

Self-Confidence



Question:

Were you ever asked to complete an advanced project or take on a task that you were not very familiar with?

What did you do?
What was the result?

High

- Trusts their own abilities and judgments fully
- Accepts advanced opportunities proactively
- Believes in positive outcomes when completing projects

3

Moderate

- Believes in their own abilities but asks others' perspectives before making decisions
- Accepts advanced tasks when asked
- Is unsure of outcomes when completing projects

2

Low

- Unsure of their own abilities
- Avoids difficult tasks or roles
- Is constantly afraid of failure when completing projects

1

NOTES:

Upselling



Question:

Tell me about a time you influenced a customer to buy a more valuable product or service.

What happened and what did you do?
What was the result?

High

- Evaluates customers' needs and priorities
- Demonstrates value of products and services
- Makes upsell relevant to needs

3

Moderate

- Moderate effort to evaluate customers' needs
- Demonstrates some relevant value of products and services
- Makes upsell somewhat relevant to needs

2

Low

- Unsure of customers' needs and priorities
- Fails to demonstrate value of their offering
- Upsell is not relevant to needs

1

NOTES:
