

# Customer Contact Styles Questionnaire (CCSQ)

## Only with SHL

SHL is unique in many ways — one of the first to embrace technology and one of the few to transfer knowledge and proprietary tools to clients. For over twenty-five years, SHL has partnered with thousands of clients to increase productivity and profitability through the more effective use of human resources.

## Make Better Informed People Decisions

The CCSQ, a work styles assessment for entry level sales, call center or client services staff, helps you make better selection and development decisions. In only 20 minutes, you can gather invaluable information that could otherwise take months, even years. Over a decade of empirical research supported the development of this questionnaire, available in both US English and Spanish.

## Get Proven Results

CCSQ is a powerful, complementary tool to ability testing and a structured interview.

- Increases the probability that you select the right people.
- Reduces your costs by making the entire hiring process more efficient.
- Identifies hidden reasons for weak performance.

- Allows you to plan a more customized and effective development strategy.

Candidates respond to a variety of work-related behavioral statements, similar to the ones shown below.

|   | Strongly Dislike                 | Dislike               | Neutral               | Like                             | Strongly Like         |
|---|----------------------------------|-----------------------|-----------------------|----------------------------------|-----------------------|
| 1. I tend to do work with a group.      | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>            | <input type="radio"/> |
| 2. I use customer service all the time. | <input type="radio"/>            | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> |

## Assess Critical Work Behaviors

### Relationships

- Persuasive
- Self-Control
- Empathic
- Modest
- Participative
- Sociable

### Thinking Style with People

- Analytical
- Innovative
- Flexible
- Structured
- Detail Conscious
- Conscientious

### Emotions and Drives

- Resilience
- Competitive
- Results Oriented
- Energetic

## Predict Key Aspects of Job Performance...

- Relating to customers
- Persuading and negotiating
- Working with others
- Problem solving
- Using initiative
- Being well organized
- Being reliable
- Being resilient
- Achieving results
- Using initiative

# Customer Contact Styles Questionnaire Ccsq

**Cheryl Foxcroft,G. Roodt**



### **Customer Contact Styles Questionnaire Ccsq:**

*The Wiley Handbook of Psychometric Testing* Paul Irwing, Tom Booth, David J. Hughes, 2018-03-14 A must have resource for researchers practitioners and advanced students interested or involved in psychometric testing Over the past hundred years psychometric testing has proved to be a valuable tool for measuring personality mental ability attitudes and much more The word psychometrics can be translated as mental measurement however the implication that psychometrics as a field is confined to psychology is highly misleading Scientists and practitioners from virtually every conceivable discipline now use and analyze data collected from questionnaires scales and tests developed from psychometric principles and the field is vibrant with new and useful methods and approaches This handbook brings together contributions from leading psychometricians in a diverse array of fields around the globe Each provides accessible and practical information about their specialist area in a three step format covering historical and standard approaches innovative issues and techniques and practical guidance on how to apply the methods discussed Throughout real world examples help to illustrate and clarify key aspects of the topics covered The aim is to fill a gap for information about psychometric testing that is neither too basic nor too technical and specialized and will enable researchers practitioners and graduate students to expand their knowledge and skills in the area Provides comprehensive coverage of the field of psychometric testing from designing a test through writing items to constructing and evaluating scales Takes a practical approach addressing real issues faced by practitioners and researchers Provides basic and accessible mathematical and statistical foundations of all psychometric techniques discussed Provides example software code to help readers implement the analyses discussed *An Introduction to Psychological Assessment in the South African Context* Cheryl Foxcroft, G. Roodt, 2005 This is the updated edition of the successful guide to measuring and assessing human behaviour within a complex multi cultural environment It explains the main concepts of assessment explains the types of measures that are used to assess human behaviour and examines how such measures are to be used It investigates how measures are developed and adapted so that they are culturally appropriate and free of bias This book remains the only good South African text on the topic which explains the fact that it has become entrenched in Psychology departments across the country *Self-Awareness von Führungskräften: Messung und individuelle Unterschiede in einem 360-Grad-Feedback* Tilmann Knoll, 2005 Pages 1 to 25 Pages 26 to 50 Pages 51 to 75 Pages 76 to 100 Pages 101 to 125 Pages 126 to 150 Pages 151 to 175 Pages 176 to 200 Pages 201 to 225 Pages 226 to 243

## Reviewing **Customer Contact Styles Questionnaire Ccsq**: Unlocking the Spellbinding Force of Linguistics

In a fast-paced world fueled by information and interconnectivity, the spellbinding force of linguistics has acquired newfound prominence. Its capacity to evoke emotions, stimulate contemplation, and stimulate metamorphosis is actually astonishing. Within the pages of "**Customer Contact Styles Questionnaire Ccsq**," an enthralling opus penned by a very acclaimed wordsmith, readers embark on an immersive expedition to unravel the intricate significance of language and its indelible imprint on our lives. Throughout this assessment, we shall delve in to the book is central motifs, appraise its distinctive narrative style, and gauge its overarching influence on the minds of its readers.

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