

## DEFINITIONS FOR SERVICE COMPETENCIES

The Service Competencies focus on six global dimensions that break down further into 30 specific capacities that are individually measured to determine an individual's talents and abilities in each area. The list below provides a handy reference of the definitions of each the capacities measured.

### **Dimension 1: RELATING WITH OTHERS**

This dimension measures the ability to see and appreciate customer needs and interests and the ability to deal with customers in a concerned about objective manner.

#### **Attitude Toward Others:**

The ability to be positive, objective, and tolerant in their interactions with others.

#### **Prejudice/Bias Index:**

The degree of prejudice and bias in person's attitudes toward others, indicating to what degree these prejudices can interfere with relationships.

#### **Reading Customers Needs:**

This component measures one's ability to see and understand the needs and interests of customers.

#### **Valuing Future Business:**

This component measures one's ability to develop and maintain, realistic attitude that future business customers.

#### **Patience With Customers**

This capacity measures one's ability to see and except customers as they are.

### **Dimension 2: COMMUNICATING WITH CUSTOMERS**

This capacity measures a person's ability to listen to you and responsible customer objectives, sexy and efficient manner.

#### **Listening To Customers**

This component measures how well an individual listings without imposing personal viruses and expectations.

#### **Evaluating What Is Said:**

This component measures the ability to focus on crucial issues in an objective manner.

#### **Developing A Response:**

This component measures how well one can construct alternatives which address issues in clear, understandable manner.

#### **Talking At The Right Time:**

This component measures how well one can decide what to say and when to say it.

#### **Understanding Attitudes:**

This component measures one's ability to be tolerant and understanding of viewpoints.

### ***Dimension 3: HANDLING CUSTOMER REJECTION***

The ability to see and appreciate one's self-worth, to develop ego strength such that one can maintain self-identity and self worth from how well one meets internal self expectations or the expectations and standards of others.

#### **Self Esteem:**

The capacity to see and appreciate one's unique worth and individuality, to see and understand "Who One Is" apart from one's social/role or ideal self image.

#### **Self Assessment:**

The ability to realistically see and understand one's limitations, no one's potential success as well as one's limitations.

#### **Self Confidence**

The ability to develop and maintain inner strength based on the belief that one will succeed.

#### **Self Control:**

The ability to maintain self composure in difficult situations, to think and act objectively rather than impulsively and emotionally.

#### **Sensitivity To Others:**

This capacity indicates the degree to which one to be objective about others without allowing personal feelings, positive or negative, to get in the way of making decisions.

### ***Dimension 4: JOB RELATED ATTITUDES***

This dimension measures an individual's general work ethic attitudes indicating his or her willingness to get things done in an effective and efficient manner.

#### **Meeting Established Standards:**

This component measures one's respect for conformity to establish rules.

#### **Doing Things Right:**

This component measures one's insistence on doing things right.

#### **Attention To Policies And Procedures:**

This component measures one's sense of respect for and commitment to organisational policies and procedures.

#### **Meeting Deadlines And Schedules:**

This component measures one's attention to the urgency to meet schedules and deadlines.

#### **Attitude Towards Authority:**

This component measures the degree of attention to respect for organisational and social sources Or authority

### ***Dimension 5: PROBLEM SOLVING CAPACITY***

These capacity is measures the ability to see and understand what the crucial issues are in problem

situations and identify workable solutions.

#### Evaluating What To Do:

This component measures one's ability to identify issues and allocate resources to solve the problem.

#### Attention To Concrete Detail:

This component measures one's ability to see and pay attention to concrete detail, recognising flaws in things and situations.

#### Using, Common Sense:

This component measures one's ability to use practical, commonsense problem-solving situations.

#### Intuitive Insight:

This component measures one's ability to rely on intuitive inner feelings for identifying problems and deciding on a fruitful direction.

#### Seeing Potential Problems:

This component measures one's ability to size up situations and identify causes and solutions for problems.

### ***Dimension 6: PERSONAL WORK ATTITUDES***

This capacity measures the ability of an individual to feel satisfied and competence a job and work in a consistent manner.

#### Role Satisfaction:

The ability to feel that one's social/role function is both fulfilling and rewarding, that what one is doing has a useful benefit.

#### Flexibility/Adaptability:

This capacity measures the effect of rigid self views and the imposition of these views on others.

#### Health/Tension Index

This capacity measures how well an individual can balance and manage anxiety, despair and depressive, attitudes.

#### Persistence:

This component measures one's ability to maintain direction is right obstacles and regardless of any circumstances.

#### Consistency, Reliability:

This component measures one's ability to maintain a sense of order, C and continuity in one's decisions, to reliably of the transfer of decisions to action.