

Thinking Pattern Reports

Customer Service Synopsis

Prepared for

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Orchestrating Results

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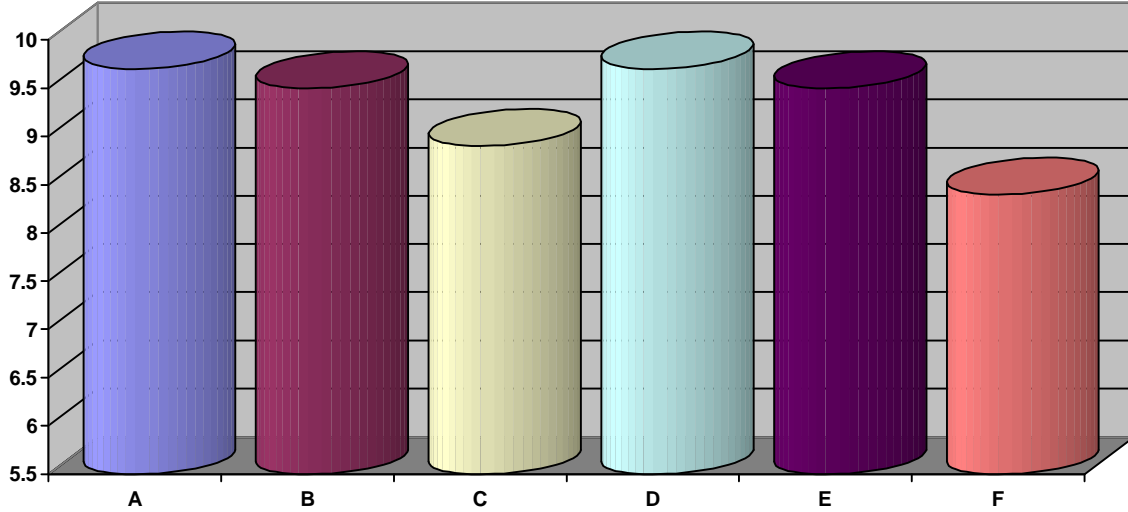
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Customer Service Synopsis

OVERVIEW GRAPH



Primary Strengths	9.4 to 10.0
Secondary Strengths	8.9 to 9.39
Secondary Development	8.3 to 8.89
Primary Development	6.0 to 8.29

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 Synopsis

RELATING WITH CUSTOMERS

Capacity	Primary Strengths	Secondary Strengths	Secondary Development	Primary Development
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 Synopsis

COMMUNICATING WITH CUSTOMERS

Capacity	Primary Strengths	Secondary Strengths	Secondary Development	Primary Development
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.

Evaluating What Is Said :

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

Developing A Response :

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

Talking At The Right Time :

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

Understanding Attitudes :

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

Customer Service Synopsis

HANDLING CUSTOMER REJECTION

Capacity	Primary Strengths	Secondary Strengths	Secondary Development	Primary Development
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 Synopsis

JOB RELATED ATTITUDES

Capacity	Primary Strengths	Secondary Strengths	Secondary Development	Primary Development
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.

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		✓		
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 Synopsis
PERSONAL WORK ATTITUDES

Capacity	Primary Strengths	Secondary Strengths	Secondary Development	Primary Development
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.

Customer Service Synopsis

PRIMARY STRENGTH COMMENTS

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.

Customer Service Synopsis

PRIMARY STRENGTH COMMENTS

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.

Customer Service Synopsis **PRIMARY STRENGTH COMMENTS**

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 policies, 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.

Customer Service Synopsis **PRIMARY STRENGTH COMMENTS**

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.

Customer Service Synopsis **SECONDARY STRENGTH COMMENTS**

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.

Customer Service Synopsis
SECONDARY DEVELOPMENT COMMENTS

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.

Customer Service Synopsis **PRIMARY DEVELOPMENT COMMENTS**

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.