

**Confidential Results**

## **CareeR<sub>x</sub><sup>™</sup> Development Report**

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### **Call Center Simulation**

**Results for:**

**John Doe  
ID# 123-45-678  
July 29, 2006**



**Employment Technologies**  
CORPORATION

## Career Prescription (CareeRx™)

*This performance plan is specific to your personalized needs and is recommended based upon your assessment results. Work your plan with your coach for maximum success.*

### Suggested Developmental Priorities

**Sales Orientation** — Identifying customer needs for products and services, matching products and services to those needs, recommending and influencing customers toward appropriate products and services, and responding persuasively to customer questions and objections.

#### Recommended Activities for Sales Orientation

**To Be Completed By:**      **Completed:**

#### On-the-Job Activities

- |   |       |       |
|---|-------|-------|
| <ul style="list-style-type: none"> <li>• Identify a sales mentor, and listen to some of his or her customer calls. List effective sales techniques you can apply to your own calls.</li> </ul>  | _____ | _____ |
| <ul style="list-style-type: none"> <li>• Write down a list of common objections and the responses you have used successfully to overcome them. Post the list in your workspace for easy reference.</li> </ul>   | _____ | _____ |
| <ul style="list-style-type: none"> <li>• Read product/service brochures and underline the key points. List the products/services that lead to cross sales or upgrades.</li> </ul>   | _____ | _____ |
| <ul style="list-style-type: none"> <li>• Prepare a list of products and services that correspond to various customer needs. For example, when a customer expresses a need or concern about X (problem or need), the issue can often be resolved by offering Y (specific product or service).</li> </ul> | _____ | _____ |
| <ul style="list-style-type: none"> <li>• Ask your supervisor to monitor your calls for sales opportunities. Review your performance together.</li> </ul>  | _____ | _____ |
| <ul style="list-style-type: none"> <li>• Set tangible sales goals. For one month, using a daily calendar or planner, write down your sales goal for each day and what it means for you personally.</li> </ul>   | _____ | _____ |
| <ul style="list-style-type: none"> <li>• Practice brief product presentations with coworkers.</li> </ul>  | _____ | _____ |
| <ul style="list-style-type: none"> <li>• Go over your individual statistics with your supervisor and brainstorm ways to improve your numbers.</li> </ul>  | _____ | _____ |

#### Other

- |   |       |       |
|---|-------|-------|
| <ul style="list-style-type: none"> <li>• _____</li> </ul> | _____ | _____ |
| <ul style="list-style-type: none"> <li>• _____</li> </ul> | _____ | _____ |
| <ul style="list-style-type: none"> <li>• _____</li> </ul> | _____ | _____ |