

# 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

**Betsy D. Kennard, Jennifer L.  
Hughes, Aleksandra A. Foxwell**

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

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 *Tests* Taddy Maddox, 2008 Contains information on testing programs and packages including hundreds of such instruments commercial and otherwise Instruments include those for psychology including such topics as attention deficit disorder families illness intelligence pain pathologies personality and wellness education including aptitude assistive technologies behavior English learning fine arts foreign language guidance academic topics and speech and language and business including skills attitudes emotional intelligence and team skills Each entry gives the intended population purpose scoring methods and cost along with a brief description of how to administer the test and use its results The editor provides indexes of test publishers test authors and titles

## **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 voilà 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

**CBT for Depression in Children and Adolescents** Betsy D. Kennard, Jennifer L. Hughes, Aleksandra A. Foxwell, 2016-05-23 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

**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

**Waves, Formations and Values in the World System** Volker Bornschier, Peter Lengyel, 1992-01-01

**Safeguarding the Quality of Forensic Assessment in Sentencing** Michiel Van der Wolf, 2022-09-30 This edited collection provides an interdisciplinary and cross national perspective on safeguarding the quality of forensic assessment in sentencing offenders Taking an in depth look at seven different Western countries each chapter provides an overview of the role of assessment in sentencing offenders as well as a focus on formal ways in which the respective country's legal system and disciplinary associations protect the quality of forensic assessment Each chapter explores how to assure better decision making in individual cases based on assessments of psycholegal concepts such as mental disorder insanity criminal responsibility and dangerousness Combining the perspectives of lawyers legal scholars and clinicians working in the field this book is essential for those working in and with forensic assessment The Open Access version of this book available at <http://www.taylorfrancis.com> has been made available under a Creative Commons Attribution

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*World Society Studies* ,1991

## **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 are 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 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.

<https://www.portal.goodeyes.com/files/publication/default.aspx/Common%20Induction%20Standards%202010%20Learning%20Disability%20Toolkit.pdf>

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web iv disney and cameron mackintosh s mary poppins jr what to expect during rehearsals you will be performing a musical a type of play that tells a story through music choreography and dialogue because there are so many parts of a musical most shows have more than one author the composer writes the music and usually works

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web based on p l travers beloved book series of the same name mary poppins became an immediate hit when it premiered as a movie musical in 1964 forty years later cameron macintosh conceived of an enchanting stage musical that combines elements of disney s film with material inspired by travers books

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web english budget 4 4 6 million 5 box office 103 1 million 6 mary poppins is a 1964 american musical fantasy film directed by robert stevenson and produced by walt disney with songs written and composed by the sherman brothers the screenplay is by bill walsh and don dagradi based on p l travers s book series mary poppins

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