

Thinking Pattern Reports

Extended Customer Service Interview Guide

Prepared for

SampleB SampleB



Orchestrating Results

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Extended Customer Service Interview Guide **SUMMARY**

ATTITUDES:

- Individualist, does things their own way
- Optimistic about the world
- Cautious, hesitant attitude about themselves
- Cautious, skeptical attitude toward others
- Results, 'now' oriented attitude toward getting things done

PROBLEM SOLVING:

- Good intuitive insights, 'gut instincts'

SELF IMAGE:

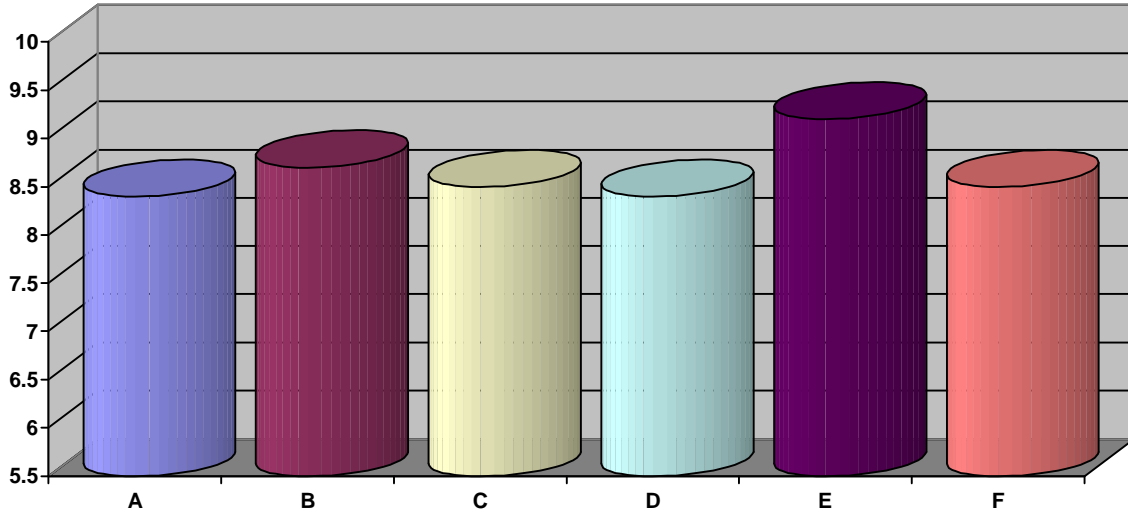
- Cautious, questioning the future
- No fear of failure, some fear of success
- Doubts and questions about what they are doing
- Has difficulty learning from their mistakes

MOTIVATORS:

- Results, getting things done
- Money, material things

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GLOBAL GRAPH



Low Risk (Excellent ability to utilize the capacity and translate the talent into decisions; reduces the potential for errors and mistakes)	8.8 to 10.0
Situational Risk (Very good ability to utilize the capacity especially in well defined areas; however, there are specific situations that can interfere with the translation into decisions)	8.5 to 8.79
Conditional Risk (Limited access to the capacity indicating actual conditions that will increase the potential for mistakes and errors and restrict the transfer into decisions)	8.2 to 8.49
Real Risk (Restricted access to the capacity indicating the ability is consistently unavailable and individuals are subject to mistakes and errors in judgment)	6.0 to 8.19

A) Relating With Customers (Conditional Risk) — The ability to see, understand and relate with customers in an objective, unbiased manner.
B) Communicating With Customers (Situational Risk) — The ability to listen to customers, evaluate what is important and respond effectively.
C) Handling Customer Rejection (Situational Risk) — The ability to maintain a strong sense of inner self worth regardless of circumstances.
D) Job Related Attitudes (Conditional Risk) — The ability to work within the organizational guidelines, policies and procedures to get things done.
E) Problem Solving Capacity (Low Risk) — The ability to identify potential customer problems and generate effective solutions.
F) Personal Work Attitudes (Situational Risk) — The ability to feel a sense of purpose and satisfaction in one's work.

Extended Customer Service Interview Guide **PERSONAL SERVICE INVENTORY**

PRIORITIZED CORE STRENGTHS

1) Attention To Concrete Detail: (Problem Solving Capacity)(SR-22C)-Very Good Potential

Focus on practical, pragmatic thinking identifies flaws in things as well as the positive, functional worth of things.

2) Seeing Potential Problems: (Problem Solving Capacity)(SR-25)-Very Good Potential

Excellent capacity for identifying crucial issues are in complex and confusing situations.

3) Using Common Sense: (Problem Solving Capacity)(SR-23C)-Very Good Potential

Very Good focus and ability to see and understand how to get things done in a practical, common sense way.

4) Evaluating What To Do: (Problem Solving Capacity)(SR-21)-Very Good Potential

Excellent ability for sizing up situations, for identifying problems and generating constructive alternatives.

5) Developing A Good Response: (Communicating With Customers)(SR-8B)-Very Good Potential

Ability to understand the consequences of what they say couched within cautious, selective attitudes.

6) Intuitive Insight: (Problem Solving Capacity)(SR-24)-Very Good Potential

Very Good ability for relying on intuitive insight and inner 'gut' feelings for identifying and solving problems.

7) Self Control: (Handling Customer Rejection)(SR-14)-Very Good Potential

Ability to maintain their sense of balance and equilibrium when dealing with stressful and emotional situations.

PRIORITIZED DEVELOPMENT COMMENTS

1) Attitude Toward Authority: (Job Related Attitudes)(SRV-20C)-Real Risk

Strong individualism will lead them to covertly or overtly challenge or disregard existing rules and authority.

2) Persistence: (Personal Work Attitudes)(SRV-29B)-Real Risk

Holding pattern concerning the future can generate difficulty setting and following through with goals.

3) Self Confidence: (Handling Customer Rejection)(SRV-13G)-Conditional Risk

Self-insecurity, difficulty knowing what to do or marshalling energy to get things done.

4) Sensitivity To Others: (Handling Customer Rejection)(SRV-15B)-Conditional Risk

Tendency to be overly indifferent to others can lead to a lack of attention to prospect or client needs and concerns.

5) Meeting Established Standards: (Job Related Attitudes)(SRV-16C)-Conditional Risk

Strong sense of individualistic, skeptical thinking can lead they to covertly or overtly challenge standards.

6) Flexibility, Adaptability: (Personal Work Attitudes)(SRV-27B)-Conditional Risk

Uncertainty about which direction is best can lead them to feel anxiety and frustration about the future.

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PRIORITIZED INTERVIEW NOTES

1) Attitude Toward Authority: (Job Related Attitudes)(SRV-20C)-Real Risk

They tend to disregard rules, norms, and conventions about how things should be done and do things their own way regardless of consequences. Test their ability to accept ideas and ways of doing things other than their own.

2) Persistence: (Personal Work Attitudes)(SRV-29B)-Real Risk

Their doubts about which direction is best can leave them indecisive and inconsistent in their commitments. Find out what they expect from your job and what they are willing to do to work in your organization.

3) Self Confidence: (Handling Customer Rejection)(SRV-13G)-Conditional Risk

Their life is in transition leaving them uncertain about what they want or what they are willing to commit to. Make certain that they have the talent, the desire, the need, and the expectations to match your job opening.

4) Sensitivity To Others: (Handling Customer Rejection)(SRV-15B)-Conditional Risk

They tend to be too quick to criticize and judge, to be negative and critical, to be dogmatic and inflexible. Test their ability to be patient with customer problems and take time to explain issues without being critical and negative.

5) Meeting Established Standards: (Job Related Attitudes)(SRV-16C)-Conditional Risk

Their individualism and non-conformism lead them to find ways to get around rules and accepted procedures, to feel little obligation to conform. Test their willingness to listen to and utilize ways of doing things other than their own.

6) Flexibility-Adaptability: (Personal Work Attitudes)(SRV-27B)-Conditional Risk

They tend to have difficulty seeing and learning from their mistakes and to have difficulty adapting to ways of doing things different from their own. Test their ability and willingness to stay open to all perspectives and problems.

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PRIORITIZED DEVELOPMENT AREAS

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7) Valuing Future Business: (Relating With Customers)(SRV-4C)-Conditional Risk

Individualist, covert thinking can lead them to discount or overlook future consequences.

8) Freedom From Prejudice: (Relating With Customers)(SRV-2C)-Conditional Risk

Tend to develop very skeptical, critical biases about others concentrating on their flaws and mistakes.

9) Role Satisfaction: (Personal Work Attitudes)(SRV-26B)-Conditional Risk

Social or role uncertainty can lead them to feel frustrated or dissatisfied in their current circumstances.

10) Consistency: (Personal Work Attitudes)(SRV-30A)-Conditional Risk

Inconsistent feelings about social/role image can lead one to shift from demanding too much to demanding too little.

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SERVICE CHART

CAPACITY	LOW RISK	SITUATIONAL RISK	CONDITIONAL RISK	REAL RISK
Relating With Others				
- Attitude Toward Others		ü		
- Prejudice/Bias Index			ü	
- Reading Customer Needs		ü		
- Valuing Future Business			ü	
- Patience With Customers		ü		
Communicating With Customers				
- Listening To Customers		ü		
- Evaluating What Is Said		ü		
- Developing A Response	ü			
- Talking At The Right Time		ü		
- Understanding Attitudes		ü		
Handling Customer Rejection				
- Self Esteem		ü		
- Self Assessment		ü		
- Self Confidence			ü	
- Self Control	ü			
- Sensitivity To Others			ü	

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SERVICE CHART

CAPACITY	LOW RISK	SITUATIONAL RISK	CONDITIONAL RISK	REAL RISK
Job Related Attitudes				
- Meeting Established Standards			ü	
- Doing Things Right		ü		
- Attention To Procedures		ü		
- Meeting Schedules & Deadlines		ü		
- Authority Toward Authority				ü
Problem Solving Capacity				
- Evaluating What To Do	ü			
- Attention To Concrete Detail	ü			
- Common Sense Thinking	ü			
- Intuitive Insight	ü			
- Overall Problem Solving	ü			
Personal Work Attitudes				
- Role Satisfaction			ü	
- Flexibility & Adaptability			ü	
- Health/Tension Index		ü		
- Persistence				ü
- Consistency			ü	

