

COMPENDIUM OF CUSTOMER SERVICE QUESTIONNAIRES AND INVENTORIES pdf

1: Sarah Cook | Open Library

Compendium of Questionnaires and Inventories, Vol. 1 ix Matrix Index Page Numbers Coaching/Counseling Communication Customer Service Leadership Skills Organizational Awareness Performance Management Personal Effectiveness Recruitment and Selection Teamwork Training and Development.

During the design and development of training programs for a number of organizations, I often needed to include assessment inventories to provoke self-awareness and discussion during the training session or as pre- or post-course work. Since these were often not available in the topic areas I was covering, I ended up developing my own. This manual is the outcome. Objectives This manual is intended to provide trainers, HR professionals, line managers, and team leaders responsible for training and development with an assortment of assessments, checklists, and surveys. It is designed as a source of reference and covers a number of topic areas. Design Inventories are arranged in alphabetical order by topic. For easy reference, they are listed by the following ten categories in the matrix index on page ix. The majority of the inventories are followed by tips on the key learning points relating to the topic. The trainer can use these to hold a group discussion once the individual has completed the inventory. Alternatively, the tips can be reminders for the learner and help form the basis of an action plan. *Compendium of Questionnaires and Inventories, Vol.* However, most work best when they are included as part of a training and development program. They can also be used as: Also, unless the inventory is specifically designed for group discussion, such as those relating to teamwork, it is helpful to indicate to participants that the results of the inventories will not be shared. If the trainer does decide to use the results as the basis for group discussion, best practice is to give delegates the option of sharing their results. Likewise, it is important to stress that there are no right or wrong answers when completing the inventories. The more honest a person is, the better a picture they will receive. Many of the questionnaires are intended for self-assessment. This provides the participant with invaluable feedback on how others see them. Again, people assessing the individual should be encouraged to give their honest opinion. The trainer also needs to consider the merits of completing the inventory anonymously or as a named individual. Completing an inventory provides participants with an opportunity to assess and reflect on their behavior. The trainer needs to allow sufficient time for this. Also, to be familiar with the material, trainers should take the inventory themselves before the training takes place. Many inventories include or lend themselves to the development of an action plan following their completion. All inventories can be adapted to meet the needs of the individuals within the group by changing wording, phrases, or questions to suit the organization for which they are intended. I am indebted to the many management development trainers and management thinkers who have inspired me to develop this collection. I hope that readers find this a useful, informative, and valuable training aid.

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2: Compendium of Questionnaires: 3 Volume Set - Electronic Delivery

When it comes to customer service, actions speak louder than words. You may acknowledge the importance of customer service, but to what extent do the attitude, behaviour and skills of your people mirror or contradict this?

It is a violation of the law to reproduce, store in a retrieval system, or transmit, in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, any part of this publication without the prior written permission of the publisher. During the design and development of training programs for a number of organizations, I often needed to include assessment inventories to provoke self-awareness and discussion during the training session or as pre- or post-course work. Since these were often not available in the topic areas I was covering, I ended up developing my own. This manual is the outcome. Objectives of the Manual This manual is intended to provide trainers, HR professionals, line managers, and team leaders responsible for training and development with an assortment of assessments, checklists, and questionnaires. It is designed as a source of reference and covers a number of topic areas. Design Inventories are displayed in alphabetical order by topic. For easy reference, these are listed by the following seven categories in the matrix index on page ix: The majority of inventories are followed by tips on the key learning points relating to the topic. The trainer can use these to hold a group discussion once the individual has completed the inventory. Alternatively, the hints and tips can be reminders for the learner and form the basis of an action plan. Preface Using the Material Each inventory can be used as a stand-alone item. However, most work best when they are included as part of a training and development program. They can also be used as: Also, unless the inventory is specifically designed for group discussion, such as those relating to teamwork, it is helpful to indicate to participants that the results of the inventories will not be shared. If the trainer does decide to use the results as the basis for group discussion, best practice is to give delegates the option whether to share their results. Likewise, it is important to stress that there are no right or wrong answers when completing the inventories. The more honest a person is, the better a picture they will receive. Many of the questionnaires are intended for self-assessment. This provides the participant with invaluable feedback on how others see them. Again, people assessing the individual should be encouraged to give their honest opinion. The trainer also needs to consider the merits of completing the inventory anonymously or as a named individual. Completing an inventory provides participants with an opportunity to assess and reflect on their behavior. The trainer needs to allow sufficient time for this. Also, to be familiar with the material, trainers should undertake the inventory themselves before the training takes place. Many inventories include or lend themselves to the development of an action plan following their completion. All inventories can be adapted to meet the needs of the individuals within the group by changing wording, phrases, or questions to suit the organization for which they are intended. I am indebted to the many management development trainers and management thinkers who have inspired me to develop this collection. I hope that readers find this a useful, informative, and valuable training aid. If a response is not assertive, write in an alternative reply that is assertive. Your manager has been out of the office for the past three days. You have a number of issues that you need to raise with him urgently when he returns. When he gets back, he goes straight to his desk and says that he does not want to be disturbed. If now is not convenient, what time today would be? A colleague arrives 30 minutes late for an important 9: She was responsible for the first item on the agenda. You know that it will take at least two hours to complete. You have plans for this evening and had already told your boss that you needed to leave by 5: You have bought an appliance that is faulty and you take it back to the store. One of your customers insists that you deliver his order right away. You know that the order will not be ready until tomorrow. The complete order will not be ready until tomorrow, but I can arrange for two-thirds to be delivered today. Will that be acceptable? You are in a review meeting with your manager. You would really like to attend French language classes to help you deal with French clients. When you ask your boss, he says: A colleague from another team has volunteered your services to her manager without consulting you. The next time you see your colleague, you say: You

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have no right to offer my services without asking me! You are giving out tickets to a line of customers, when suddenly one customer pushes himself to the front and says: Do you know who I am?! He appears to have forgotten his name! Their behavior is open and respectful. People can perceive this behavior as timid, inhibited, and self-denying. Aggressive Behavior People who use aggressive behavior boldly insist that their rights and needs prevail. Their behavior can be seen as domineering, pushy, and self-centered. Passive-Aggressive Behavior People who use passive-aggressive behavior subtly make sure that their rights and needs prevail. Their behavior can be perceived as sarcastic, underhanded, and manipulative. This questionnaire is designed to allow you to receive feedback on your body language and the impression it might convey. Body language may alter between the beginning, the middle, and the end of the situation. Observers should note these changes on the questionnaire as well. Body Language Questionnaire continued Name of person being observed: What impression did you gain of the person through observing their body language? What advice do you have for how the person you were observing could make better use of their body language? Each self-assessment tool can be used as a stand-alone instrument or combined with the other tools in this section. The summary checklist Consolidating your Thoughts can be used at the end of the activities. What you want from the future is a reflection of what you have gained from the past. This exercise is designed to help you understand where you are now and what you want from the future by looking back at the journey you have taken in your career so far. This could be any type of road—a highway, a main road, or a side road. It may be straight in some parts and twisty in others. The road may go up or down hills. The road may be clear or at times it may be blocked, and you may turn off onto a side road or a dead end. Indicate with a large X where you are on your journey now. Then write in the major events on your career journey. You may like to consider the following questions: What elements characterize the high points in your career so far? What elements characterize the low points in your life? What appear to be the things that are crucial to you in your life? Do you have any other thoughts on your career journey so far? You may wish to talk this through with a partner or someone you trust. Work Preference Assessment This assessment will help you identify what you like or dislike about the tasks you have undertaken at work. List the jobs you have held past and present and the different aspects of the work that you liked or disliked and the reasons why. What are the common factors about the work I like? What are the common factors about the work I dislike? Work Values Exercise Are you getting as much meaning as possible from your present job? Do the values in your current workplace match your own? Part 1 On the next page, you will find a list of words and phrases that describe things that people value about work. How important is this value to me when I am considering work? Underline your top five work values. If there are some important values not on the list, add them to it. Part 2 When you have prioritized your top five values, consider what these mean to you. Place a checkmark next to those values that your current job allows you to satisfy. Next, circle those values that are not in your top five, but that are present in your current job. If so, in what type of role or organization? Part 2 Consolidating your Thoughts Having completed the activities, summarize your thoughts on the following. What you want out of your work and your career: How well your present job fits these needs: What your options are for the future: Using this questionnaire, you will be able to assess how well others think you manage change in comparison to your own opinion.

3: Compendium of Questionnaires and Inventories Volume 2 - [PDF Document]

The 49 instruments in this collection deal with understanding, attitudes and behaviour across a wide range of skills and functions, from counselling to customer care, from leadership to recruitment.

4: Compendium of Questionnaires and Inventories Volume 1 - PDF Free Download

The second volume of the popular Compendium of Questionnaires and Inventories has arrived - with 48 new

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assessments, checklists and surveys for increasing self-awareness and stimulating discussion in training and development activities.

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