve problems and meet challenges, influence people, respond to the pace of the environment, and how you respond to rules and procedures set by others.

Driving	Inspiring	Relaxed	Cautious
Ambitious	Magnetic	Passive	Careful
Pioneering	Enthusiastic	Patient	Exacting
Strong-Willed	Persuasive	Possessive	Systematic
Determined	Convincing	Predictable	Accurate
Competitive	Poised	Consistent	Open-minded
Decisive	Optimistic	Steady	Balanced Judgment
Venturesome	Trusting	Stable	Diplomatic
Dominance	Influence	Steadiness	Compliance
Calculating	Reflective	Mobile	Firm
Cooperative	Factual	Active	Independent
Hesitant	Calculating	Restless	Self-willed
Cautious	Skeptical	Impatient	Obstinate
Agreeable	Logical	Pressure-oriented	Unsystematic
Modest	Suspicious	Eager	Uninhibited
Peaceful	Matter-of-Fact	Flexible	Arbitrary
Unobtrusive	Incisive	Impulsive	Unbending

Customer Service Flexibility



Since customers are different, the needs they have, and that must be met, are also different. The information in this section will help you identify types of customers and provide you with the strategies to meet their needs.

Improving Your Interactive Flexibility

When interacting with a customer who has the following characteristics:

- Fast-paced speech
- Gives a strong first impression
- Impatience
- Directness
- Tries to control the situation

Factors that will improve Service with this Style of Customer:

- Speed up - omit some of the details
- Speak with confidence
- Flatter their ego
- Don't waste their time
- Stress Service - be fast and efficient
- Stress new products and service

Factors that will create tension or dissatisfaction with this Style of Customer:

- Not reacting quickly
- Speaking slowly and deliberately



Customer Service Flexibility

Improving Your Interactive Flexibility



When interacting with a customer who has the following characteristics:

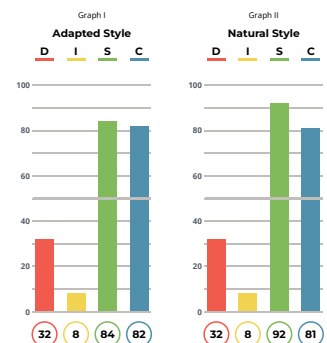
- Friendly and talkative
- Impulsive
- Uses many hand gestures when speaking
- Gets emotional
- Imprecise about the use of time

Factors that will improve Service with this Style of Customer:

- Be more demonstrative with your facial gestures
- Be flexible with your time schedule and allow time for the customer to express concern
- Let them know you enjoy their company
- Be prepared for them to be emotional
- Let them know you are interested in helping them

Factors that will create tension or dissatisfaction with this Style of Customer:

- Not sharing information freely
- Not displaying a sense of urgency



Customer Service Flexibility

Improving Your Interactive Flexibility



When interacting with a customer who has the following characteristics:

- Patience
- Easygoingness
- Uses an unemotional tone of voice
- Reservation
- Methodological

Factors that will improve Service with this Style of Customer:

- Maintain a friendly environment
- Show a demonstrated need for urgency
- Present information in a systematic fashion
- If change is necessary, give many reasons and benefits
- Show sincere appreciation
- Stress security
- Assure them that many others are using your product/service

Factors that will create tension or dissatisfaction with this Style of Customer:

- Not demonstrating personal attention
- Being possessive of information



Customer Service Flexibility

Improving Your Interactive Flexibility



When interacting with a customer who has the following characteristics:

- Speaks slowly
- Asks questions about facts and data
- Deliberate actions
- Uses few gestures
- Skeptical
- Suspicious

Factors that will improve Service with this Style of Customer:

- Be diplomatic and courteous
- Don't ask probing, personal questions
- Avoid criticism of their comments or choices
- Provide assurances of correct decisions
- Avoid sudden or abrupt changes
- Don't threaten them

Factors that will create tension or dissatisfaction with this Style of Customer:

- Sloppy work environment
- Overselling



Situational Strategies



Use this page for ideas on how to control the interaction between yourself and a customer when the following situations arise. When a customer is upset, you must first gain control of the situation--read the customer's style and apply the appropriate strategy.

Customer

Skeptical, Suspicious

Nervous, irritable, high strung

Pessimistic, grouchy, and complaining

Egotistical, opinionated, and pompous

Argumentative and blustering

Silent and secretive

Strategy

Agree on minor points and expand. Be conservative in assertions.

Use a quiet, tactful, and soothing manner.

Listen patiently and ask questions to find out their real concerns.

Flatter their ego. Concentrate on getting results.

Offer a response by challenging in a sincere manner.

Be more personal than usual to draw them out.



Action Plan

Professional Development



1. I learned the following behaviors contribute positively to increasing my professional effectiveness: (list 1-3)

2. My report uncovered the following behaviors I need to modify or adjust to make me more effective in my career: (list 1-3)

3. When I make changes to these behaviors, they will have the following impact on my career:

4. I will make the following changes to my behavior, and I will implement them by _____:

Action Plan

Personal Development



1. When reviewing my report for personal development, I learned the following key behaviors contribute to reaching my goals and the quality of life I desire: (list 1-3)

2. The following behaviors were revealed, which show room for improvement to enhance the quality of my life: (list 1-3)

3. When I make changes to these behaviors, I will experience the following benefits in my quality of life:

4. I will make the following changes to my behavior, and I will implement them by _____:

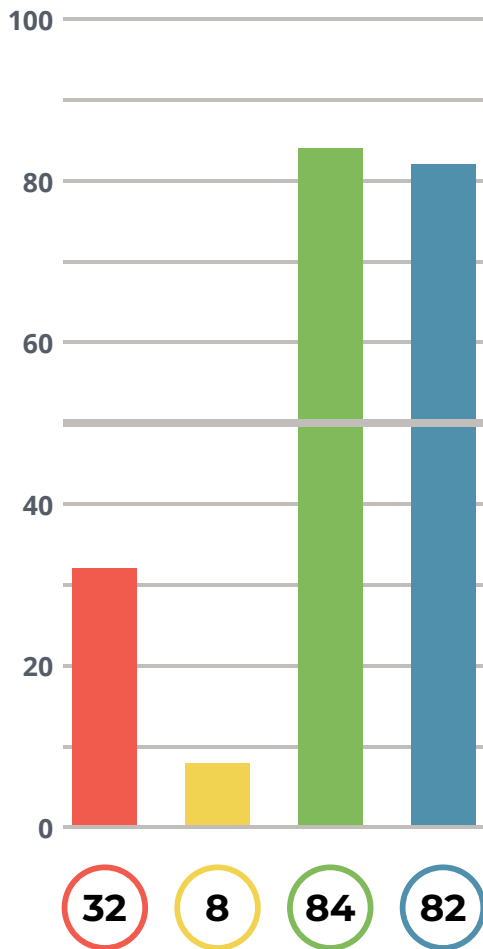
Style Insights® Graphs



Graph I

Adapted Style

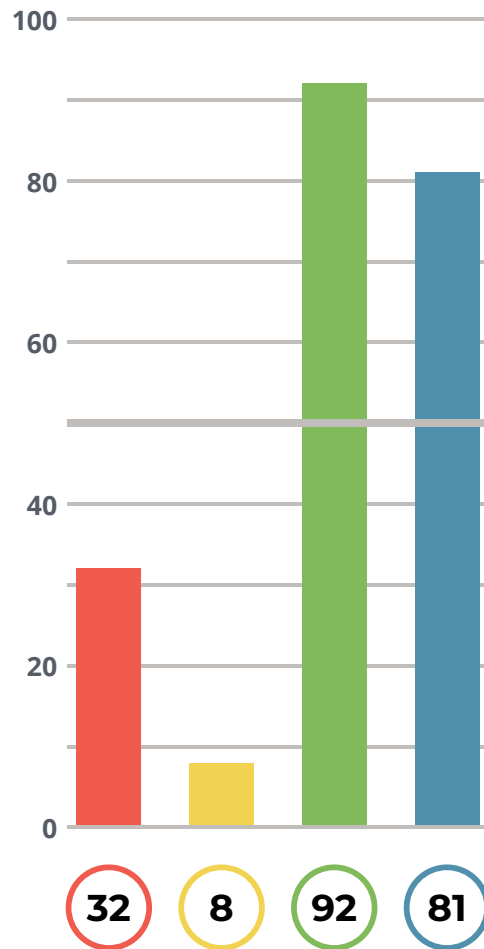
D **I** **S** **C**



Graph II

Natural Style

D **I** **S** **C**



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The TTI Success Insights® Wheel



The TTI Success Insights® Wheel is a powerful tool first popularized in Europe. In addition to the text you have received about your behavioral style, the Wheel adds a visual representation that allows you to:

- View your natural behavioral style (circle).
- View your adapted behavioral style (star).
- Note the degree to which you are adapting your behavior.

Notice on the next page that your Natural style (circle) and your Adapted style (star) are plotted on the Wheel. If they are plotted in different boxes, then you are adapting your behavior. The further the two plotting points are from each other, the more you are adapting your behavior.

If you are part of a group or team who also took the behavioral assessment, it would be advantageous to get together, using each person's Wheel, and make a master Wheel that contains each person's Natural and Adapted style. This allows you to quickly see where conflict can occur. You will also be able to identify where communication, understanding, and appreciation can be increased.

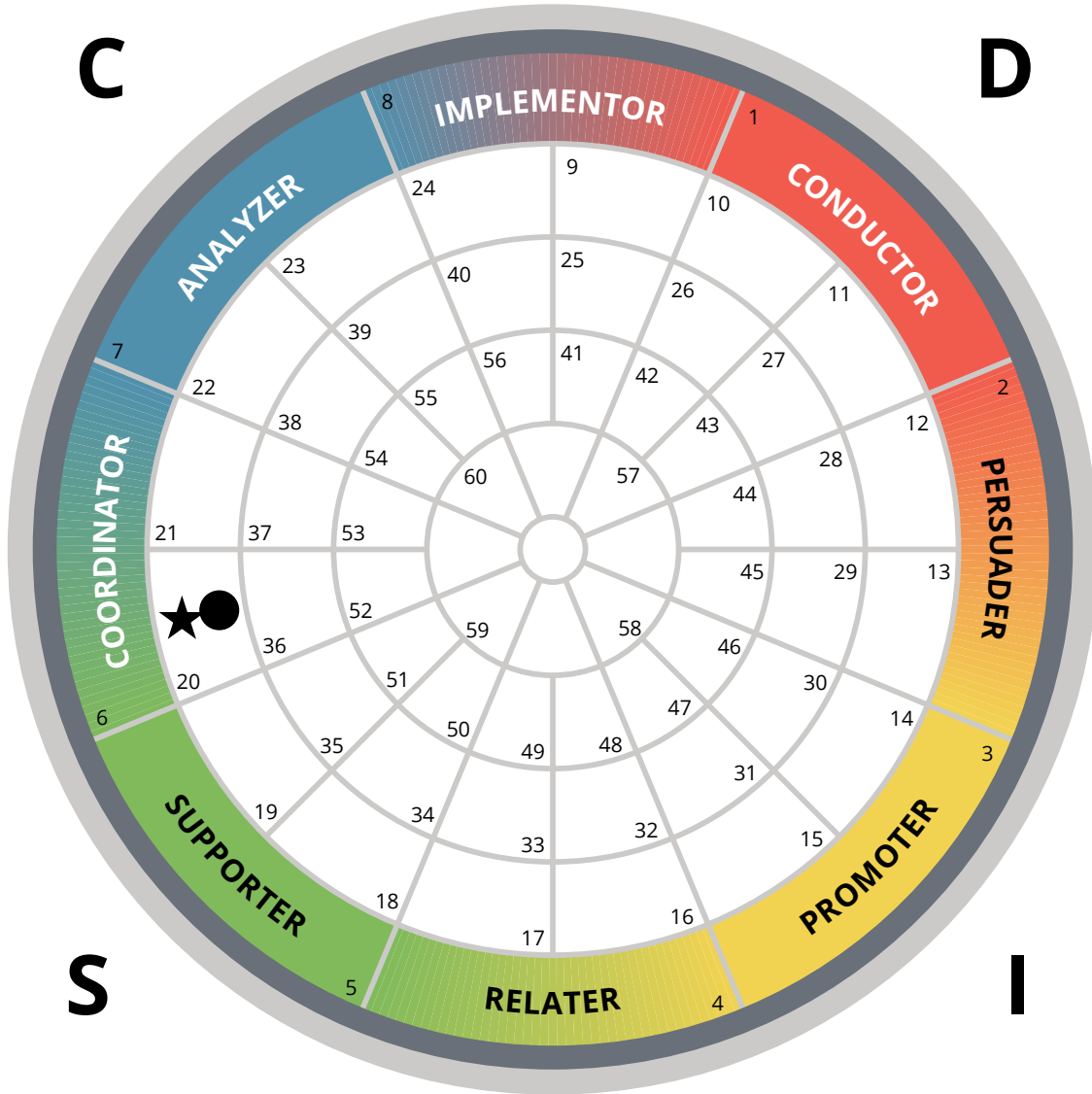
The TTI Success Insights® Wheel



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Adapted: ★ (20) SUPPORTING COORDINATOR
 Natural: ● (20) SUPPORTING COORDINATOR
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