

The Customer Service Style DISC Module helps identify the characteristics of the evaluated when they have to serve or service customers. It is designed to take advantage of the strengths of their style and strengthen weaknesses, as well as help fit the right people in the right environment.

**Type:** Optional module to base report

**Included in:** DISC Professional

**Pages:** 3

**Price:** No cost

## First page: Your style of Customer Service

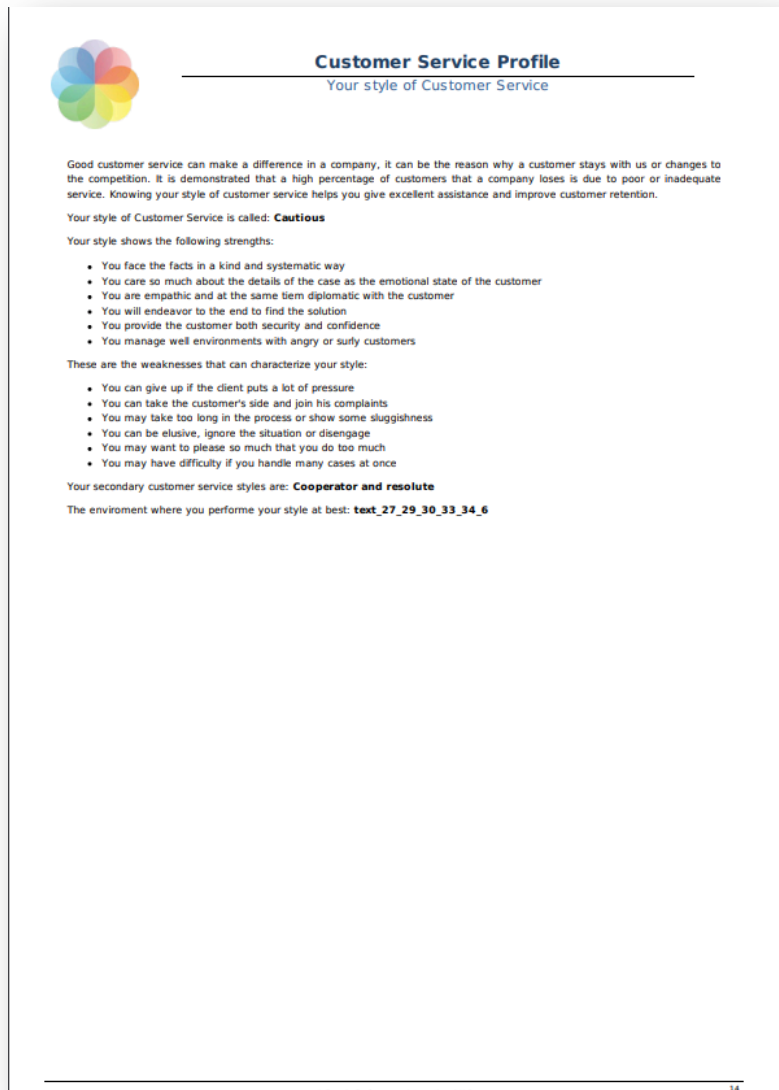
*It is used both in recruitment and in development and training*

Good customer service can make a difference in a company, it can be the reason why a customer stays with us or changes to the competition. It is demonstrated that a high percentage of customers that a company loses is due to poor or inadequate service. Knowing your style of customer service helps you give excellent assistance and improve customer retention.

This section is dynamic (according to the style of each evaluated)

It is divided into 6 sections:

- Explanatory introduction
- Name of the customer service style
- Strengths of style
- Weaknesses of style
- Secondary styles
- The environment in which this style best performs



**Customer Service Profile**  
Your style of Customer Service

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Your style of Customer Service is called: **Cautious**

Your style shows the following strengths:

- You face the facts in a kind and systematic way
- You care so much about the details of the case as the emotional state of the customer
- You are empathic and at the same time diplomatic with the customer
- You will endeavor to the end to find the solution
- You provide the customer both security and confidence
- You manage well environments with angry or surly customers

These are the weaknesses that can characterize your style:

- You can give up if the client puts a lot of pressure
- You can take the customer's side and join his complaints
- You may take too long in the process or show some sluggishness
- You can be elusive, ignore the situation or disengage
- You may want to please so much that you do too much
- You may have difficulty if you handle many cases at once

Your secondary customer service styles are: **Cooperator and resolute**

The environment where you perform your style at best: **text\_27\_29\_30\_33\_34\_6**

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## Second page: Identifying the styles of the clients

*It is mainly used in development and training*

- It is a guide that helps the person identify with what type of client he is dealing with. This section is static (does not change)

## Third page: Customer Service Strategy

*It is mainly used in development and training*

- Based on the evaluated Customer Service style, it helps him identify some basic strategies that you can follow when he has to service the clients. This section is dynamic (according to the style of each evaluated)

Summary table of customer service styles (does not appear in the report)

Style	Main characteristic	Main weakness	Ideal environment
Directive	Faces the facts directly	Can be sharp or be too strong	Where hard environments need determination, where you have to be very proactive
Charismatic	Faces the facts directly but very friendly	May want to control the conversation	Where proactivity and determination are needed, as well as fluency in interaction and communication
Persistent	Faces the facts objectively but friendly	Can be somewhat elusive with the customer	Where you need to combine determination, kindness and persistence
Informal	Faces the facts in a friendly way	Can not really listen to the customer	Where it is necessary great capacity for interaction, communication and kindness
Facilitator	Faces the facts in a friendly way and at the same time calm	May settle with the easiest solution, but not the most appropriate one	Where good communication skills are needed as well as kindness and cooperation with the client
Adviser	Faces the facts in a friendly but at the same time conscientious way	Can be perceived as a smartass	Where you have to combine good interaction and communication with details and data
Cooperator	Faces the facts unhurried and friendly	Can get to join the customer's complaint as a way to pacify him	Where kindness, serenity and endurance are fundamental and there are clear established procedures
Cautious	Faces the facts in a kind and systematic way	Can give up if the client puts a lot of pressure	Where you need a lot of kindness while following procedures to resolve issues
Technical	Faces the facts conscientiously and systematically	May not empathize with the customer	In technical environments where information and details are the most important
Resolute	Faces the facts directly and conscientiously	May be too dry or hard	Where determination is needed while dealing with details and information in a thorough manner