



Customer Service Assessment

Prepared for:

Demo Sample

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PO Box 24398, Denver, CO 80224
Voice: 303.777.1765
Fax: 303.733.8288
Email: Info@CulturesByDesign.com
Web: www.CulturesByDesign.com

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Congratulations

Demo Sample

You are now in possession of your Value Analysis from Axiometrics International, Inc.

Axiometrics International, Inc., is an organization that utilizes the practical application of the life's work of Dr. Robert S. Hartman, the discoverer of a new mathematical science called Axiology.

Axiology measures your ability to value. Your capacity to value is a talent or ability by which you organize your thinking and emotions to make decisions or value judgments. Your value talent is a measure of your ability to:

- 1) see and filter what is happening around you, and in yourself
- 2) build concepts and ideas by focusing on what is important to you
- 3) translate your ideas and expectations into decisions.

These three activities are the keys to understanding how we all make decisions.

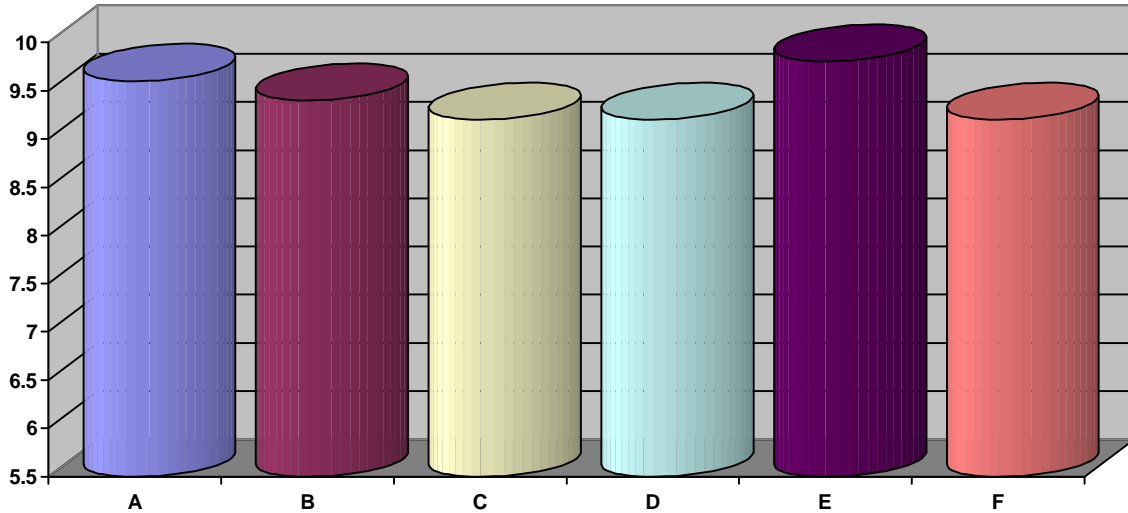
Demo, your ability to make value judgments is a natural activity of the mind and is similar to musical talent and ability. Each person has certain inborn skills or aptitudes. Some individuals have an ear for musical notes; others can be taught to recognize the notes. Both types of individuals can develop their natural talent and apply this talent as musicians. In the same way, some individuals have better developed natural talent for making value judgments and can make better decisions. These individuals have a clearer idea of what is important, can see things which other miss, are very creative problem solvers, make decisions which always seem to be on target, and are sensitive to the needs and concerns of others.

Value talent, like musical talent or sports talent, can be learned and improved. The first step in developing your value talent is to identify your level of development, and to find out what specific types of talent you have. The value analysis is designed to let you come into contact with your ability to think and make value judgments about yourself and the world around you. This analysis will give you an opportunity to experience the biases which focus your thinking, the natural skills which your mind uses on a day to day basis to make decisions, the strengths which belong to you, the areas for development which can improve your ability to be you, and the combination of talent which defines your uniqueness.

Remember that your value analysis is not a psychological, intelligence, or aptitude test. Your value talent is a measure of your ability to utilize your intelligence, access your natural and learned skills, and control your emotions. Your value profile describes the unique patterns that belong to you and capture both the unique structure of the way you think as well as the way you change as you grow and develop. Your value profile is a slice out of time, a cross section of your life's history showing where you are, how well you are using your talent, and the stresses and strains which you are experiencing.

Customer Service Assessment

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.

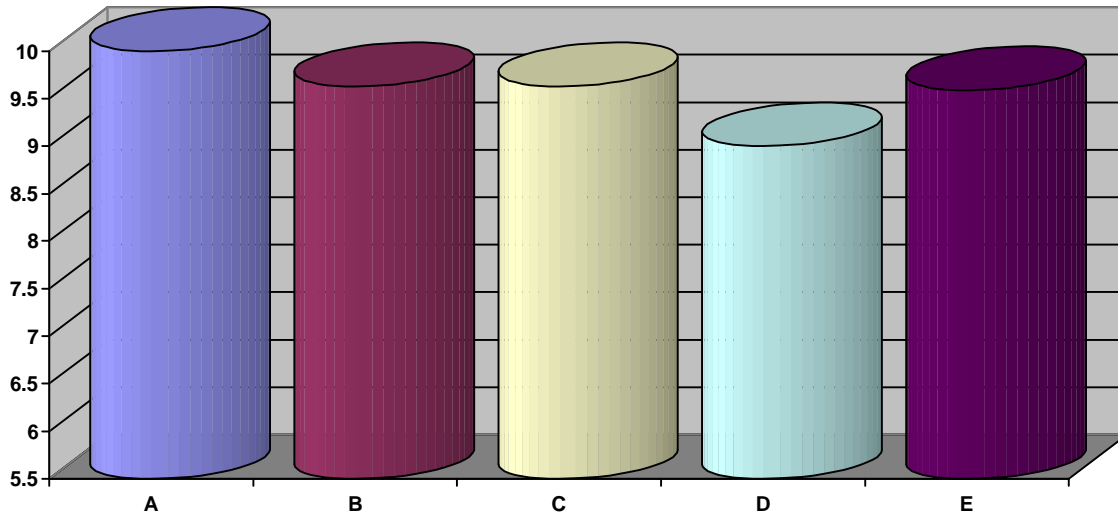
D) Job Related Attitudes (Secondary Strength) — The ability to work within the organizational guidelines, policies and procedures to get things done.

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

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

Customer Service Assessment

RELATING 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.

Primary Strengths	9.4 to 10.0
Secondary Strengths	8.9 to 9.39
Secondary Development	8.3 to 8.89
Primary Development	less than 8.3

A) Attitude Toward Customers (Primary Strength) — This component measures one's ability to be positive, objective and tolerant with customers.

B) Prejudice/Bias Index (Primary Strength) — This component measures the degree of prejudice and bias in attitudes towards others.

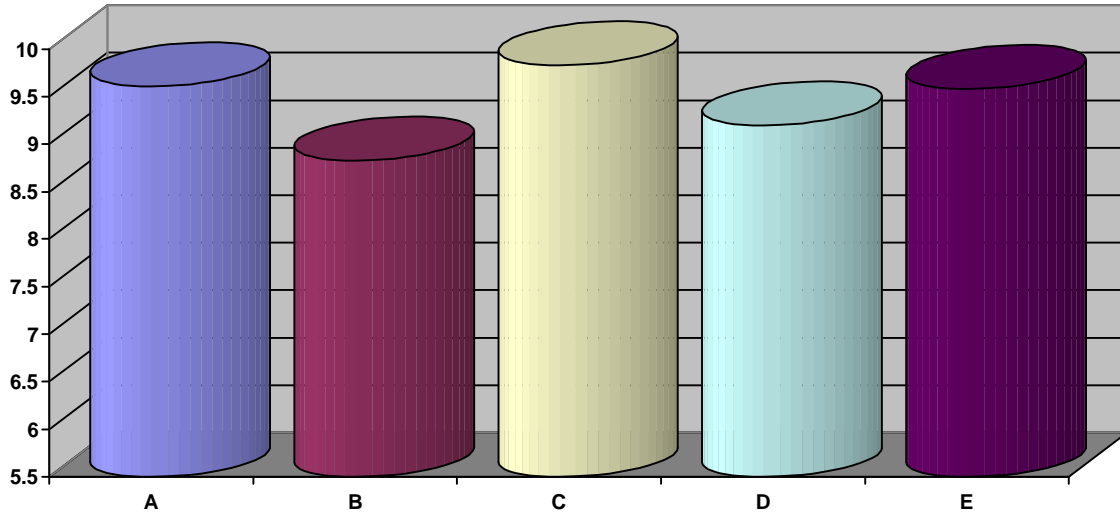
C) Reading Customer Needs (Primary Strength) — This component measures one's ability to see and understand the needs and interests of customers.

D) Valuing Future Business (Secondary Strength) — This component measures one's ability to develop and maintain a positive, realistic attitude about future business with customers.

E) Patience With Customers (Primary Strength) — This capacity measures one's ability to see and accept customers as they are.

Customer Service Assessment

COMMUNICATING WITH CUSTOMERS



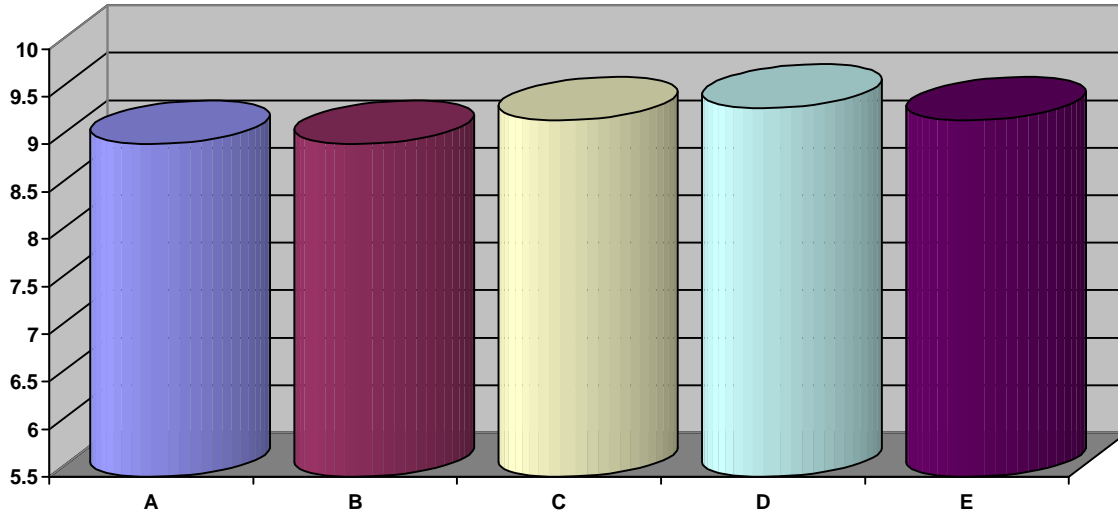
COMMUNICATING WITH CUSTOMERS: This capacity measures a person's ability to listen to and respond to the customer in an objective, effective and efficient manner.

Primary Strengths	9.4 to 10.0
Secondary Strengths	8.9 to 9.39
Secondary Development	8.3 to 8.89
Primary Development	less than 8.3

A) Listening To Customers (Primary Strength) — This component measures how well an individual listens without imposing personal biases and expectations.
B) Evaluating What Is Said (Secondary Development) — This component measures the ability to focus on crucial issues in an objective manner.
C) Developing A Response (Primary Strength) — This component measures how well one can construct alternatives which address issues in a clear, understandable manner.
D) Talking At The Right Time (Secondary Strength) — This component measures how well one can decide what to say and when to say it.
E) Understanding Attitudes (Primary Strength) — This component measures one's ability to be tolerant and understanding of other viewpoints.

Customer Service Assessment

HANDLING CUSTOMER REJECTION



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.

Primary Strengths	9.4 to 10.0
Secondary Strengths	8.9 to 9.39
Secondary Development	8.3 to 8.89
Primary Development	less than 8.3

A) Self Esteem (Secondary Strength) — 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.

B) Self Assessment (Secondary Strength) — 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.

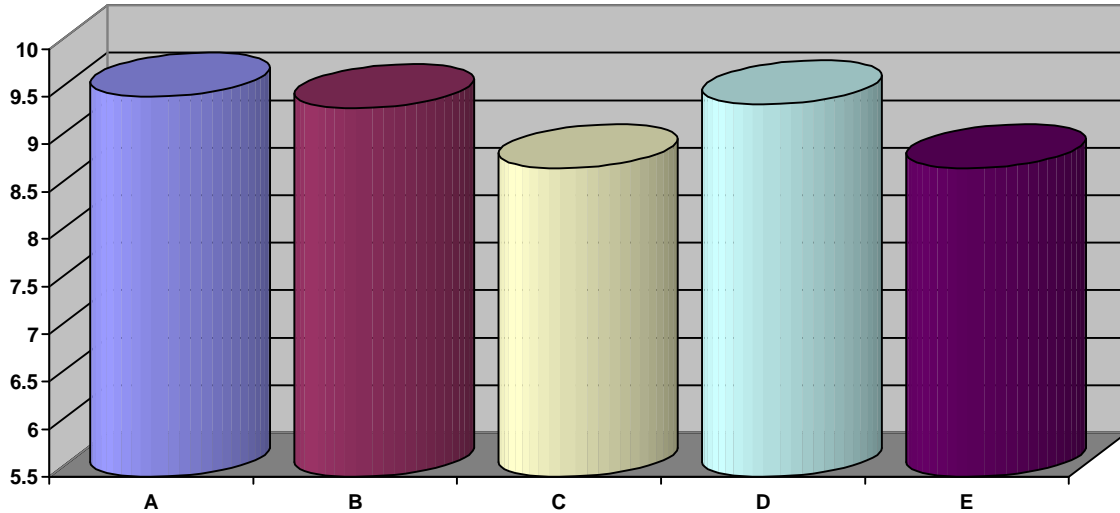
C) Self Confidence (Secondary Strength) — The ability to develop and maintain inner strength based on the belief that one will succeed.

D) Self Control (Secondary Strength) — The ability to maintain self composure in difficult situations, to think and act objectively rather than impulsively and emotionally.

E) Sensitivity To Others (Secondary Strength) — 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.

Customer Service Assessment

JOB RELATED ATTITUDES



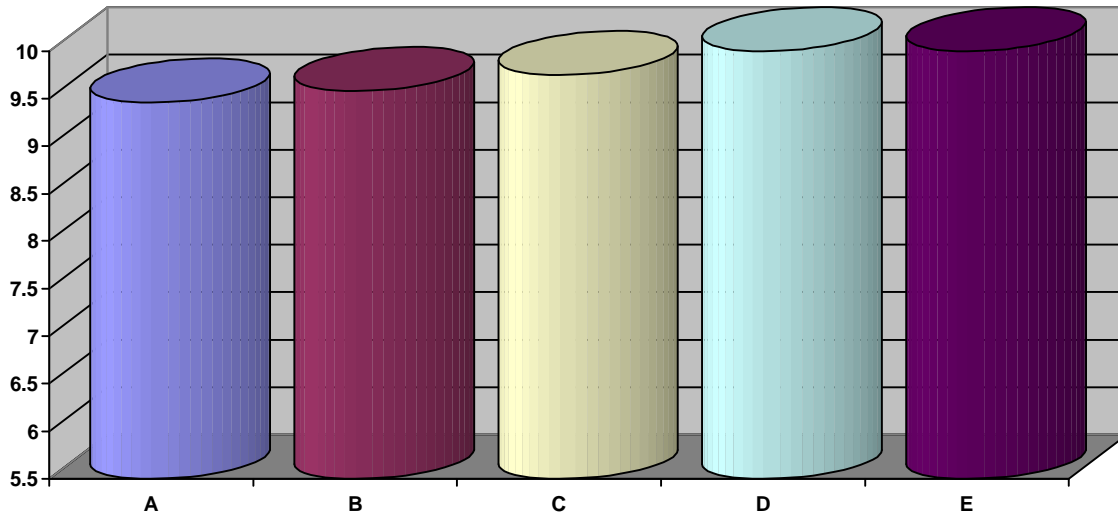
JOB RELATED ATTITUDES: This capacity measures a person's general work ethic attitudes indicating willingness to get things done in an effective and efficient manner.

Primary Strengths	9.4 to 10.0
Secondary Strengths	8.9 to 9.39
Secondary Development	8.3 to 8.89
Primary Development	less than 8.3

A) Meeting Established Standards (Primary Strength) — This component measures one's respect for and conformity to established norms and principles.
B) Doing Things Right (Secondary Strength) — This component measures one's insistence on doing things right.
C) Attention to Policies and Procedures (Secondary Development) — This component measures one's sense of respect for and commitment to organizational policies and procedures.
D) Meeting Deadlines and Schedules (Primary Strength) — This component measures one's attention to and urgency to meet schedules and deadlines.
E) Attitude Toward Authority (Secondary Development) — This component measures the degree of attention to and respect for organizational and social sources or authority.

Customer Service Assessment

PROBLEM SOLVING CAPACITIES



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.

Primary Strengths	9.4 to 10.0
Secondary Strengths	8.9 to 9.39
Secondary Development	8.3 to 8.89
Primary Development	less than 8.3

A) Evaluating What To Do (Primary Strength) — This component measures one's ability to identify issues and allocate resources to solve the problem.

B) Attention To Concrete Detail (Primary Strength) — This component measures one's ability to see and pay attention to concrete detail, recognizing flaws in things and situations.

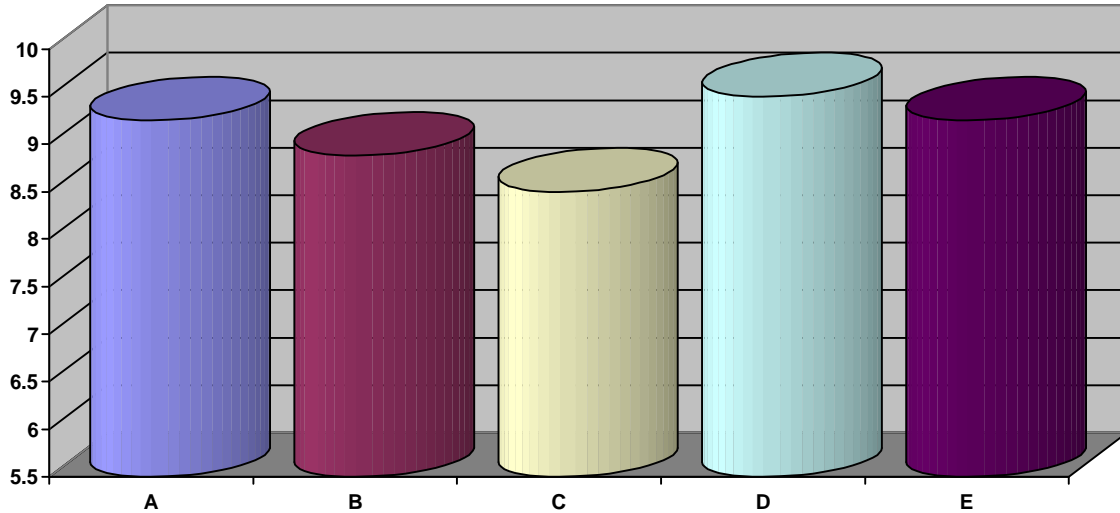
C) Using Common Sense (Primary Strength) — This component measures one's ability to use practical, common sense in problem solving situations.

D) Intuitive Insight (Primary Strength) — This component measures one's ability to rely on intuitive inner feelings for identifying problems and deciding on a fruitful direction.

E) Seeing Potential Problems (Primary Strength) — This component measures one's ability to size up situations and identify causes and solutions for problems.

Customer Service Assessment

PERSONAL WORK ATTITUDES



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.

Primary Strengths	9.4 to 10.0
Secondary Strengths	8.9 to 9.39
Secondary Development	8.3 to 8.89
Primary Development	less than 8.3

A) Role Satisfaction (Secondary Strength) — This component measures one's ability to feel confident and competent.
B) Flexibility/Adaptability (Secondary Development) — This component measures the effect of dogmatic, rigid and black and white attitudes toward oneself and the world.
C) Health-Tension Index (Secondary Development) — This component measures one's ability to balance tensions and anxieties.
D) Persistence (Primary Strength) — This component measures one's ability to maintain direction in spite of obstacles and regardless of any circumstances.
E) Consistency, Reliability (Secondary Strength) — 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 Assessment

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.

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.

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.

Customer Service Assessment

PRIMARY STRENGTH COMMENTS

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.

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 Established Standards: (Job Related Attitudes)

Your strong sense of individualistic thinking can lead you to covertly or overtly get things done in your own way. As a result, you are likely to develop and maintain loyalty to standards which you believe are functional, flexible and innovative.

Meeting Schedules And Deadlines: (Job Related Attitudes)

You have a strong sense of inner perfectionism which builds both a need for things to work out the way they should and attention to developing and installing timetables and deadlines which correspond to your own preset expectations, goals and standards.

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 compulsion for seeing things in an unconventional and possibly creative manner can generate the ability to identify concrete ways of thinking and solving problems which others are likely to overlook because they think in more habitual ways.

Customer Service Assessment

PRIMARY STRENGTH COMMENTS

Using Common Sense: (Problem Solving Capacity)

You have the potential for a very unconventional, novel view of practical common sense issues. This capacity can develop the ability to be creative in your thinking seeing ways of doing things which others tend to overlook and can build a strongly individualistic drive to do things in your own unique way.

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.

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.

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 Assessment

SECONDARY STRENGTH COMMENTS

Valuing Future Business: (Relating With Customers)

You are a very spontaneous, individualistic thinker and planner who has a knack for seeing outcomes and consequences which others do not see because they think more habitually. Use your creativity to develop creative alternatives for your customers, but remember that they may have difficulty seeing or accepting your ideas.

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. As a result, you are likely to readily see what the crucial issues are and direct your attention to responding to those issues.

Self Esteem: (Ability To Handle Rejection)

You have a keen appreciation of your uniqueness and individuality and a realistic assessment of your ability to perform, your strengths and talent, as well as your limitations. Your self awareness and self worth can act as an anchor in difficult times and can help you maintain your worth even when things do not work out as expected.

Self Assessment: (Ability To Handle Rejection)

You have the capacity to realistically see and accept your strengths and limitations. You know what you are capable of doing, what it will take to accomplish your goals, and what will give you both a sense of contribution as well as a sense of satisfaction.

Self Confidence: (Ability To Handle Rejection)

You have the ability to develop and maintain realistic confidence in your capacity to perform and to live up to social and role images and expectations. Rely on the strength and realistic nature of your confidence to get things done and promote optimism around you.

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.

Customer Service Assessment

SECONDARY STRENGTH COMMENTS

Sensitivity To Others: (Ability To Handle Rejection)

You have the ability to objectively and realistically evaluate both the positive and negative potential of others and the positive or negative consequences of your relationships with others. Moreover, you have the capacity to be open and available without risking becoming too trusting and too involved.

Doing Things Right: (Job Related Attitudes)

You tend to have a constant need to be unconventional and inventive in your thinking. This individualism and innovativeness will likely lead you to develop an insistence on doing things in unique, novel and potentially creative ways which may come in conflict with more accepted ways of thinking and acting.

Role Satisfaction: (Personal Work Attitudes)

You are confident that what you are doing not only is what is best for you but also that your social/role accomplishments will serve a useful function for yourself and for society. This confidence and feeling of personal competence will build an urgency to get things done and to push ahead with energy and commitment.

Consistency: (Personal Work Attitudes)

You have strong confidence about what you can do which leads to a sense of comfort and acceptance with your current circumstances. Your confidence gives you a sense of personal competence and satisfaction with what you are doing and acts as a springboard to action as well as personal justification that what you are doing is right for you.

Customer Service Assessment

SECONDARY DEVELOPMENT COMMENTS

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.

Attention To Policies And Procedures: (Job Related Attitudes)

Your unconventional, spontaneous practical thinking can lead you to feel a compulsion to challenge existing rules and standards simply for the sake of the challenge. Make certain that your creativity and spontaneity does not interfere with your common sense and lead you to insist on change simply for the sake of change.

Attitude Toward Authority: (Job Related Attitudes)

Your unconventional, individualistic thinking can lead you to covertly or overtly challenge authority. You tend to insist on being inventive and doing things your own way. Either seek help from others or develop a reminder system to help you prevent your inventiveness from interfering with your ability to understand and value authority, structure and order.

Flexibility, Adaptability: (Personal Work Attitudes)

Your thinking tends to be so perfectionistic and dogmatic that you insist that everything and everyone meet your expectations. As a result of this rigidity in thinking, you are likely to feel anxiety, frustration, and despair. Examine the biases in your thinking and seek help to make certain that your expectations are realistic and attainable.

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.

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

Keen Intuitive Insight and Common Sense Ability

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, a direction which is fruitful or any person, thing, situation or idea in its total meaning.

You have excellent intuitive insight and practical, common sense ability. Your intuitive ability gives you knowledge that is accurate and reliable which can immediately identify when something is wrong and when a decision is the right decision. Your common sense ability helps you immediately size up a situation, know what the problem is, generate alternatives for solutions which are practical and workable, and know what to do to make the solution work.

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.

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

Outstanding 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 are a keenly perceptive individual with an outstanding capacity to see and appreciate the unique individuality of others. You also have the ability to be attentive to the needs and interests of others, to be concerned about others, and to be able to understand the motives and intentions of others. You may tend, however, to be selectively optimistic opening up more readily to those who meet your ideas and expectations.

You have a strong sense of respect for the uniqueness, worth and individuality of each person. You are likely to rely on intuitive insights and hunches about others in your decisions and to emphasize your commitments and obligations to others. You have the ability to readily see and understand another person's point of view, to identify crucial issues and constructive alternatives.

Innovative, Inventive Practical Thinking

Your individualistic, unconventional practical thinking ability gives you the capacity to create ways of seeing and doing things which others are likely to overlook because they think in more habitual ways. You can readily identify crucial issues and generate ways of solving problems which are innovative and practical. Your individualism can lead you to spend too much time and energy trying to challenge existing ways of doing things and to develop novel ideas and solutions to problems.

You have very strong intuitive insights and hunches about what is a fruitful direction. Your individualism can generate novel, creative solutions to problems but can also lead you to spend too much time and energy looking for new ideas and ways to solve problems. In any case, you will overtly or covertly seek to get things done in the way which you feel is most practical even when you must find ways around accepted practices.

Customer Service Assessment

IDENTIFYING VALUE TALENT

BUILDING VALUES

(Sources of Flow)

Inventive, Individualistic Analytical Thinking

You tend to be a highly innovative, individualistic thinker and planner who constantly looks for new ways to express ideas and to organize your thinking and your environment. You are likely to concentrate your time and energy developing innovative ideas and will tend to develop and maintain a level of spontaneity and individualism in your decisions and actions. You have the ability to identify problems and see potential solutions which others are likely to overlook or which are not always apparent on the surface.

Your talent for being inventive and creative gives you unique insights which can help identify and solve problems. Your novel thinking and individualism, however, can lead you to covertly or overtly get around existing ways of thinking. As a result, you may become impatient and frustrated when others cannot or will not see, appreciate and accept your ideas and ways of doing things. Moreover, you may spend too much time and energy trying to reinvent ideas and ways of doing things.

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.

Customer Service Assessment

IDENTIFYING VALUE TALENT

BUILDING VALUES

(Sources of Flow)

Social, Role Confidence

Our research identifies three key sources for motivation needs, wants and expectations. Expectations define our goals, our sense of meaning and purpose. Needs define our total inner self, including everything from fulfillment to ambition. Our wants focus on what we are doing, what satisfies us, what gives us a sense of enjoyment and makes us feel that we fit into society. Wants then define our social and role self, what we are, and bring to one point in time, what we think we ought to be and who we ultimately are.

You have a good understanding and appreciation of your social and role image. You have a keen understanding of what is required from you. You feel confident about your ability to perform which gives you a sense of personal contribution, competence and satisfaction, a sense of comfort and belonging in the world around you, and a strong need to be recognized for your achievement and effort. You have the ability to see and pay attention to opportunities for development, but you may expect more from your job or more from yourself than is possible.

Dynamic, Positive Self Attitude

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 do not always occur 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 yourself. You genuinely believe that, regardless of the circumstances, you will be able to find a way out of your difficulties. You can see opportunities for development and ways to utilize your mistakes as learning experiences. You have the inner courage to keep trying even when things do not work out for you. The best is possible for you because you believe that the best is possible.

Customer Service Assessment

IDENTIFYING VALUE TALENT

BLOCKING VALUES

(Sources of Interference)

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.

Too Much Attention To Social, Role Image And Expectations

How well you perform in your role or job and how you are seen by others is extremely important to you. In fact, you tend to define your self worth through your social image and your job performance. Your concern about how well you are performing and about social recognition can act as a source of confidence and strength. You tend, however, to become too concerned about how other people see you, to place too much emphasis on status and social image, and to overestimate either how much fulfillment you can attain through your achievements or your ability to perform.

You tend to see and value yourself only through your role and through what others think or say about you. As a result, you are likely to be too sensitive to what others think or say. You tend to be overconfident about your ability to perform and are likely to overlook your potential for mistakes, to not see your mistakes and errors, and to be too quick to take on tasks before you have realistically evaluated what you can do.

Customer Service Assessment

IDENTIFYING VALUE TALENT

BLOCKING VALUES

(Sources of Interference)

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.

Individualistic, Potentially Reactive Thinking

The individualism and potentially creative, inventive thinking which operates as a key strength for you may interfere with your decision making. You may become so involved with problem solving and with immediate crisis situations that you develop a reactive, crisis way of thinking which leads to impatience with the details of planning and organizing activities. As a result, you may rely so heavily on your talent for seeing and solving problems that you do not take the time to think through all of the consequences of your decisions and actions.

Your strong sense of individualism can also lead you to challenge existing ways of thinking and doing things and to spend too much of your time and energy looking for novel, inventive ideas and ways of doing things. You tend to overtly or covertly question the authority of rules, norms, and institutions, especially if you see them as ineffective or in the way. Moreover, you tend to feel uncomfortable in rigidly controlled or structured environments and situations.

Customer Service Assessment
VALUE STRUCTURE OVERVIEW
WORLD

EMPATHY
(CRYSTAL CLEAR)

You are a keenly perceptive individual who has an outstanding capacity to objectively see and appreciate the unique individuality of others. You also have the ability to be attentive to the needs and interests of others; to be concerned about others; however, you tend to be selectively optimistic opening up more readily to those who meet your preset ideas and expectations.

PRACTICAL THINKING
(CRYSTAL CLEAR)

You are a very unconventional, non-conformist thinker who tends to see practical, concrete values in patterns which others, because of a more traditional way of thinking, are likely to miss. Your individualism, however, can generate cautiously discrete and skeptical attitudes, especially when things do not work out as planned.

SYSTEM JUDGMENT
(CRYSTAL CLEAR)

You are an individualist who will tend to overtly or covertly get things done in your own unique, creative and original way. Your individualism can generate an overly skeptical and cautious attitude which can lead to a 'chip on the shoulder' attitude when things do not work out as you expect. You may also become a reactive or retroactive thinker focusing on crises as they occur.

Customer Service Assessment
VALUE STRUCTURE OVERVIEW
SELF

SELF ESTEEM
(CLEAR)

You have a very good capacity for seeing and appreciating your inner self worth. You tend, however, to not give yourself as much credit as you should, potentially creating feelings of inner self doubt. You are likely to substitute your own idealistic and perfectionistic self expectations or the expectations of others for your own inner self values.

ROLE AWARENESS
(CLEAR)

You have a very good capacity to see and understand the importance of social/role image, of social status and recognition. You do, however, tend to pay too much attention to your social/role image and role responsibilities. As a result, you may overestimate either the importance of your social/role accomplishments and social image or potentially become overconfident, overestimating your ability to perform.

SELF DIRECTION
(CLEAR)

You are a very goal directed person who has the ability to realistically see and set your self goals. You also have the ability to be a persistent individual who is likely to stay on target once your direction is set. This sense of persistence, however, can turn into a stubborn insistence that your way is right regardless of current circumstances.

COMPOSITE ATTITUDE SURVEY

WORLD CLARITY	INATTENTIVE TO THE CAPACITY	CAUTIOUS ABOUT THE CAPACITY	ATTENTIVE TO THE CAPACITY	OVERATTENTIVE TO THE CAPACITY
EMPATHY (CRYSTAL CLEAR)			KEENLY PERCEPTIVE CAUTIOUSLY OPTIMISTIC INTUITIVE	
PRACTICAL JUDGMENT (UNCONVENTIONAL)	KEENLY PERCEPTIVE ORIGINAL CAUTIOUSLY PRAGMATIC			
SYSTEM JUDGMENT (UNCONVENTIONAL)		KEENLY PERCEPTIVE INDIVIDUALISTIC INVENTIVE INTEGRATIVE		

- **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 CLARITY	INATTENTIVE TO THE CAPACITY	CAUTIOUS ABOUT THE CAPACITY	ATTENTIVE TO THE CAPACITY	OVERATTENTIVE TO THE CAPACITY
SELF ESTEEM (CLEAR)		INATTENTIVE TO INNER SELF WORTH FEELS DOUBTS AND QUESTIONS		
ROLE AWARENESS (CLEAR)			PERCEPTIVE ATTENTIVE TO SOCIAL/ROLE IMAGES CONFIDENT	
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.

COMPOSITE ATTITUDE SURVEY

WORLD

DIMENSION	CLARITY	LEVEL OF ATTENTION	DESCRIPTION
EMPATHY	CRYSTAL CLEAR	ATTENTIVE TO THE CAPACITY	KEENLY PERCEPTIVE CAUTIOUSLY OPTIMISTIC INTUITIVE
PRACTICAL JUDGMENT	UNCONVENTIONAL	INATTENTIVE TO THE CAPACITY	KEENLY PERCEPTIVE ORIGINAL CAUTIOUSLY PRAGMATIC
SYSTEM JUDGMENT	UNCONVENTIONAL	CAUTIOUS ABOUT THE CAPACITY	KEENLY PERCEPTIVE INDIVIDUALISTIC INVENTIVE INTEGRATIVE

- **EMPATHY:** The ability to see and accept others as they are.
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SELF

DIMENSION	CLARITY	LEVEL OF ATTENTION	DESCRIPTION
SELF ESTEEM	CLEAR	CAUTIOUS ABOUT THE CAPACITY	INATTENTIVE TO INNER SELF WORTH FEELS DOUBTS AND QUESTIONS
ROLE AWARENESS	CLEAR	ATTENTIVE TO THE CAPACITY	PERCEPTIVE ATTENTIVE TO SOCIAL/ROLE IMAGES CONFIDENT
SELF DIRECTION	CLEAR	ATTENTIVE 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.
- **SELF DIRECTION:** The ability to see where one ought to go and to feel a strong sense of persistence.