

## selected areas of a PPA XL focusing on the manager

### Management and line manager traits

- Key words
- General traits
- Optimisation of potential
- Responsibilities
- Points to be discussed
- Management and motivation
- Decision-making
- Planning and resolving problems
- Communication
- Administration
- Development

### Sales and Customer Service attributes

- Opening a conversation and communication
- Presentation and communication skills
- Concluding
- Supporting and managing customer contacts
- Presentation
- Administration
- Target-oriented
- Ability to empathise with the customer's requirements
- Dealing with criticism and assertiveness
- Attitude and response
- Ingenuity and problem-solving ability

## Call Centre Analyses

- Key words
- Customer focus
- Resolving problems
- Perseverance
- Dealing with pressure at work
- Dealing with aggression and unreasonableness
- Actively promoting products, services and ideas
- Conveying information
- Summary

## Training, technical and administrative

- Introduction to training guidelines
- Primary areas for development
- Other possibilities
- Resolving problems
- Organising the workflow
- Deadlines and time allocation
- Ensuring quality and accuracy
- Supplying information and providing services

## Basic Style of Behaviour

- Own image – Diagram III
- Self-motivation
- Position/main tasks
- Work mask – Diagram I
- Behaviour under pressure – Diagram II
- Motivators
- Introduction to Strength/Weakness analysis
- This person's strengths at work
- This person's potential limitations

## **Tips for this person's manager/line manager**

- Supervision
- Motivation
- Communication
- Management
- Support
- Delegation of tasks
- Discipline
- Development and potential

## **Career options**

- Personal
- The work environment
- Career components
- Your strengths at work
- Career guidelines