

Service Success Profile Assessment (Entry to Mid-Level)

Individuals in this role are those who have a smaller scope of responsibility are accountable for adding value to partner relationships and/or external customers; strengthening longer term relationships that contribute to Wells Fargo's success.

The following Self-Assessment gives you the opportunity to rate yourself on the Service Success Profile. It is meant to give you a snapshot of your current strengths and help you focus on opportunities for improvement.

Complete the following Self-Assessment to conduct a thorough assessment of your strengths and self improvement needs. Rate your perception of how frequently you demonstrate the outstanding behaviors associated with the competencies. For a full description of the behaviors, refer to the Service Success Profile document.

Once you have completed the self-assessment, determine two or three key areas for development based on your self-assessment (You may also use any other feedback you have received from your manager, team members, or from a feedback tool.) Focus on the behaviors that you rated as “occasionally” and “rarely or never.”

If you'd like a more in-depth assessment, talk to your manager about the value of going through Wells Fargo's INSIGHTS multi-rater assessment process.

Work with your manager and/or your local Learning & Development to put together your development objectives and a plan to support those objectives.

Service Profile Self-Assessment

Critical Thinking:	<i>Rarely or Never</i>	<i>Occasionally</i>	<i>Often</i>	<i>Usually</i>	<i>Almost Always</i>
I am able to identify potential problems and take action to prevent or minimize them.					
I think through the short and long term consequences of actions					
I anticipate how decisions will affect others					
I notice discrepancies and inconsistencies in available information.					
I appropriately set and re-adjust priorities.					

Knows the Process:	<i>Rarely or Never</i>	<i>Occasionally</i>	<i>Often</i>	<i>Usually</i>	<i>Almost Always</i>
I demonstrate knowledge of Wells Fargo's products, services and processes inside of my own area of expertise.					
I demonstrate an in-depth understanding of the computer systems and processes needed to perform work in my own area.					
I easily learn new and changed processes.					
I know when to seek help and from whom.					

Leverages Resources:	<i>Rarely or Never</i>	<i>Occasionally</i>	<i>Often</i>	<i>Usually</i>	<i>Almost Always</i>
I manage time effectively.					
I use technology and tools to streamline tasks.					
I use appropriate technology for communicating effectively.					
I am enthusiastic about adapting to new technology.					
I learn how to use new technology to service the customer.					

Relationship Savvy:	<i>Rarely or Never</i>	<i>Occasionally</i>	<i>Often</i>	<i>Usually</i>	<i>Almost Always</i>
I notice and respond effectively to interpersonal cues while interacting with others.					
I create a positive customer experience through my interactions.					
I take a personal interest in team members and customers by asking about their concerns and interests.					
I develop and maintain good working relationships across the organization, to create a network for the customer.					
I make others feel comfortable by responding in ways that convey interest in what they have to say.					

Service Profile Self-Assessment

Adaptability:	<i>Rarely or Never</i>	<i>Occasionally</i>	<i>Often</i>	<i>Usually</i>	<i>Almost Always</i>
I move comfortably from one project or process to the next					
I start fresh with each interaction, not carrying forward emotional reactions from one situation to the next.					
I adjust my personal style of working and communicating to accommodate the preferences of others.					
I maintain a positive, professional demeanor when dealing with stressful situations and difficult people.					
I modify my behavior in response to feedback.					

Capitalizes on Opportunities:	<i>Rarely or Never</i>	<i>Occasionally</i>	<i>Often</i>	<i>Usually</i>	<i>Almost Always</i>
I ask questions to surface additional customer needs.					
I recognize opportunities for additional sales and service.					
I ask questions to clarify the customer's preferred ways of doing business.					
I describe additional services that might meet the customer's need.					

Tenacity:	<i>Rarely or Never</i>	<i>Occasionally</i>	<i>Often</i>	<i>Usually</i>	<i>Almost Always</i>
I have a strong sense of urgency about solving problems and completing work.					
I suggest new ways to solve recurring problems.					
I willingly tackle challenging customer service issues.					
I demonstrate sustained effort over time, to solve problems and accomplish objectives.					
I persistently seek ways to strengthen partnerships, despite obstacles.					

Leads with Integrity:	<i>Rarely or Never</i>	<i>Occasionally</i>	<i>Often</i>	<i>Usually</i>	<i>Almost Always</i>
I model behaviors that exemplify Wells Fargo values and serve the best interest of Wells Fargo.					
I follow through on commitments to others.					
I am honest and forthright with people.					
I demonstrate respect to others at all levels of the organization.					
I avoid any conflicts of interest or the appearance of a conflict of interest.					
I accept responsibility for mistakes.					

Service Profile Self-Assessment

Customer Focus:	<i>Rarely or Never</i>	<i>Occasionally</i>	<i>Often</i>	<i>Usually</i>	<i>Almost Always</i>
I convey to customers that meeting their needs is a high priority.					
I look for new ways to increase customer satisfaction.					
I go out of my way to deal with a customer's issue.					
I try to view a situation from the customer's perspective.					
I exceed customer expectations in terms of the quality of services delivered.					

Takes Accountability:	<i>Rarely or Never</i>	<i>Occasionally</i>	<i>Often</i>	<i>Usually</i>	<i>Almost Always</i>
I set challenging but achievable goals.					
I achieve results that exceed agreed-upon objectives.					
I accept ultimate responsibility for the quality of the customer experience.					
I take ownership of issues and see them through resolution.					

Diversity:	<i>Rarely or Never</i>	<i>Occasionally</i>	<i>Often</i>	<i>Usually</i>	<i>Almost Always</i>
I value the diversity of talents, skills and backgrounds that others bring to team efforts.					
I see differences as an asset.					
I recognize the value of all team members' contributions.					
I model respect for difference through my words and actions.					
I seek different perspectives when developing solutions.					
I listen and give serious consideration to perspectives that are different from my own perspective.					

Personal Learning Journal

As you are working on your development plans, you may find it useful to keep notes on what you are learning. This Personal Learning Journal template is one possible format for your thoughts and ideas.

Date:

Decision/topic/accomplishment:

What happened?

What worked well?

What didn't work well?

What would you do differently next time?

What did you learn about yourself?