

Career Crafting Questions for Support Pros

Spend some time thinking through these questions for yourself. Your gut reactions are valuable, note them down. But after some thought you might discover additional nuances too.

Consider asking a trusted current or former boss for their opinions on what you are particularly good at, interested in, or should work on. Their responses are not indisputable facts, just inputs to the process.



What am I good at today?

What can I do better than most people in my role?

What would I like to do more of?

What would I do to improve our service if there was nothing to stop me?

What am I good at, but don't enjoy doing?

What would I like to learn to do?

Do I want to manage people? Under what circumstances?

Where does my team or company need help today?

Which parts of my job could be automated? Or done by someone with less experience than I have?

What other job appeals to me, even if I don't have the skills for it?

When am I happiest at work?

What do other people think I am best at?

Who is the person at work I most want to learn from?