

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 disagree	Disagree	Neutral	Agree	Strongly agree
1. I tend to be assertive in groups	☒	☐	☐	☐	☐
2. I use common sense at work	☐	☐	☐	☒	☐

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

Clothilde Hanoteau



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The Wiley Handbook of Psychometric Testing Paul Irwing, Tom Booth, David J. Hughes, 2018-02-12 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 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 **Réussir les tests de sélection** Clothilde Hanoteau, 2016-04-27 Comprendre le rôle des tests de sélection dans le processus de recrutement leur contenu leur mode d'application ainsi que vos droits voir ce que vous offre cet ouvrage pratique vaste panorama des tests utilisés par les recruteurs Sous une forme ludique le recruteur va chercher tester vos aptitudes professionnelles mais aussi votre comportement au travail Cette tape n'est donc pas sous-estimer de bons résultats aux tests vous permettront d'améliorer vos perspectives d'embauche Pour éviter les mauvaises surprises et mettre toutes les chances de votre côté pour décrocher votre premier poste ou le poste dont vous rêvez depuis longtemps entraînez-vous Familiarisez-vous avec les plus courants d'entre eux le SOSIE le PAPI le 16 PF le DISC le BV 16 le D 2000 tests des dominos les nouveaux tests de raisonnement et bien d'autres encore Pour vous aider optimiser vos performances progresser de manière significative l'évaluation des résultats se trouve la fin de chaque série de tests

Treating Complex Traumatic Stress Disorders in Children and Adolescents Julian D. Ford, Christine A. Courtois, 2013-07-12 With contributions from prominent experts this pragmatic book takes a close look at the nature of

complex psychological trauma in children and adolescents and the clinical challenges it presents Each chapter shows how a complex trauma perspective can provide an invaluable unifying framework for case conceptualization assessment and intervention amidst the chaos and turmoil of these young patients lives A range of evidence based and promising therapies are reviewed and illustrated with vivid case vignettes The volume is grounded in clinical innovations and cutting edge research on child and adolescent brain development attachment and emotion regulation and discusses diagnostic criteria including those from DSM IV and DSM 5 See also Drs Ford and Courtois s edited volume Treating Complex Traumatic Stress Disorders in Adults Second Edition and their authored volume Treatment of Complex Trauma A Sequenced Relationship Based Approach

CBT for Depression in Children and Adolescents Betsy D. Kennard, Jennifer L. Hughes, Aleksandra A. Foxwell, 2016-04-05 Despite the availability of effective treatments for child and adolescent depression relapse rates in this population remain high This innovative manual presents an evidence based brief therapy for 8 to 18 year olds who have responded to acute treatment but still have residual symptoms Each session of relapse prevention cognitive behavioral therapy RP CBT is illustrated in step by step detail including focused techniques for promoting and sustaining well being supplemental strategies for tailoring treatment to each individual s needs and ways to involve parents In a convenient large size format the book features 51 reproducible handouts and forms Purchasers get access to a Web page where they can download and print the reproducible materials

Yearbook of the United Nations United Nations, 1987

UNDOC, Current Index , 1980

Development and Validation of the Corporate Social Style Inventory Juan I. Sanchez, Scott L. Fraser, 1993 Describes how authors constructed and validated a questionnaire the Corporate Social Style Inventory CSSI designed to help companies assess how an individual works with others in a variety of job situations

Customer Contact Styles Questionnaire Ccsq Book Review: Unveiling the Power of Words

In some sort of driven by information and connectivity, the ability of words has be much more evident than ever. They have the capacity to inspire, provoke, and ignite change. Such could be the essence of the book **Customer Contact Styles Questionnaire Ccsq**, a literary masterpiece that delves deep in to the significance of words and their impact on our lives. Compiled by a renowned author, this captivating work takes readers on a transformative journey, unraveling the secrets and potential behind every word. In this review, we will explore the book is key themes, examine its writing style, and analyze its overall affect readers.

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