

ITESTHUB · CONTACT CENTRE SJT - CANDIDATE REPORT

Contact Centre SJT

A report for

Sam Sample

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Completed 30/09/2026 · Norm group: 630 Job Applicants · Report valid 12 months

Introduction

This report is confidential and is intended to provide you with feedback on your results.

The exercise is designed to assess areas of critical importance for success in the role of a Contact Centre Advisor. The competencies assessed are defined below.

How To Use This Report

This report provides you with feedback from the Contact Centre SJT. It contains 'behavioural interpretation' that you can use to help you understand how you have performed on the exercise and 'development opportunities' to inform your development priorities, should you wish to improve your skills in specific areas.

Behavioural Interpretation

For each competency measured by the Contact Centre SJT, an interpretation (four bullet points) has been provided to help you better understand the decisions you made on the exercise. Not every bullet point may apply equally to you, but you should consider them all, at least initially, and then decide which are most relevant for you.

Development Opportunities

You have also been provided with some ideas to help improve the competencies. The suggestions are intended to support you in your career progression, so working through these suggestions and identifying your own ideas for improving your skills should help you create a relevant development plan. When creating your development plan, it is best to set SMART Goals:

- **S = Specific:** Clearly defined and unambiguous
- **M = Measurable:** Contains specific criteria that you can use to measure your progress and goal accomplishment
- **A = Achievable:** Attainable in the timeframe you have set yourself and not impossible to achieve
- **R = Relevant:** Relevant to your goal, career or what you want to achieve
- **T = Time-bound:** Has a clear start and end date

Your SMART goal

Use the planner below to draft a goal of your own. Work through each element in turn – the prompts are there to help you think it through – and write your goal in the space provided.

S

Specific – Clearly defined and unambiguous

What do I want to achieve? · When do I need to achieve it? · Why is the goal important? · Who is involved?

M

Measurable – Contains specific criteria that you can use to measure your progress and goal accomplishment

How will I measure my progress? · How will I know when my goal is achieved? · What will be different when I have completed my goal?

A

Achievable – Attainable in the timeframe you have set yourself and not impossible to achieve

Can I complete my goal in the time I have available? · How confident am I that I can achieve my goal? · What support will I need to achieve my goal?

R

Relevant – Relevant to your goal, career or what you want to achieve

Why is this goal important to me? · How does this goal relate to my overall success? · What is especially meaningful about my goal?

T

Time-bound – Has a clear start and end date

When will I be ready to start working on my goal? · What specific date will I complete my goal? · How often will I check the progress I am making on my goal?

Contact Centre Competencies

Relating to Others

Working with others in order to maximise outcomes.

- Listens carefully and with interest.
 - Communicates in a way that is clear, precise, and relevant to the situation.
 - Encourages two-way dialogue, inviting input and comments.
 - Negotiates fluently and calmly with others, especially customers.
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Understanding Customer Needs

Understanding and establishing customer' needs.

- Evaluating different perspectives and situations to establish effective solutions.
 - Clearly establishing customer needs and priorities.
 - Gathering sufficient information to weigh options appropriately.
 - Analysing risks, benefits, and opportunities appropriately to draw valid conclusions.
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Delivering a High-Quality Service

Working in a systematic manner in order to meet customer' expectations.

- Is ambitious and committed to achieving goals/resolving complaints, especially challenging ones.
 - Has an effective system to monitor progress in meeting or exceeding customer expectations.
 - Deals effectively with challenging situations and/or individuals, especially customers.
 - Managing own (or others) performance and health (including coping strategies).
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Professional Integrity

Operating in a professional manner and bringing best practice to their work.

- Follow company policy and procedures, esp. when under pressure.
- Demonstrates a positive and enthusiastic approach to work, colleagues & customers.
- Welcomes constructive challenge, recognising the need to keep learning.
- Demonstrates genuine respect for others (i.e., knowledge, expertise, opinions etc.).

Relating to Others

Working with others in order to maximise outcomes.

Your responses suggest that you:

- Build caring and empathetic relationships with others, carefully listening to their worries or concerns.
- Provide timely and supportive feedback to colleagues to improve customer service.
- Fully collaborate with others to provide a superior customer experience, while clearly communicating progress.
- Relate to people using tact and consideration of their feelings, carefully encouraging stronger performance.

To develop your skills further in this area you might wish to consider:

- Promoting a culture of supportiveness, using your relationships with colleagues to do so.
- Role modelling how to have difficult conversations with others.
- Reviewing your relationships and identify any you could benefit from improving.
- Thinking about some of the more challenging conversations you have had with people and what you could have done to manage them better.

SMART NOTES

Understanding Customer Needs

Understanding and establishing customer' needs.

Your responses suggest that you:

- Evaluate different viewpoints, carefully seeking to understand and explore perspectives before making difficult decisions.
- Adopt a customer centric approach, taking proactive steps to ensure an excellent customer experience.
- Ask insightful questions to clearly establish what customers need, regardless of how challenging or simple their requirements might be.
- Fully establish the underlying needs of customers, treating them with care and attention.

To develop your skills further in this area you might wish to consider:

- Role modelling to your colleagues how to get the information you need from customers to identify the problem.
- Sitting with your colleagues and offer assistance in working through a complex issue for a customer.
- Sharing some of your processes for collecting accurate data from multiple sources with your colleagues.
- Reviewing information sources to see if your ability to make complex decisions can be improved.

SMART NOTES

Delivering a High-Quality Service

Working in a systematic manner in order to meet customer' expectations.

Your responses suggest that you:

- Are confident when put under pressure by unreasonable requests from difficult customers, ensuring appropriate practices are followed.
- Balance supporting others with achieving your own goals and responsibilities.
- Are careful not to over promise and underdeliver for customers, clearly articulating what is and is not within your control.
- Are firm when dealing with challenging customers, taking ownership of their problems and establishing the necessary information to resolve problems.

To develop your skills further in this area you might wish to consider:

- Thinking about the areas of work you have experience in and where you can contribute to the professional development of others.
- Role modelling to your colleagues on how to not allow emotions to influence decisions.
- Giving a workshop on how to prioritise and plan activities for high performance.
- Reflecting on what other skills could further elevate your performance.

SMART NOTES

Professional Integrity

Operating in a professional manner and bringing best practice to their work.

Your responses suggest that you:

- Check the facts of a situation before coming to a judgement.
- Speak up on matters of principle, pointing out when behaviour is inappropriate.
- Acknowledge your mistakes, ensuring errors can be appropriately resolved.
- Convey tolerance and openness to work with individuals you do not get along with.

To develop your skills further in this area you might wish to consider:

- Checks the facts of a situation before coming to a judgement.
- Speaks up on matters of principle, pointing out when behaviour is inappropriate.
- Acknowledges own mistakes, ensuring errors can be appropriately resolved.
- Conveys tolerance and openness to work with individuals they do not get along with.

SMART NOTES