

Thinking Pattern Reports

Extended Customer Service Interview Guide

Prepared for

Sample Sample



Orchestrating Results

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Extended Customer Service Interview Guide **SUMMARY**

ATTITUDES:

- Individualist, does things their own way
- Cautious, hesitant toward the world
- Optimistic about themselves
- Optimistic, positive attitude toward others
- Cautious, hesitant attitude toward getting things done

PROBLEM SOLVING:

- Practical Problem Solver
- Excellent intuitive insights, 'gut instincts'
- Good analytical, conceptual thinking and organizing

SELF IMAGE:

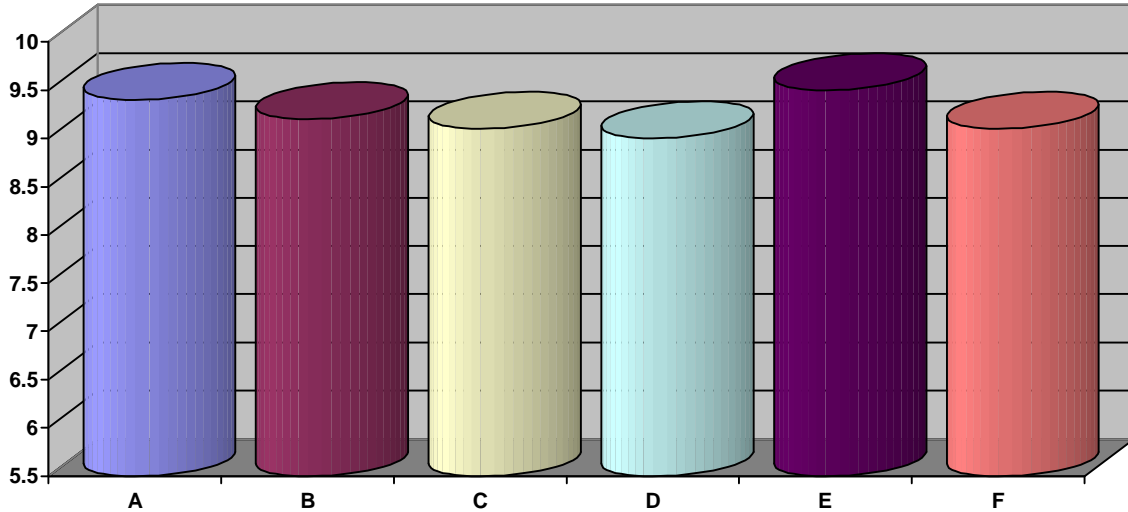
- Goal directed
- No fear of failure or success
- Confident, goal oriented

MOTIVATORS:

- Sense of mission, personal goals

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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 (Low Risk) — The ability to see, understand and relate with customers in an objective, unbiased manner.
B) Communicating With Customers (Low Risk) — The ability to listen to customers, evaluate what is important and respond effectively.
C) Handling Customer Rejection (Low Risk) — The ability to maintain a strong sense of inner self worth regardless of circumstances.
D) Job Related Attitudes (Low 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 (Low Risk) — The ability to feel a sense of purpose and satisfaction in one's work.

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PERSONAL SERVICE INVENTORY

PRIORITIZED CORE STRENGTHS

1) Persistence: (Personal Work Attitudes)(SR-29A)-Excellent Potential

Strong personal commitment to stay on track and complete goals and tasks regardless what happens.

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

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

3) Intuitive Insight: (Problem Solving Capacity)(SR-24)-Excellent Potential

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

4) Self Confidence: (Handling Customer Rejection)(SR-13C)-Excellent Potential

Awareness of social and role image combined with anxiety and uncertainty about which role is best.

5) Doing Things Right: (Job Related Attitudes)(SR-17A)-Excellent Potential

Strong individualism will likely lead them to get around accepted ideas if these ideas interfere with their inventiveness.

6) Attitude Toward Customers: (Relating With Customers)(SR-1A)-Excellent Potential

Dynamic, optimistic attitude toward others lead them to see be concerned about, attentive to and available to others.

7) Reading Customer Needs: (Relating With Customers)(SR-3A)-Excellent Potential

Keen insight into others seeing the potential for good and bad couched within concern for the needs and interests of others.

8) Listening To Others: (Communicating With Customers)(SR-6B)-Very Good Potential

Ability and willingness to pay attention to the unique viewpoints of others, to their needs and concerns.

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

Ability to understand and pay attention to making certain their responses have a positive consequence.

PRIORITIZED DEVELOPMENT COMMENTS

1) Health Tension Index: (Personal Work Attitudes)(SRV-28B)-Real Risk

Lack of focus, uncertainty and indecisiveness can generate anxiety, frustration and despair.

2) Role Satisfaction: (Personal Work Attitudes)(SRV-26B)-Situational Risk

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

3) Attitude Toward Authority: (Job Related Attitudes)(SRV-20A)-Situational Risk

Unconventional, inventive thinking can lead them to disregard rules, standards and the need for authority.

4) Self Esteem: (Handling Customer Rejection)(SRV-11D)-Situational Risk

Self-depreciation, may have difficulty controlling interview and to promise too much or more than is necessary.

5) Attention To Procedures: (Job Related Attitudes)(SRV-18E)-Situational Risk

Individualistic, skeptical thinking leads them to disregard policies and procedures that do not meet their needs.

6) Evaluating What Is Said: (Communicating With Customers)(SRV-7) 61)-Low Risk

May have difficulty realistically assessing what is said leading to unrealistic optimism or skeptical attitudes.

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PRIORITIZED INTERVIEW NOTES

1) Health Tension Index: (Personal Work Attitudes)(SRV-28B)-Real Risk

They tend to have difficulty adapting when decisions and priorities do not match their expectations and to look for ways to get out of the stress even if they must make a mistake or refuse to take action.

2) Role Satisfaction: (Personal Work Attitudes)(SRV-26B)-Situational Risk

They tend to be indecisive and uncertain about what they can do to perform to their best, to hesitate, to feel frustrated and dissatisfied. test their ability to act with confidence, consistency, and enthusiasm.

3) Attitude Toward Authority: (Job Related Attitudes)(SRV-20A)-Situational Risk

They tend to be skeptical and suspicious of norms, rules and standards for conduct, to develop a 'chip on the shoulder attitude' when things do not work out as they expect. Test their willingness to accept rules and norms.

4) Self Esteem: (Handling Customer Rejection)(SRV-11D)-Situational Risk

Their inner self-doubts will lead them to promise more than they can deliver and avoid difficult issues. Test their ability to overcome their inner fears, to handle objections with confidence and to stay positive themselves.

5) Attention To Procedures: (Job Related Attitudes)(SRV-18E)-Situational Risk

They tend to do things their own way, to challenge accepted practices and do what they think is more practical. Test their willingness to be disciplined and to learn and apply accepted procedures before challenging them.

6) Evaluating What Is Said : (Communicating With Customers)(SRV-7)-Low Risk

They tend to miss signals from customers, have difficulty seeing crucial issues, and impose preset solutions that may miss what is important and needs attention. Test their ability to identify and pay attention to critical issues.

Extended Customer Service Interview Guide **PRIORITIZED DEVELOPMENT AREAS**

1) Health Tension Index: (Personal Work Attitudes)(SRV-28B)-Real Risk

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6) Evaluating What Is Said: (Communicating With Customers) SRV-7)-Low Risk

May have difficulty realistically assessing what is said leading to unrealistic optimism or skeptical attitudes.

7) Sensitivity To Others: (Handling Customer Rejection)(SRV-15A)-Low Risk

Too much sensitivity to what others think or say potentially making it hard to address difficult issues.

8) Attention To Concrete Detail: (Problem Solving Capacity)(SRV-22C)-Low Risk

Paying attention to their own priorities and agenda can lead to overlook flaws in things and circumstances.

9) Meeting Established Standards: (Job Related Attitudes)(SRV-16A)-Low Risk

Strong sense of individualistic thinking can lead them to insist on doing things their own way.

10) Meeting Schedules And Deadlines: (Job Related Attitudes)(SRV-19C)-Low Risk

Perfectionistic, self-directed thinking leads them to stubbornly impose their own schedules and timetables.

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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			

