



SMART WORK | ASSESSMENTS  
**we get people**  
powered by Predictive Science



# Contact Center LeaderPOP™

*"People will soon forget what you said. They will NEVER forget how you made them feel."*  
- Maya Angelou

Contact Center LeaderPOP™ (Contact Center Leader Predictor Of Potential), is statistically reliable, and predicts outcomes with up to 99.5% statistical probability.

It takes a very special person to manage today's fast-paced, multi-channel contact centers. And you don't have time—or money—to waste, searching for the right individuals to lead your customer service organization. **Contact Center LeaderPOP™** helps you hire only top-performers for your contact center management team using the predictive power of statistical science.

**Contact Center LeaderPOP™** was developed using advanced statistical methods to analyze data from more than 10 million assessments. The assessment results don't just describe your candidates and managers—they

actually predict, with up to 99.5% statistical probability, how well any given individual fits a particular job.

**Contact Center LeaderPOP™** is a comprehensive assessment that reflects the traits, attitudes, and emotional intelligence of top-performing managers in organizations and cultures around the world.

You can rely on **Contact Center LeaderPOP™** to help you build a contact center leadership team that will ensure your customers consistently receive the best service in your industry.

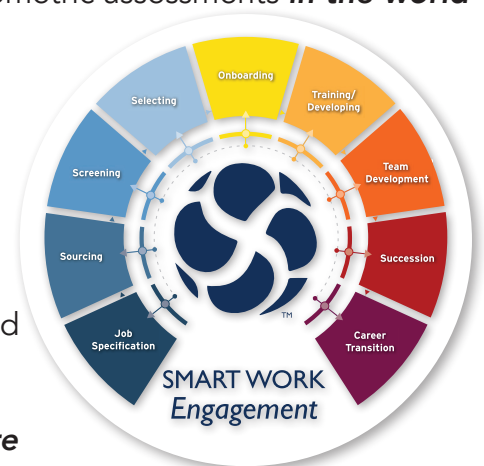
The **Contact Center LeaderPOP™** offers objective data relative to the core traits of employees that make them best-suited for contact center positions, or not.

**Contact Center LeaderPOP™** helps you:

- Measure candidates objectively on the key elements needed for success in management: initiative, motivation, and independence
- Compare and contrast candidates using a statistically sound, normative tool
- Predict how managers will perform in your organization's culture
- Coach and develop your contact center managers strategically, based on their inherent traits, learned behaviors, attitudes, and beliefs
- Determine optimal growth opportunities and succession paths for your managers

**Contact Center LeaderPOP™** is one of the few normative psychometric assessments *in the world* that has been validated to help you predict your employees' performance.

You can use it to integrate these scientifically-based insights **throughout an employee's entire life cycle with your organization**, from management selection to career development and succession planning.



**Contact Center LeaderPOP™** predicts performance by measuring the #1 competency of successful professionals—self-management. This is an individual's ability and willingness to take initiative and achieve goals—with minimal outside influence.

POP™ assessments measure 7 hard-wired character traits that together reflect an individual's baseline potential (talent), their attitudes and habits (effort), and key personality dimensions that can predict alignment with a manager, team, or culture.



**Contact Center LeaderPOP™** assesses and reports on:

- Self-management potential
- Motivational structure
- Organizational fit
- Comfort with conflict
- Emotional intelligence
- People orientation
- Analytical orientation
- Self-confidence
- Lifestyle management
- Listening style
- Approach to commitment

**Contact Center LeaderPOP™** can be **normed** to reflect your specific leadership and management culture and your succession-planning needs. We do this by benchmarking your top-performing leaders to build a customized success and selection model just for you.

Customized analytics also provide you and your senior leadership team with powerful knowledge about your business, allowing you to make strategic talent decisions that align with your organization's vision.

## Our Assessments, Analytics, and Insights Will Make Your Organization More Efficient. Period.

Psychometric testing is used by over 80% of the Fortune 500 companies in the USA and by over 75% of the Times Top 100 companies in the UK. These leading-edge organizations use science to build more strategic management cultures by selecting, developing, coaching, and retaining top performers, as well as by using profiling systems in their succession planning.

Smart Work | Assessments is the master U.S. distributor for Self Management Group's industry-leading POP (Predictor of Potential™) psychometric assessments. Supported by Self Management Group's statisticians and psychologists, we leverage reliable, validated data from more than 30 million normative assessments to help our clients boost productivity, slash turnover, and achieve organizational goals with confidence.

For a free assessment or initial consultation about your assessment needs, contact us at:

**864.686.4707** or  
[info@SmartWorkAssessments.com](mailto:info@SmartWorkAssessments.com)



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**SmartWorkAssessments.com**

500 East McBee Avenue  
Suite 100, #1110  
Greenville, SC 29601

Smart Work | Assessments is a Master Distributor of a Predictive Suite of over 80 assessments from Self Management Group of Toronto, Canada. All are based on 35 years of reliable statistical science, being actively used by over 3500 clients in 40 countries, with over 35 million assessments completed.