Performance Skills Index for Contact Centers

Confidential Report For

Test Test

PSI with Learning Styles for Contact Centers

Date Test Completed: 01/16/2020

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The Performance Skills Index (PSI) assesses an individual's capacity to learn and remember new information. PSI scores are predictive of performance in contact centers. Generally speaking, people who have higher learning ability will perform better on the job. Strong performers in contact centers are more proficient in the following ways:

Learning and Comprehension

•They learn new information quickly.
•They analyze the information provided to identify the problem or issue.
•They are organized.
•Their work is accurate.

Speed and Flexibility

•They can multi-task effectively.
•They work quickly and efficiently.
•They are flexible and adaptable.

Performance in Training

•They learn quickly and with ease during training.
•They gain an overall mastery of the training material.

Performance Skills Index (PSI) Overall Result: High

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

The candidate received an overall PSI rating of High.

There are two general types of PSI questions — math and verbal — that are combined to arrive at the above overall rating. This overall rating is the information that should be used for any selection or promotional decisions.

The candidate's scores on the two question types are presented below for informational purposes only:

Math Component

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
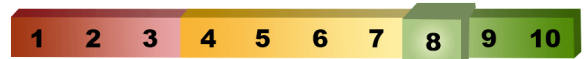
The PSI math questions require the candidate to analyze the information provided, identify the relevant pieces of information, and perform basic computation in order to arrive at a solution.

The candidate received a rating of High on the Math component of PSI.

Verbal Component

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
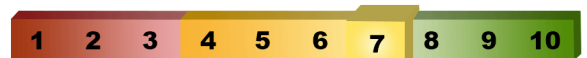
The PSI verbal questions require the candidate to demonstrate verbal proficiency, read a passage and answer questions about it, or analyze relationships between concepts.

The candidate received a rating of Moderate on the Verbal component of PSI.

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Expected Job Performance
Based on this individual's PSI results, what is the probability that he or she will be a top performer in a contact center position?

The information below is based on supervisor ratings of contact center representative performance. Supervisors evaluated representatives on specific aspects of the job (such as learning and comprehension), as well as overall job performance.

Overall Job Performance
When a "top performer" is defined as being rated in the top half of all contact center representatives, you can expect approximately 57 out of 100 candidates scoring at this level on PSI to be top performers. Compared with the average candidate administered PSI for contact center positions, this candidate has a 16 percent more than average chance of being a top performer.

Performance in Specific Job Areas
The chart below shows the probability that this individual will be a top performer (that is, rated in the top half of all representatives) in the following areas:

  • Learning and Comprehension

  • Speed and Flexibility

  • Performance in Training

	0-34%	35-39%	40-44%	45-49%	50-54%	55-59%	60-64%	65-100%
Learning and Comprehension						▓		
Speed and Flexibility						▓		
Performance in Training						▓		

Performance Skills Index for Contact Centers

Expected Performance on Licensing Exams

Based on this individual's PSI results, what is the probability that he or she will pass the required licensing exams *on the first attempt*?

State Insurance Exams

Life &Health	81 %
Property & Casualty	67 %

Securities Exams

SIE	83 %
Series 63	83 %

Registered Representative Exams

Note: These advanced exams are typically taken by individuals who have already passed one or more industry exams.

Series 7	65%

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Learning Styles Guide

This section of the report identifies this individual's preferred learning style.As a trainer, this information will help you train and develop employees by understanding what types of training and development programs will be most effective for each individual, based on that individual's preferred learning style.

Preferred Learning Style: Practical

This candidate has a PRACTICAL learning style. This means that he or she likes to carefully think things through and apply what he or she learns to real life, on-the-job situations. Abstract concepts do not sit well with an individual with a Practical learning style.This individual is likely to be highly motivated to learn, but only if he or she can relate the topic to a situation that he or she is likely to encounter in real life. Individuals with a Practical learning style tend to be self-directed. They will consider the implications of a new idea or concept and how it can be applied in practical situations.

An individual with a Practical learning style is likely to:

- Be highly motivated to solve real life problems
- Enjoy applying new ideas and seeing practical, immediate results
- View everyday problems as challenges
- Enjoy identifying and applying solutions that work
- Be willing to get his or her hands dirty to get the job done

An individual with a Practical learning style may be challenged by:

🚩 Being motivated to learn new material only if he or she perceives a practical improvement or benefit

🚩 Becoming frustrated if he or she cannot see a practical reason or purpose for learning new material

🚩 Resisting being told what to do; he or she prefers to be self-directed, although he or she will welcome helpful feedback from trainers

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Training and Developing an individual with a Practical Learning Style

To help this individual get the most out of training and development programs, you may find it helpful to consider the following preferences.

An individual with a Practical learning style prefers a training and development program that:

- Focuses on practical solutions to everyday problems
- Clearly links what is learned during training to how that knowledge can be applied in the real world
- Is taught by an "expert" who takes the role of coach or mentor
- Uses a range of self-directed activities that allows autonomy

An individual with a Practical learning style may be uncomfortable if his or her trainer:

- Focuses on abstract or theoretical concepts instead of practical advice and training that can be applied in the real world
- Fails to show him or her how to relate the material being learned to his or her job
- Tries to force compliance rather than taking the time to gently coach him or her

Recommended training activities for an individual with a Practical learning style:

- Self-directed lesson assignments
- On-the-job training with support by an expert coach or mentor
- Simulations
- Case studies that involve realistic situations that he or she is likely to encounter on the job

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Interview Questions

The candidate has a Practical learning style.A well-conducted interview can provide additional insight into the candidate's preferred learning style.Listed below are some suggested interview questions based on potential areas of concern for people with a Practical learning style.

Maintaining Focus

People with a Practical learning style sometimes have a tendency to lose focus and motivation in training sessions if they perceive that the training lacks immediate relevance and practicality. They can get frustrated with lengthy training or long explanations that don't seem to be immediately applicable to their situation.

Ask: Tell me about a situation where you had to sit through a long training period that seemed to have little to do with your actual situation. How did this make you feel?

How did you maintain your focus during the instruction period?

Do you feel that this type of training was a successful format for you? Why or why not?

Listen for: Maintaining focus in long training sessions; comfort learning new material that may not appear immediately relevant

Interview rating for maintaining focus during training that did not appear immediately relevant:

(1)	(2)	(3)	(4)	(5)
Unable to maintain focus		Satisfactory focus		Outstanding focus

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Flexibility with different types of instructors

People with a Practical learning style tend to be self-directed or independent learners. They commonly avoid instructors who are bossy and are attracted to instructors who tend to guide students and act like mentors.

Ask: Tell me about your favorite teacher or instructor. What did you like about his/her teaching style?

Tell me about a time when you had a hard time learning something because of the instructor's teaching style. What would have made your experience better?

Listen for: Desired teaching style; flexibility interacting with certain types of instructors

Interview rating for maintaining focus and attention with different types of instructors:

(1)   (2)   (3)   (4)   (5)

Low   Satisfactory   Outstanding
flexibility   flexibility   flexibility

Training Preferences

People with a Practical learning style have strengths and potential areas of concern about learning different types of information. Take this opportunity to find what type of training works best and what type of training is least effective with this individual.

Ask: Tell me about some training experiences you have had in the past. What did you like most about them?

Do you prefer training sessions that are informal and action-oriented or training sessions that are formal and theory-oriented? Why?

How would you design a training program to best meet your learning needs in terms of structure, content, and format?

Listen for: Success with different training exercises and formats; ability to learn information that is presented in different ways