

Thinking Pattern Reports

Customer Service Synopsis

Prepared for

SampleB SampleB



Orchestrating Results

Center For Applied Axiometrics

ktconnor@thinkingpattern.com
http://www.thinkingpattern.com
912-638-5082

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Customer Service Synopsis OVERVIEW GRAPH

Capacity	Primary Strengths	Secondary Strengths	Secondary Development	Primary Development
Relating With Customers			ü	
Communicating With Customers			ü	
Handling Customer Rejection			ü	
Job Related Attitudes			ü	
Problem Solving Capacity		ü		
Personal Work Attitudes			ü	

Relating With Customers :

The ability to see, understand and relate with customers in an objective, unbiased manner.

Handling Customer Rejection :

The ability to maintain a strong sense of inner self worth regardless of circumstances.

Problem Solving Capacity :

The ability to identify potential customer problems and generate effective solutions.

Communicating With Customers :

The ability to listen to customers, evaluate what is important and respond effectively.

Job Related Attitudes :

The ability to work within the organizational guidelines, policies and procedures to get things done.

Personal Work Attitudes :

The ability to feel a sense of purpose and satisfaction in one's work.

Customer Service Synopsis

RELATING WITH CUSTOMERS

Capacity	Primary Strengths	Secondary Strengths	Secondary Development	Primary Development
Attitude Toward Customers			ü	
Prejudice/Bias Index			ü	
Reading Customer Needs			ü	
Valuing Future Business				ü
Patience With Customers			ü	

RELATING WITH CUSTOMERS:

This capacity measures the ability to see and appreciate customer needs and interests and the ability to deal with customers in a concerned and objective manner.

Attitude Toward Customers :

This component measures one's ability to be positive, objective and tolerant with customers.

Prejudice/Bias Index :

This component measures the degree of prejudice and bias in attitudes towards others.

Reading Customer Needs :

This component measures one's ability to see and understand the needs and interests of customers.

Valuing Future Business :

This component measures one's ability to develop and maintain a positive, realistic attitude about future business with customers.

Patience With Customers :

This capacity measures one's ability to see and accept customers as they are.

Customer Service Synopsis

COMMUNICATING WITH CUSTOMERS

Capacity	Primary Strengths	Secondary Strengths	Secondary Development	Primary Development
Listening To Customers			ü	
Evaluating What Is Said			ü	
Developing A Response		ü		
Talking At The Right Time			ü	
Understanding Attitudes			ü	

COMMUNICATING WITH CUSTOMERS:

This capacity measures a person's ability to listen to and respond to the customer in an objective, effective and efficient manner.

Listening To Customers :

This component measures how well an individual listens without imposing personal biases and expectations.

Developing A Response :

This component measures how well one can construct alternatives which address issues in a clear, understandable manner.

Understanding Attitudes :

This component measures one's ability to be tolerant and understanding of other viewpoints.

Evaluating What Is Said :

This component measures the ability to focus on crucial issues in an objective manner.

Talking At The Right Time :

This component measures how well one can decide what to say and when to say it.

Customer Service Synopsis

HANDLING CUSTOMER REJECTION

Capacity	Primary Strengths	Secondary Strengths	Secondary Development	Primary Development
Self Esteem			ü	
Self Assessment			ü	
Self Confidence				ü
Self Control			ü	
Sensitivity To Others				ü

HANDLING CUSTOMER REJECTION:

The ability to see and appreciate one's self worth, to develop ego strength such that one can maintain self identity and self worth apart from how well one meets internal self expectations or the expectations and standards of others.

Self Esteem :

The capacity to see and appreciate one's unique worth and individuality, to see and understand 'Who One Is' apart from one's social/role or ideal self image.

Self Confidence :

The ability to develop and maintain inner strength based on the belief that one will succeed.

Sensitivity To Others :

This capacity indicates the degree to which one can be objective about others without allowing personal feelings, positive or negative, to get in the way of making decisions.

Self Assessment :

The ability to realistically see and understand one's strengths and limitations, to know one's potential for success as well as one's limitations.

Self Control :

The ability to maintain self composure in difficult situations, to think and act objectively rather than impulsively and emotionally.

Customer Service Synopsis

JOB RELATED ATTITUDES

Capacity	Primary Strengths	Secondary Strengths	Secondary Development	Primary Development
Meeting Established Standards				ü
Doing Things Right			ü	
Attention to Policies and Procedures			ü	
Meeting Deadlines and Schedules			ü	
Attitude Toward Authority				ü

JOB RELATED ATTITUDES:

This capacity measures a person's general work ethic attitudes indicating willingness to get things done in an effective and efficient manner.

Meeting Established Standards :

This component measures one's respect for and conformity to established norms and principles.

Doing Things Right :

This component measures one's insistence on doing things right.

Attention to Policies and Procedures :

This component measures one's sense of respect for and commitment to organizational policies and procedures.

Meeting Deadlines and Schedules :

This component measures one's attention to and urgency to meet schedules and deadlines.

Attitude Toward Authority :

This component measures the degree of attention to and respect for organizational and social sources or authority.

Customer Service Synopsis

PROBLEM SOLVING CAPACITIES

Capacity	Primary Strengths	Secondary Strengths	Secondary Development	Primary Development
Evaluating What To Do		ü		
Attention To Concrete Detail		ü		
Using Common Sense		ü		
Intuitive Insight			ü	
Seeing Potential Problems		ü		

PROBLEM SOLVING CAPACITIES:

These capacities measure the ability to see and understand what the crucial issues are in problem situations and to identify workable solutions.

Evaluating What To Do :

This component measures one's ability to identify issues and allocate resources to solve the problem.

Attention To Concrete Detail :

This component measures one's ability to see and pay attention to concrete detail, recognizing flaws in things and situations.

Using Common Sense :

This component measures one's ability to use practical, common sense in problem solving situations.

Intuitive Insight :

This component measures one's ability to rely on intuitive inner feelings for identifying problems and deciding on a fruitful direction.

Seeing Potential Problems :

This component measures one's ability to size up situations and identify causes and solutions for problems.

Customer Service Synopsis
PERSONAL WORK ATTITUDES

Capacity	Primary Strengths	Secondary Strengths	Secondary Development	Primary Development
Role Satisfaction			ü	
Flexibility/Adaptability				ü
Health-Tension Index			ü	
Persistence				ü
Consistency, Reliability			ü	

PERSONAL WORK ATTITUDES:

This capacity measures the ability of an individual to feel satisfied and competent in their job and to work in a persistent and consistent manner.

Role Satisfaction :

This component measures one's ability to feel confident and competent.

Flexibility/Adaptability :

This component measures the effect of dogmatic, rigid and black and white attitudes toward oneself and the world.

Health-Tension Index :

This component measures one's ability to balance tensions and anxieties.

Persistence :

This component measures one's ability to maintain direction in spite of obstacles and regardless of any circumstances.

Consistency, Reliability :

This component measures one's ability to maintain a sense of order, constancy and continuity in one's decisions, to reliably handle the transfer of decision to action.

Customer Service Synopsis

SECONDARY STRENGTH COMMENTS

Developing A Good Response: (Communicating With Customers)

You have the ability to identify and understand the consequences of your responses on others and are likely to take this information into consideration when you are developing a response. Your responses are likely to be objective but cautious and critical, especially in situations when you are dealing with opposing points of view.

Evaluating What To Do: (Problem Solving Capacity)

You have an excellent ability for sizing up situations, for identifying problems, especially in difficult or confusing situations and for generating constructive alternatives for resolving problems. This ability is a combination of practical, common sense thinking and conceptual, analytical thinking ability.

Attention To Concrete Detail: (Problem Solving Capacity)

You have the ability to see and understand what is happening in a practical, pragmatic way. Moreover, you have the ability to focus on things in such a way that you are able to identify both the flaws in things as well as the positive, functional worth of things.

Using Common Sense: (Problem Solving Capacity)

You have the ability to see and pay attention to things in a practical, common sense way giving you the ability to see and understand what needs to be done and to understand how to get things done in a practical way. You tend to be 'now' oriented and to stay focused on the need for results and immediate action.

Seeing Potential Problems: (Problem Solving Capacity)

You have a good capacity for identifying what the crucial issues in complex and confusing situations and how these issues are integrated into the overall perspective of the problem situation. You know what is important and needs attention, can see the heart of the problem and can identify alternatives for resolving the problem in an effective manner.

Customer Service Synopsis

SECONDARY DEVELOPMENT COMMENTS

Attitude Toward Customers: (Relating With Customers)

You tend to have an overly cautious, skeptical attitude toward others which can cause you to be too critical of others and impatient when they do not measure up. Attend a course on developing personal relationships which will provide techniques for helping you pay more attention to the needs and interests of others.

Prejudice/Bias Index: (Relating With Customers)

You tend to develop very skeptical, critical biases about others which concentrate on criticizing what is wrong rather than identifying what is right with others. Attend a course on building personal relationships which will help you identify the negative effect of biases and provide techniques for being more open and accepting of others.

Reading Customer Needs: (Relating With Customers)

You can be both dogmatic and skeptical leading you to impose preset solutions in an impatient manner. You are likely to be overly critical of others, especially when they do not agree or respond as expected. You may overlook buying signals and crucial issues in your presentation. Make an effort to develop techniques for customer assessment.

Patience With Customers: (Relating With Customers)

You tend to constantly measure others against your practical or preset biases and expectations and to be very impatient when they do not measure up. Attend a course on building personal relationships which will help you identify the source of your impatience and develop techniques for seeing and accepting others as they are.

Listening To Customers: (Communicating With Customers)

You tend to be overly skeptical and critical listening, measuring, and critiquing everything that is said against a preset standard. Attend a communication workshop which will teach you the value of listening to the other person's point of view and provide practical techniques for listening in a balanced and objective manner.

Evaluating What Is Said: (Communicating With Customers)

Because of the focused nature of your thinking, you may have difficulty correctly interpreting what others are saying. You will tend to be either unrealistically optimistic or skeptical and biased. Seek advice from others or from an objective measuring standard to test the balance and objectivity in your thinking about others.

Customer Service Synopsis

SECONDARY DEVELOPMENT COMMENTS

Talking At The Right Time: (Communicating With Customers)

Your thinking tends to be so results and `now' oriented that you lose a sense of balance and objectivity. As a result, your sense of timing can be too focused on the immediate needs of a situation. Seek advice from others to help you focus on a more balanced and objective view of the world.

Understands Attitudes: (Communicating With Customers)

Your skepticism and cautious attitudes can lead you to become overly critical about what is said such that you only see the negative potential even though what is said matches your own ideas and attitudes. Seek help from others to evaluate the source of your critical attitudes and to help you be more open and accepting to others.

Self Esteem: (Handling Customer Rejection)

You do not give yourself enough credit, depreciating your worth and contribution, measuring yourself against ideals and expectations and blowing up your imperfections. As a result, you are likely to be oversensitive to what others think or say about you.

Self Assessment: (Handling Customer Rejection)

You may have difficulty clearly and realistically assessing your strengths and limitations. As a result, you may bite off more than you can chew, overlook your own potential for mistakes and have difficulty maintaining consistent confidence in your ability to perform.

Self Control: (Ability To Handle Rejection)

You do not always maintain a sense of balance in your ability to identify and respond to problems, potentially leading you to react impulsively in stressful situations. You may spend too much time and energy on unnecessary problems.

Doing Things Right: (Job Related Attitudes)

Your strong sense of individualism can lead you to covertly or overtly challenge existing ways of doing things and can lead you to disregard even the need for order, structure and doing things according to a standard. Examine the consequences of your resistance to order, authority and structure.

Customer Service Synopsis

SECONDARY DEVELOPMENT COMMENTS

Attention To Policies And Procedures: (Job Related Attitudes)

Your individualistic need to challenge existing rules, standards and expectations will likely lead you to disregard policies and procedures which do not meet your needs. Make certain that your natural need for challenging and rebelling does not interfere with what common sense and the rule of good service dictate.

Meeting Schedules And Deadlines: (Job Related Attitudes)

You are currently in transition about which direction is best for you and tend to see the world in a sense of disorder and confusion. During this transition period, you are likely to have difficulty meeting schedules and deadlines. Take time to decide what you really want and what you are willing to do to obtain what you want.

Intuitive Insight: (Problem Solving Capacity)

You may have difficulty immediately identifying crucial issues by relying on intuitive hunches and 'gut' feelings or you may tend to rely too heavily on intuitive feelings which are vague. Use your common sense or your conceptual thinking to help evaluate the effectiveness of your intuitive insights.

Role Satisfaction: (Personal Work Attitudes)

You are currently in social/role transition uncertain about what you want to do and feeling frustrated and dissatisfied about your current circumstances. Seek feedback either individually or in a course on self development to evaluate what you want to do, what you feel you should do, and what opportunities for action exist around you.

Health Tension Index: (Personal Work Attitudes)

You currently do not see or value your self as well as the world around you and as a result are subject to anxiety and stress effects. Seek assistance to identify development steps to reduce this stress and spend time and energy doing things you like to do, which can help to relieve the anxiety and stress symptoms.

Consistency: (Personal Work Attitudes)

A combination of a compulsive need to push ahead and a feeling of frustration and dissatisfaction about your current circumstances can lead to inconsistencies in your decisions and actions. Take the time to examine your priorities and expectations to make certain that you can realistically accomplish what you set out to do.

Customer Service Synopsis

PRIMARY DEVELOPMENT COMMENTS

Valuing Future Business: (Relating With Customers)

You tend to be an individualist who will covertly or overtly challenge existing ways of thinking. Your individualism can lead you to become overly cautious about planning for the future and to overlook the consequences of actions. Make a check list to keep you in touch with the direction of customer actions.

Self Confidence: (Ability To handle Rejection)

You are currently in an overall self transition uncertain about your inner self worth, your current social\role image and your future direction. You are likely to feel a sense of inadequacy that you have difficulty marshalling your energies to get things done or to stay on track.

Sensitivity To Others (Handling Customer Rejection)

You are cautious and sometimes skeptical in your attitudes toward others. As a result, you may project an indifference or lack of attention to prospect and client needs and concerns and may become too critical and competitive when people disagree with your ideas and proposals.

Meeting Established Standards: (Job Related Attitudes)

Your strong sense of individualistic thinking combined with a cautious, skeptical attitude toward authority, structure and conformity can lead you to covertly or overtly challenge existing standards. Ask yourself whether you are rejecting standards simply for the sake of being different and seek advice to make certain you are being realistic.

Attitude Toward Authority: (Job Related Attitudes)

Your strong individualism will lead you to covertly or overtly disregard existing authority. You feel the need to challenge authority simply for the sake of doing so. Seek help from others to evaluate your biases against authority and to help you evaluate whether your rejection of authority is based on logic or emotion.

Flexibility, Adaptability: (Personal Work Attitudes)

You are currently in transition about which direction is best for you and as a result can feel uncertainty about changing directions. As a result, you are likely to feel anxiety, frustration and despair when you must deal with major changes in your life. Seek help to identify the source of your uncertainty about the future.

Customer Service Synopsis
PRIMARY DEVELOPMENT COMMENTS

Persistence: (Personal Work Attitudes)

You are feeling indecisive and uncertain about which course of action is best for you and as a result will not likely feel an urgency to push ahead. Seek help from others privately or in a course on self development to identify what you want to do and what you are willing to commit your time and energy to accomplish.