

## Sales Engineer Competencies

### INFLUENCE AND PERSUASION

**Presentation skills:** Presents concepts in a clear, pleasant manner; feels comfortable in front of a group; tailors communications style to the audience

**Explaining situations clearly:** Provides clients and team members with the information that they need to make informed choices about repairs

**Persuasiveness:** Displays the ability to convince others; uses persuasive tactics and charisma to gain agreement

**Dealing with conflict:** Defuses conflict effectively without giving in or backing down; uses conflict as an opportunity to solve problems

**Displays courage:** Does what she/he thinks is right rather than what is convenient or safe; admits mistakes rather than trying to hide them

**Encouraging creativity:** Works with a team to devise innovative approaches to problems; encourages others to brainstorm new ways to approach challenges

**Motivating others:** Displays the ability to get the best performance out of others by building loyalty and trust

### INTERPERSONAL

**Comfort with social situations:** Friendly and easy to get along with, listens well and can carry on conversations

**Accommodating to clients:** Balances client's and own organization's needs and makes sure that the client is satisfied

**Reading others:** Reads body language and tone of voice well; picks up the implications of what others say; can identify buying signs

**Active listening:** Listens carefully to the client's problem and asks appropriate clarifying questions; lets the client or operator explain him/herself completely; can restate a conversation accurately

**Demonstrates empathy:** Understands the client's problems and concerns and displays a motivation to be helpful

**Level-headedness:** Keeps cool under pressure; maintains an even temper when the client seems to be upset

**Interpersonal Savvy:** Displays a high degree of tact and diplomacy; builds good rapport with the clients; can explain situations in a way that is informative and convincing without assigning blame

**Peer relationships:** Maintains positive relationships with co-workers and team members; mediates differences of opinion to minimize any damage to internal relationships

**Honest and trustworthy:** Builds a reputation as a person who is consistent and direct while still seeking to be helpful

**Works well with supervisors:** Responds to coaching; honest and respectful of supervisors

## **PROBLEM SOLVING**

**Displays insight and intelligence:** Shows superior ability to identify solutions where others cannot; thinks technically but can translate thoughts into plain language

**Solving problems:** Conducts a thorough analysis of issues; understands the client's goals and priorities; develops solutions that effectively address the client's most critical goals

**Innovative thinker:** Comes up with new ideas; generates alternatives when the usual methods don't work; solves new or unusual problems effectively

**Adaptable and flexible:** Likes working on new problems; can apply equipment knowledge and mechanical skills to unusual or novel situations

**Decisiveness:** Can make a reasonably good decision quickly; quick, confident decision-maker; not prone to over-thinking or making decisions timidly

**Dealing with uncertain situations:** Appears to be comfortable making decisions where the "right answer" is not apparent. Is willing to make the call and deal with the consequences

**Prudent decision making:** Thinks through decisions carefully, ensuring that important information is gathered before making a decision; takes his/her time to make sure that the decision is correct

**Develops technical knowledge:** Possesses and maintains knowledge of the equipment with which s/he will be working; learns new things quickly and can apply the knowledge on the job

**Documenting actions and results:** Writes proposals and letters in a clear, concise way that the client and other people in his/her organization can understand easily

## **ORGANIZATION AND TIME MANAGEMENT**

**Staying on task:** Keeps focused on important activities; moves quickly from one job to the next

**Personal Organization:** Keeps truck and workspace at client site organized and clean; knows where tools and equipment are; keeps track of tools and equipment through repeated unloading and reloading

**Managing the schedule:** Determines how long a repair will take and sets/changes other appointments accordingly; anticipates problems and adjusts schedule to compensate

**Setting priorities:** Identifies critical priorities; allocates time to ensure that top priorities get most attention

**Multi-tasking:** Can focus on several activities at the same time and switch between tasks quickly

**Improving Work Processes:** Can simplify complex processes to get things done more efficiently; recognizes how to be most efficient at getting work done

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