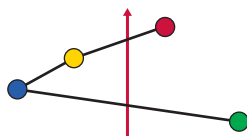


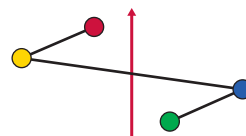
# Problem SOLVING versus PEOPLE Skills

## Let's Fix This

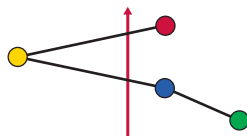
Having trouble with your customer service department? Are they circling the water cooler instead of answering phones? If that's the case, you need to read this article. There's a common misconception that Customer Service must involve using socially oriented people to engage your customers. The problem being, socially driven people don't like confrontation or anything perceived as threatening. They don't want to have to problem solve or deal with conflict. Have you ever considered using a polite person instead? First of all, there is a difference. A polite person will work with diligence and answer questions without feeling an urge to chat. Socially reserved people typically want to do the job thoroughly, be helpful, and move on to the next job. You have a wide degree of profiles to choose from. *They are as follows:*



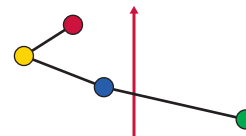
**The Technical Expert** is capable, but keep in mind they like having lots of variety and multitasking in their work. Sitting in one place and answering phone calls may be difficult, but they are great problem solvers.



**The Craftsman** is a patient worker with great attention to detail, but is not as nit-picky as say, a Scholar. This can allow a faster result, though accuracy may suffer if under pressure for a quick response.



**The Scholar** is going to want to work on one problem at a time, but they use methodical and focused problem solving methods.



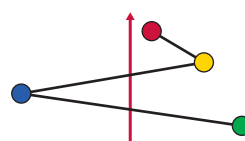
**The Specialist** is a busy, low risk problem solver. With minimal training and support, they become adept at providing solutions.

All of these patterns have several things in common. They can effectively problem solve using history and applied knowledge. Their level of detail will require them to behave in a manner that's appropriate and polite. Though conservative and risk averse; proven methods, accurate mental recall and the rule of law combine to deliver resolution. In short, they're ideal for Customer Service positions requiring fact-based solutions.

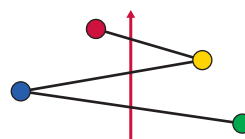
## Can I Help You

So what do you do with all the people crowded around the water cooler? Don't despair. Help is on the way in the form of a successful inside sales team.

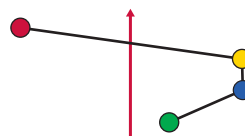
By inside sales, we mean the type of sales person who meets people at the door or counter and says the magical words: "Can I help you?" These people are exceptional at making clients feel welcome and at ease. Their personalities can put back together frayed trust levels and allay fears as easily as a geek can plug a new device in. Depending on where their other traits land, these inside sales people can bring a lot of other good things to the table.



**The Administrator** is great for Inside Sales. Friendly, multi-taskers with plenty of detail, they insure clients' needs are met. While autonomous enough to prioritize and organize, they are not pushy or aggressive sales people. Their detail makes that sort of activity a risky and fearful proposition.



**The Coordinator** is a friendly person and prefers variety. This person is good for those customers who need someone to remember them from visit to visit. However, don't ask the Coordinator to prioritize the department, as this is stressful.



**The Facilitator** is adept at friendly service that requires a linear approach. They enjoy routine, and happily provide the same service for hundreds of clients. Plus, they'll do it accurately. This is not a proactive person, and they will need guidance, especially if aspects of the job change.