

# Thinking Pattern Reports

## Customer Service Assessment

Prepared for

John Doe



*Orchestrating Results*

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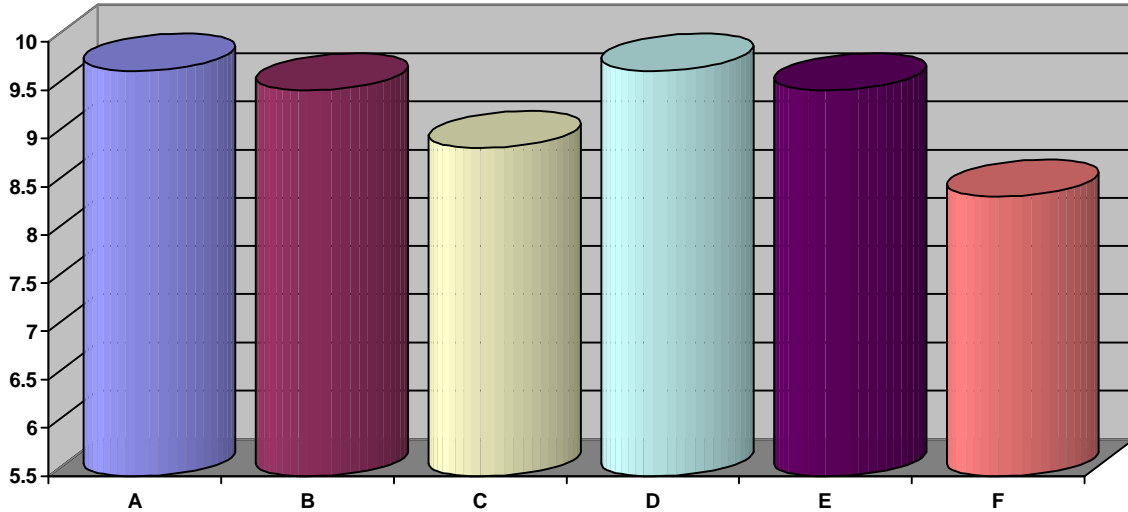
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## Customer Service Assessment

### OVERVIEW GRAPH



<b>Primary Strengths</b>	<b>9.4 to 10.0</b>
<b>Secondary Strengths</b>	<b>8.9 to 9.39</b>
<b>Secondary Development</b>	<b>8.3 to 8.89</b>
<b>Primary Development</b>	<b>6.0 to 8.29</b>

**A) Relating With Customers (Primary Strength)** — The ability to see, understand and relate with customers in an objective, unbiased manner.

**B) Communicating With Customers (Primary Strength)** — The ability to listen to customers, evaluate what is important and respond effectively.

**C) Handling Customer Rejection (Secondary Strength)** — The ability to maintain a strong sense of inner self worth regardless of circumstances.

**D) Job Related Attitudes (Primary Strength)** — The ability to work within the organizational guidelines, policies and procedures to get things done.

**E) Problem Solving Capacity (Primary Strength)** — The ability to identify potential customer problems and generate effective solutions.

**F) Personal Work Attitudes (Secondary Development)** — The ability to feel a sense of purpose and satisfaction in one's work.

## **Customer Service Assessment**

### **RELATING WITH CUSTOMERS**

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

#### **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 Assessment**

### **COMMUNICATING WITH CUSTOMERS**

<b>Capacity</b>	<b>Primary Strengths</b>	<b>Secondary Strengths</b>	<b>Secondary Development</b>	<b>Primary Development</b>
Listening To Customers	✓			
Evaluating What Is Said	✓			
Developing A Response		✓		
Talking At The Right Time		✓		
Understanding Attitudes	✓			

#### **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 Assessment**

### **HANDLING CUSTOMER REJECTION**

<b>Capacity</b>	<b>Primary Strengths</b>	<b>Secondary Strengths</b>	<b>Secondary Development</b>	<b>Primary Development</b>
Self Esteem			✓	
Self Assessment			✓	
Self Confidence	✓			
Self Control	✓			
Sensitivity To Others			✓	

#### **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 Assessment**

### **JOB RELATED ATTITUDES**

<b>Capacity</b>	<b>Primary Strengths</b>	<b>Secondary Strengths</b>	<b>Secondary Development</b>	<b>Primary Development</b>
Meeting Established Standards	✓			
Doing Things Right	✓			
Attention to Policies and Procedures	✓			
Meeting Deadlines and Schedules		✓		
Attitude Toward Authority	✓			

#### **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.

#### **Attention to Policies and Procedures :**

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

#### **Attitude Toward Authority :**

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

#### **Doing Things Right :**

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

#### **Meeting Deadlines and Schedules :**

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

## **Customer Service Assessment**

### **PROBLEM SOLVING CAPACITIES**

<b>Capacity</b>	<b>Primary Strengths</b>	<b>Secondary Strengths</b>	<b>Secondary Development</b>	<b>Primary Development</b>
Evaluating What To Do		✓		
Attention To Concrete Detail		✓		
Using Common Sense	✓			
Intuitive Insight	✓			
Seeing Potential Problems	✓			

#### **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 Assessment**

### **PERSONAL WORK ATTITUDES**

<b>Capacity</b>	<b>Primary Strengths</b>	<b>Secondary Strengths</b>	<b>Secondary Development</b>	<b>Primary Development</b>
Role Satisfaction				✓
Flexibility/Adaptability	✓			
Health-Tension Index				✓
Persistence	✓			
Consistency, Reliability				✓

#### **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.



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## **Customer Service Assessment**

### **PRIMARY STRENGTH COMMENTS**

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#### **Attitude Toward Customers: (Relating With Customers)**

You have a very dynamic, optimistic attitude toward others which gives you the ability to see and understand the positive potential of others, to be concerned about and attentive to the needs and interests of others, to be open and available to others.

#### **Freedom From Prejudice: (Relating With Customers)**

You have the ability to see and understand the uniqueness and individuality of others and you are also willing to be open to the viewpoints of others. You do have strong perfectionistic ideas about what is right or wrong and these ideas can lead you to be open to others more readily if they live up to your expectations and standards.

#### **Reading Customer Needs : (Relating With Customers)**

You have very keen insight into others which gives you the ability to evaluate their potential for both good and bad, to functionally evaluate the ability of others to perform, to see opportunities for development with others which are good for you and for them, and to be aware of the needs and concerns of others.

#### **Valuing Future Business: (Relating With Customers)**

You have the ability to build a plan or strategy which not only defines the boundaries for future decisions but also fits the pieces together to help others anticipate the consequences of decisions. Utilize your talent to help your customers examine the consequences of their decisions.

#### **Patience With Customers: (Relating With Customers)**

You have the ability and the willingness to be open and available to the needs and interests of others and to see and accept the viewpoints of others. As a result, you are likely to be more patient with others when they need attention to issues which you do not agree with or which are not necessarily important to you.

#### **Listening To Others: (Communicating With Customers)**

You have the ability and willingness to listen to what others are saying, to pay attention to their own unique viewpoints, to their needs and concerns. You are likely to spend time and energy allowing others to express their viewpoints even when those viewpoints and perspectives are contrary to your own.

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## **Customer Service Assessment**

### **PRIMARY STRENGTH COMMENTS**

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#### **Evaluating What Is Said: (Communicating With Customers)**

You have the ability to realistically and objectively evaluate what others are saying identifying any potential problem areas, generating constructive alternatives for solutions, maintaining an openness to viewpoints even when they are contrary to your own and seeing all sides of an issue.

#### **Developing A Good Response: (Communicating With Customers)**

You have the ability to identify and understand the consequences of what and how you respond to others. Moreover, you are concerned about making certain that what you say has a positive effect and that what you say is understood by others. As a result, you are likely to be concerned about limiting the effect of impulsive responses.

#### **Understands Attitudes: (Communicating With Customers)**

You have the ability not only to see and understand the attitudes of others but you are also extremely concerned about meeting the needs and interests of others. As a result, you will likely spend time and energy making certain that you have taken into consideration other points of view and that you have maintained an openness and availability to others.

#### **Self Confidence: (Ability To Handle Rejection)**

Even though you are currently feeling uncertain and extremely frustrated in your current social\role environment, you can use this opportunity to identify new opportunities for personal development. Stop, look and listen to opportunities around you before you are ready to look for greener pastures.

#### **Self Control: (Ability To Handle Rejection)**

You have the capacity to maintain your sense of balance and equilibrium when dealing with stressful and emotional situations, to respond rationally and objectively to problem situations.

#### **Sensitivity To Others: (Ability To Handle Rejection)**

You have the ability to objectively assess not only the positive and negative potential of others but also the risk to you of becoming involved with others in personal, social and role relationships. You have the capacity to develop cautiously optimistic relationships without either becoming overly critical or too involved.

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## **Customer Service Assessment**

### **PRIMARY STRENGTH COMMENTS**

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#### **Meeting Established Standards: (Job Related Attitudes)**

Your strong sense of perfectionism generates attention to making certain that things are done right. As a result, you have a keen appreciation of the need for standards and norms as well as a willingness to make certain that standards and preorganized strategies and expectations are met.

#### **Doing Things Right: (Job Related Attitudes)**

You are a perfectionistic thinker who pays attention to making certain that things are done right. As a result, you are likely to spend time and energy developing respect for accepted standards and ways of getting things done.

#### **Attention To Policies And Procedures: (Job Related Attitudes)**

You have a deep sense of respect for and a need to implement organizational polices, plans and programs. Your strong sense of doing things right will help you make certain that customers are aware of their rights and privileges as well the consequences of their actions.

#### **Attitude Toward Authority: (Job Related Attitudes)**

Your strong sense of perfectionism and drive toward making certain that things are done right will build a strong sense of belief in and loyalty to authority and a willingness to work to maintain consistency and constancy in actions and decisions.

#### **Using Common Sense: (Problem Solving Capacity)**

You have a well developed ability to see and understand how to get things done in a practical, common sense way and to understand what is important and needs your immediate attention. You may not always rely on or utilize your common sense ability, making this capacity a source of potentially untapped strength.

#### **Intuitive Insight: (Problem Solving Capacity)**

You have a well developed ability for intuitive thinking which gives you the capacity for identifying a fruitful direction or potential problem areas by the strength of your inner, gut feelings and instincts about what is right or wrong.

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## ***Customer Service Assessment*** **PRIMARY STRENGTH COMMENTS**

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### **Seeing Potential Problems: (Problem Solving Capacity)**

You have a good capacity for identifying what the crucial issues are 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.

### **Flexibility, Adaptability: (Personal Work Attitudes)**

You have a strong sense of personal commitment to what you believe is right. You also have the ability to redirect your energy and direction when you discover that what you are doing is not working and to see and accept your mistakes and use them as opportunities for pushing ahead.

### **Persistence: (Personal Work Attitudes)**

Your strong commitment to your inner ideals, your personal goals and beliefs about the future and your sense of what is right provides a compulsive need to push ahead and will also act as a beacon to keep you on track in difficult and confusing situations.

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## **Customer Service Assessment**

### **SECONDARY STRENGTH COMMENTS**

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#### **Talking At The Right Time: (Communicating With Customers)**

You have the ability to correctly and immediately identify both what is the correct or appropriate response and when the time is right to make your point. Moreover, you have a strong commitment to what you believe is right, which will give you the confidence and assurance to say what you believe you need to say.

#### **Sensitivity To Others: (Ability To Handle Rejection)**

You have the ability to objectively assess not only the positive and negative potential of others but also the risk to you of becoming involved with others in personal, social and role relationships. You have the capacity to develop cautiously optimistic relationships without either becoming overly critical or too involved.

#### **Meeting Schedules And Deadlines: (Job Related Attitudes)**

Your strong sense of perfectionism both about what is right for you and about what is right for the world around you generates an approach to schedules and deadlines which is based on preset, preorganized plans and programs. You have a well developed capacity for turning timetables into expectations and standards for actions and decisions.

#### **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)**

Your perfectionistic drive and analytical thinking ability as well as your strong concentration on doing things right will likely build a compulsion for focusing on concrete, practical situations and on the immediate translation of your expectations into decisions and actions.

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**Customer Service Assessment**  
**SECONDARY DEVELOPMENT COMMENTS**

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**Self Esteem: (Handling Customer Rejection)**

You are currently depreciating your own inner worth, measuring yourself against ideals and expectations and blowing up your imperfections. As a result, you may have difficulty keeping control and promise more than can be delivered or more than is necessary.

**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.

**Sensitivity To Others (Handling Customer Rejection)**

You are extremely concerned about meeting the needs and interests of prospects and clients and as a result can become overly sensitive about what others think or say. As a result you may have difficulty handling objections and dealing with difficult situations.

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## ***Customer Service Assessment*** **PRIMARY DEVELOPMENT COMMENTS**

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### **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.

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**Customer Service Assessment**  
**IDENTIFYING VALUE TALENT**  
**BUILDING VALUES**  
**(Sources of Flow)**

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**Intuitive Insight**

Intuitive insight and intuitive feelings provide a powerful and reliable source for problem solving. Our research has shown that entrepreneurs, artists, salespeople and crisis problem solvers have strong intuitive ability as a common strength. Intuitive insight is a legitimate source of thinking. In many circles, this talent is treated as a source of emotion rather than thinking and logic. We measure intuitive insight as the ability to readily identify a problem, a potential solution or a direction which is fruitful, and as the ability to see a person, thing, situation or idea in its total meaning.

You have very good intuitive insight. Your intuitive ability gives you knowledge that is accurate and reliable which can immediately identify when something is wrong, when someone can be trusted, when a decision is the right decision and when the direction in which you are heading is your best and most fruitful path.

**Practical Problem Solving Ability**

Practical problem solving ability (common sense thinking) measures the ability (1) to rely on practical, common sense thinking for identifying and solving problems, (2) to readily see crucial issues in complex, difficult and confusing situations, and (3) to see how to respond with good 'street sense' to attain practical results.

You have excellent practical, common sense ability. This key strength helps you see what is important and needs immediate attention, to identify problems and practical common sense ways for solving them and to see flaws in things and situations. Our research indicates that many individuals have this talent but either do not recognize it or do not rely on it. As a result, this strength may be a surprise to you and may not be recognized by you or by others who know you. The talent is yours, however, and is available for you to recognize and develop.



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**Customer Service Assessment**  
**IDENTIFYING VALUE TALENT**  
**BUILDING VALUES**  
**(Sources of Flow)**

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**Keen Insight Into Others**

The ability to be sensitive to the unique worth of others is a powerful talent which connects directly to what is most valuable in our universe. You are very fortunate to have this talent. You have an excellent ability to readily identify the needs and interests of others. You have a genuine gift for helping people to see what makes them unique and special. You are sensitive to the needs and issues of others and to the protection of the individuality and freedom of others.

You are likely to be optimistic about, concerned about and open and available to others. You are a very compassionate, feeling person who has concern and respect for the opinion of others. You do tend to become too personally involved with others and to be too sensitive about how your actions will affect others. When you trust others, you are likely to give yourself totally to them and may be disappointed when they do not return the same trust, interest and commitment to you.

**Excellent Practical, Common Sense Thinking**

We live our daily lives in a concrete world full of things, events, circumstances, problems, details. We mark time by the passage of events, the growth and deterioration of things, the importance of events and situations. We measure each other by our physical and material successes. Although we know that there is more to us than the physical, we are constantly aware of the need to live and survive in our concrete world.

You have an excellent ability to be in touch with things and circumstances. You have the ability to readily identify what needs to be done and what is important and needs attention. You have keen insight into practical, pragmatic thinking but do tend to be somewhat cautious about relying on your practical, common sense. As a result, you may delay decisions and actions until all of the options are evaluated. You may concentrate more of your energy on assessing why things will not work rather than on making them work.

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**Customer Service Assessment**  
**IDENTIFYING VALUE TALENT**  
**BUILDING VALUES**  
**(Sources of Flow)**

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**Excellent Conceptual, Analytical Thinking Ability**

Each morning when we get up, we believe that the sun will be in the sky and that the air we breathe will be available to us. This faith or belief factor gives meaning to our experiences. Meaning brings order to our experiences, gives us names and labels which we can use on a common basis, helps us anticipate where we will go, reinforces our beliefs and helps us form habits such that we do not have to experience each experience as totally new.

You have an excellent ability for seeing and appreciating the need for order, structure and conceptual meaning. You have a keen appreciation of ideas, plans and strategies. You will likely pay attention to keeping things consistent, doing things right, focusing on clear, orderly thinking and being concerned about the results and consequences of your thinking. You understand the importance of rules, norms and authority for helping us feel secure. You may become too concerned about keeping things in order and, as a result, may feel frustrated when things do not work out as you expect.

**Self Direction and Self Determination**

The basic questions for all time are enduring 'Who am I?', 'What am I?' and 'What ought I to be?'. These three questions sum up our quest to be. We want to know that we have a purpose, that our lives have meaning. In fact, our research indicates that the strongest and most consistent motivating factor in all individuals is self direction and self purpose.

You are extremely fortunate to have a powerful combination of insight into inner ideals and a strong commitment to self direction, to the creation and fulfillment of your goals. This combination gives you the capacity to be very goal directed, capable of seeing goals and driving toward them with persistence. Your commitment to personal ideals gives you a sense of self excellence and perfection which can lead you to demand the best out of yourself and a strong moral code which instills a sense of responsibility for your conduct. Your persistence, however, can turn into insistence that your way is right regardless of circumstances.

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**Customer Service Assessment**  
**IDENTIFYING VALUE TALENT**  
**BUILDING VALUES**  
**(Sources of Flow)**

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**Dynamic, Positive Attitude Toward The World**

Our research proves that all individuals have special talent and gifts which form the basis of their uniqueness and which can be developed and applied. Our experience also shows that most performance difficulties occur not because of lack of talent but from a lack of access to the talent. Many times individuals who succeed do not have the greatest talent. What these successful persons do have is the ability to utilize what talent they have. They believe that things can and will work out for them.

You are extremely fortunate to be one of those individuals who has a dynamic, positive overall attitude toward the world around you. Regardless of the difficulties that come your way, you believe that things can and will work out. Your trust and optimism gives you a sense of comfort in difficult situations and provides you the ability to bounce back and deal with stress, mistakes and failures.

**Attention To The Worth of Others**

The ability to be sensitive to the unique worth of others is a powerful talent which connects directly to what is most valuable in our universe. You are very fortunate to have this talent. You are sensitive to the needs and issues of others and to the protection of the individuality and freedom of others. You are likely to shift from (1) being open and available to others, trusting of others and attentive to the positive potential of others to (2) becoming cautiously discrete and suspecting of others when things do not work out as you expect or when you suspect the intentions of others. You can become unrealistically optimistic about others, expecting them to be better than they can be.

You emphasize the importance of allowing others to express their ideas with their own flavoring and of paying attention to the effect of your response on others. Your concern for others may lead you to avoid conflicting or difficult subjects and situations and to spend too much time and energy trying to satisfy others.

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***Customer Service Assessment***  
**IDENTIFYING VALUE TALENT**  
**BLOCKING VALUES**  
**(Sources of Interference)**

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### **A Need For Self Affirmation**

One of the most consistent factors we have seen in over seventy percent of all individuals is a tendency to not give themselves enough credit. We have seen this factor in individuals who are top achievers as well as individuals who are not achieving any success in their careers. We call this factor a need for self affirmation, that is, a need to do something such that other people will affirm that you are worthy and have value.

You are currently experiencing this common need for self affirmation. As a result, you will tend to measure yourself against what you think you ought to be or against what others think you ought to be. You may feel frustrated and disappointed in yourself even when you are achieving success. Moreover, you tend to be too sensitive to what others think or say about you. Because you do have a good understanding of your inner self worth, the need for self affirmation will likely function as a motivating factor building a strong need to achieve recognition and attention to your worth.

### **Perfectionistic Self Image and Expectations**

Sometimes the strength which results from our focused attention and energy can become a blocking, restrictive force. We are all familiar with examples of persons of enormous talent in sports, academics, or politics who are highly successful in their work but have difficulty handling relationships, running their businesses or simply coping with normal problems. These individuals act as though they have blinders on seeing only what is in front of them.

Your commitment to personal goals and ideals which produces drive and persistence can potentially lead you to put blinders on and become too focused on what you think is right for you. As a result, you can become stubborn about what you must do turning persistence into insistence that your way is right regardless of circumstances. You tend to set goals which are challenging but are not rewarding leading you to either lose interest in them or not feel satisfied when you achieve them. Moreover, you may feel that you have no choice but to 'do what you have to do', leading to frustration and anxiety when things do not work out exactly as you expect.

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***Customer Service Assessment***  
**IDENTIFYING VALUE TALENT**  
**BLOCKING VALUES**  
**(Sources of Interference)**

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**Social and Role Transition**

We tend to spend so much of our time focusing on what we believe we have to do that we do not stop to ask ourselves whether what we are doing is best for us. As a result, there never seems to be enough time or the right opportunity for us to redefine our goals and ideals and to probe what we really want to do with our lives. You are currently experiencing a feeling of frustration and dissatisfaction about where you are and what you are doing which will lead you to ask questions about what is best for you, what you really want to do with your life, and what are you willing to consistently commit your time and energy to accomplish.

The uncertainty about what is best in your current situation can generate a sense of caution or hesitancy about pushing ahead until you are certain which steps are best, a sense of doubt about whether your current situation will allow you to perform to your potential or whether you can measure up to what you believe is your best, and a restless, dissatisfied feeling which can lead you to overlook opportunities for development in your current environment.

**Tendency To Be Too Optimistic About Others**

You are a very compassionate, feeling person who shows concern and respect for the opinion of others. You tend, however, to shift from being too open and available, too trusting and too sensitive to others, to being cautiously discrete and skeptical of the intentions of others when they do not live up to your expectations. Your concern for and optimism about others can lead you to expect people to be better than they are or better than they can be. You may be disappointed when you feel that you give more to others than they give back to you.

Your concern for others may lead you to avoid conflicting or difficult subjects and situations, to delay stressful encounters until they become a crisis and to overlook flaws and inadequacies in others. When you trust someone, you make a total commitment to them. In return, you tend to expect the same total acceptance and commitment from others. In some cases, you may demand more from others than they can give or expect more from them than they are willing to give.

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**Customer Service Assessment**  
**VALUE STRUCTURE OVERVIEW**  
**WORLD**

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**EMPATHY**  
**(CRYSTAL CLEAR)**

You are a keenly perceptive individual who has an excellent capacity for seeing and appreciating the inner worth and individuality of others. You are optimistic and concerned about others but may tend to become too personally involved with others, to become too sensitive about what others think or say. You tend to open more readily to those who meet your idealistic and preset ideas and expectations.

**PRACTICAL THINKING**  
**(CRYSTAL CLEAR)**

You have an excellent capacity for practical, common sense thinking and for concrete organization. You tend, however, to be preset in your thinking relying more heavily on what you think ought to be rather than using your excellent common sense. You tend to be somewhat skeptical in your thinking leading to a 'Doubting Thomas Attitude' when dealing with practical situations.

**SYSTEM JUDGMENT**  
**(CRYSTAL CLEAR)**

You are a perfectionist who has strong expectations that things be done right. You are a structured, analytical thinker and planner focusing on organizing things into a preset plan. You are an integrative thinker and planner who has an excellent ability to see how things fit together into a total picture and are a proactive thinker and planner who likes to plan ahead.

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**Customer Service Assessment**  
**VALUE STRUCTURE OVERVIEW**  
**SELF**

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**SELF ESTEEM**  
**(CLEAR)**

You have the ability to understand your inner self worth but you are currently depreciating your own inner worth. You do not give yourself as much credit as you should measuring yourself either against your own idealistic and perfectionistic expectations or against the expectations of others. In either case, you will tend to blow up your imperfections and become sensitive to what others think or say about you.

**ROLE AWARENESS**  
**(VISIBLE)**

You have the ability to understand your social/role image but are currently in social/role transition feeling doubts and uncertainty either about your ability to perform to potential or about your social/role image. As a result, you are likely to feel frustration and dissatisfaction in your current situation. Your actions and decisions are likely to be inconsistent shifting from uncertainty to a feeling of confidence.

**SELF DIRECTION**  
**(CLEAR)**

You are an extremely goal directed person who has a strong sense of commitment to inner ideals and principles, to what you think is right. You are a very persistent person who is likely to remain on target regardless of circumstances; however, this persistence can turn into insistence that your way is right regardless of circumstances and into a compulsive need to push ahead.

## COMPOSITE ATTITUDE SURVEY

<b>WORLD CLARITY</b>	<b>INATTENTIVE TO THE CAPACITY</b>	<b>CAUTIOUS ABOUT THE CAPACITY</b>	<b>ATTENTIVE TO THE CAPACITY</b>	<b>OVERATTENTIVE TO THE CAPACITY</b>
EMPATHY (CRYSTAL CLEAR)				KEENLY PERCEPTIVE CAUTIOUSLY OPTIMISTIC PRESET
PRACTICAL JUDGMENT (CRYSTAL CLEAR)	KEENLY PERCEPTIVE CAUTIOUSLY PRAGMATIC PRESET			
SYSTEM JUDGMENT (CRYSTAL CLEAR)			KEENLY PERCEPTIVE IDEALISTIC PROACTIVE INTERACTIVE	

- **EMPATHY:** The ability to see and accept others as they are.
- **PRACTICAL JUDGMENT:** The ability to see and appreciate practical, functional, and material values.
- **SYSTEM JUDGMENT:** The ability to see and appreciate system, order, conceptual and analytical thinking and planning.

<b>SELF CLARITY</b>	<b>INATTENTIVE TO THE CAPACITY</b>	<b>CAUTIOUS ABOUT THE CAPACITY</b>	<b>ATTENTIVE TO THE CAPACITY</b>	<b>OVERATTENTIVE TO THE CAPACITY</b>
SELF ESTEEM (CLEAR)	INATTENTIVE TO INNER SELF TOO DEMANDING ON AND CRITICAL OF THEMSELVES			
ROLE AWARENESS (VISIBLE)	SOCIAL/ROLE TRANSITION QUESTIONING DISSATISFIED INCONSISTENT			
SELF DIRECTION (CLEAR)				PERCEPTIVE PERFECTIONISTIC IDEALISTIC PERSISTENT INSISTENT

- **SELF ESTEEM:** The ability to see and accept oneself as a unique and individual person.
- **ROLE AWARENESS:** The ability to see and appreciate one's role and/or social contribution.
- **SELF DIRECTION:** The ability to see where one ought to go and to feel a strong sense of persistence.



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## **COMPOSITE ATTITUDE SURVEY**

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**WORLD**

<b>DIMENSION</b>	<b>CLARITY</b>	<b>LEVEL OF ATTENTION</b>	<b>DESCRIPTION</b>
EMPATHY	CRYSTAL CLEAR	OVERATTENTIVE TO THE CAPACITY	KEENLY PERCEPTIVE CAUTIOUSLY OPTIMISTIC PRESET
PRACTICAL JUDGMENT	CRYSTAL CLEAR	INATTENTIVE TO THE CAPACITY	KEENLY PERCEPTIVE CAUTIOUSLY PRAGMATIC PRESET
SYSTEM JUDGMENT	CRYSTAL CLEAR	ATTENTIVE TO THE CAPACITY	KEENLY PERCEPTIVE IDEALISTIC PROACTIVE INTERACTIVE

- **EMPATHY:** The ability to see and accept others as they are.
- **PRACTICAL JUDGMENT:** The ability to see and appreciate practical, functional, and material values.
- **SYSTEM JUDGMENT:** The ability to see and appreciate system, order, conceptual and analytical thinking and planning.

**SELF**

<b>DIMENSION</b>	<b>CLARITY</b>	<b>LEVEL OF ATTENTION</b>	<b>DESCRIPTION</b>
SELF ESTEEM	CLEAR	INATTENTIVE TO THE CAPACITY	INATTENTIVE TO INNER SELF TOO DEMANDING ON AND CRITICAL OF THEMSELVES
ROLE AWARENESS	VISIBLE	INATTENTIVE TO THE CAPACITY	SOCIAL/ROLE TRANSITION QUESTIONING DISSATISFIED INCONSISTENT
SELF DIRECTION	CLEAR	OVERATTENTIVE TO THE CAPACITY	PERCEPTIVE PERFECTIONISTIC IDEALISTIC PERSISTENT INSISTENT

- **SELF ESTEEM:** The ability to see and accept oneself as a unique and individual person.
- **ROLE AWARENESS:** The ability to see and appreciate one's role and/or social contribution.
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