



Customer Service Screen

Prepared for:

Demo Sample

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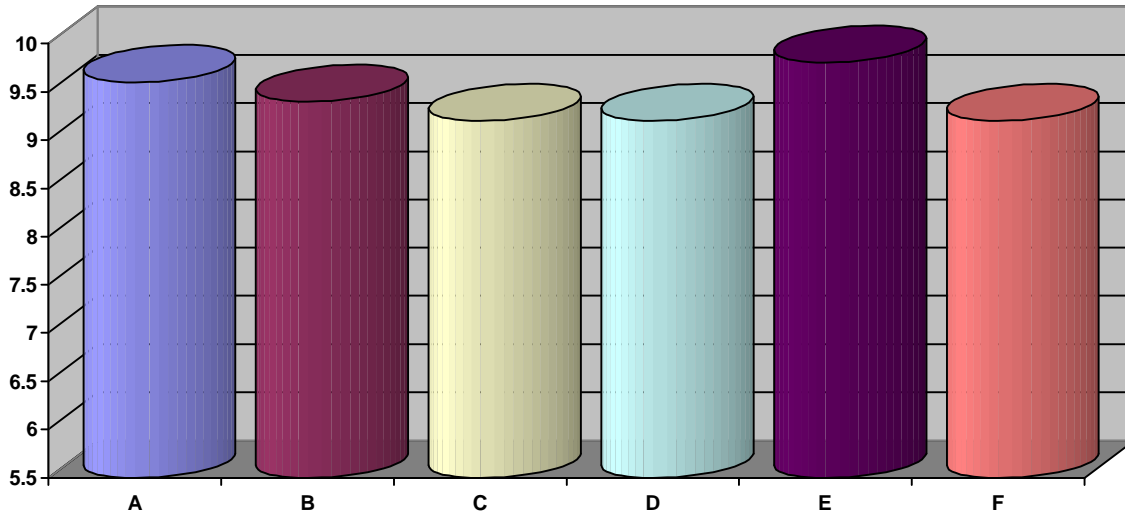
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Customer Service Screen

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.

Customer Service Screen SYNOPSIS

CAPACITY	LOW RISK	SITUATIONAL RISK	CONDITIONAL RISK	REAL RISK
RELATING WITH CUSTOMERS				
Attitude Toward Customers	✓			
Prejudice/Bias Index	✓			
Reading Customer Needs	✓			
Valuing Future Business	✓			
Patience With Customers	✓			
COMMUNICATING WITH CUSTOMERS				
Listening To Customers	✓			
Evaluating What Is Said	✓			
Developing A Response	✓			
Talking At The Right Time	✓			
Understanding Attitudes	✓			
HANDLING CUSTOMER REJECTION				
Self Esteem	✓			
Self Assessment	✓			
Self Confidence	✓			
Self Control	✓			
Sensitivity To Others	✓			

Customer Service Screen SYNOPSIS

CAPACITY	LOW RISK	SITUATIONAL RISK	CONDITIONAL RISK	REAL RISK
JOB RELATED ATTITUDES				
Meeting Established Standards	✓			
Doing Things Right	✓			
Attention to Policies		✓		
Meeting Deadlines	✓			
Attitude Toward Authority		✓		
PROBLEM SOLVING CAPACITY				
Evaluating What To Do	✓			
Attention To Concrete Detail	✓			
Using Common Sense	✓			
Intuitive Insight	✓			
Seeing Potential Problems	✓			
PERSONAL WORK ATTITUDES				
Job Satisfaction	✓			
Flexibility/Adaptability	✓			
Health-Tension Index		✓		
Persistence	✓			
Consistency/Reliability	✓			

Customer Service Screen

CORE STRENGTHS

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

Low Risk

They have a very dynamic, optimistic attitude toward others, can see and understand the positive potential of others, are concerned about and attentive to and available to others.

Prejudice-Bias Index: (Relating With Customers) SR-2B

Low Risk

They have the ability to see and understand the uniqueness and individuality of others but tend to be more open to viewpoints which match their expectations and ideals.

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

Low Risk

They have very keen insight into others, the ability to evaluate their potential for good and bad, and to be aware of the needs and concerns of others.

Valuing Future Business: (Relating With Customers) SR-4A

Low Risk

They 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.

Patience With Customers: (Relating With Customers) SR-5A

Low Risk

They have the ability and the willingness to be open and available to others, to see and accept the viewpoints of others and to be patient with others.

Listening To Others: (Communicating With Customers) SR-6B

Low Risk

They 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.

Evaluating What Is Said: (Communicating With Customers) SR-7

Low Risk

They have the ability to realistically see and evaluate what others are saying and remain open to viewpoints even when they are contrary to their own.

Customer Service Screen CORE STRENGTHS

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

Low Risk

They have the ability to understand the consequences of what and how they respond to others, to make certain that their responses have a positive effect and are understood.

Talking At The Right Time: (Communicating With Customers) SR-9D

Low Risk

They have the ability to correctly and immediately identify both what is the correct or appropriate response and when the time is right to make their point.

Understands Attitudes: (Communicating With Customers) SR-10A

Low Risk

They have the ability not only to see and understand the attitudes of others but they are also extremely concerned about meeting the needs and interests of others.

Self Esteem: (Handling Customer Rejection) SR-11G

Low Risk

They have a keen appreciation of their uniqueness and individuality and a realistic assessment of their ability to to perform, their strengths and talent.

Self Assessment: (Handling Customer Rejection) SR-12

Low Risk

They know what they are capable of doing, what it will take to get things done and give them a sense of contribution as well as a sense of satisfaction.

Self Confidence: (Handling Customer Rejection) SR-13I

Low Risk

They have the ability to develop and maintain realistic confidence in their capacity to perform and to live up to social and role images and expectations.

Self Control: (Handling Customer Rejection) SR-14

Low Risk

They have the capacity to maintain their sense of balance and equilibrium when dealing with stressful and emotional situations, responding rationally and objectively.

Customer Service Screen CORE STRENGTHS

Sensitivity To Others: (Handling Customer Rejection) SR-15A

Low Risk

they have the capacity to be open and available without risking becoming too trusting or involved. They can see and evaluate positive or negative consequences of relationships.

Meeting Established Standards: (Job Related Attitudes) SR-16A

Low Risk

Their strong sense of individualistic thinking can lead them to develop and maintain loyalty to standards which they believe function and will work.

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

Low Risk

Their individualism will likely lead them to be insistent on doing things in unique, novel and potentially creative ways which may come in conflict with accepted ways of thinking.

Meeting Schedules And Deadlines: (Job Related Attitudes) SR-19C

Low Risk

They have a strong sense of inner perfectionism which builds a need for things to work out right and attention to developing and implementing timetables and deadlines.

Evaluating What To Do: (Problem Solving Capacity) SR-21

Low Risk

They have an excellent ability for sizing up situations, for identifying problems especially in difficult or confusing situations and for generating constructive alternatives.

Attention To Concrete Detail: (Problem Solving Capacity) SR-22B

Low Risk

Their unconventional, possibly creative thinking can generate the ability to identify ways of thinking and solving problems which others are likely to overlook.

Using Common Sense: (Problem Solving Capacity) SR-2 A

Low Risk

Their unconventional and individualistic thinking can create unique, novel ways of getting things done and build a drive to do things their own way.

Customer Service Screen

CORE STRENGTHS

Intuitive Insight: (Problem Solving Capacity) SR-24

Low Risk

They have a well developed ability to rely on intuitive insights to decide both where the problems are as well as what solutions are best.

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

Low Risk

They 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 problem situation.

Role Satisfaction: (Personal Work Attitudes) SR-26A

Low Risk

They are confident that what they are doing not only is what is best for them and for society and will likely feel an urgency to get things done and to push ahead.

Flexibility, Adaptability: (Personal Work Attitudes) SR-27C

Low Risk

They have the ability to see and understand the value of their personal commitment and energy which helps them accept the need to change when things do not work out as they expect.

Persistence: (Personal Work Attitudes) SR-29A

Low Risk

Their strong commitment to their inner ideals, their personal goals and beliefs about the future provides a compulsive need to push ahead and stay on track.

Consistency: (Personal Work Attitudes) SR-30B

Low Risk

Their confidence gives them a sense of personal competence and satisfaction and acts as a springboard to action and as a beacon to keep them on track.

Customer Service Screen DEVELOPMENT COMMENTS

Attention To Policies, Procedures: (Job Rel. Attitudes) SRV-18C

Situational Risk

Their unconventional, spontaneous practical thinking can lead them to feel a compulsion to challenge existing rules and standards simply for the sake of the challenge.

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

Situational Risk

Their unconventional, individualistic thinking can lead them to covertly or overtly challenge authority. They tend to insist on being inventive and doing things their own way.

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

Situational Risk

They currently do not see or value their self as well as the world around them and as a result are subject to anxiety and stress effects.

Customer Service Screen

INTERVIEW GUIDES

Attention To Policies And Procedures: (Job Related Attitudes) SRV-18C

The Problem

They tend to:

1. Be unconcerned about disorder and confusion to the point that they become part of the disorder or lack a sense of urgency to organize things or straighten things up.
2. Underestimate the value of conformity to organizational and social rules, policies and procedures.
3. Feel uncomfortable in rigidly controlled or structured situations.
4. Act with hindsight rather than foresight.

Interview Comments

The following steps are recommended:

1. Give them an example of a service problem which is created by lack of order and organization. Ask them to survey the situation and discover the problem and prioritize solutions.
2. Use an example which contrasts an immediate, practical solution with long range consequences and a solution which is more difficult but does things right. Ask them to choose the solution which is best.

Customer Service Screen INTERVIEW GUIDES

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

The Problem

They tend to:

1. Follow their own priorities and go their own way such that the degree to which they are willing to accept authority and abide by organizational and societal norms and rules depends on whether they feel these conventions are necessary, practical and consistent with their thinking.
2. Develop a 'chip on the shoulder attitude' when things do not work out as they expect.
3. be naturally skeptical and suspicious of norms, rules and standards for conduct.

Interview Comments

The following steps are recommended:

1. Use both indirect and direct suggestions that sometimes it is necessary to get around existing rules, policies and procedures. Test their willingness to agree and how far they are willing to push the issue.
2. Engage them in a conversation about an issue which is in the public eye. Find out their thinking. Challenge them aggressively on the issue.

Customer Service Screen INTERVIEW GUIDES

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

The Problem

They tend to:

1. Do the wrong things in order to be taken out of a pressure situation.
2. Develop physical symptoms as a result of their despair and frustration.
3. Be inconsistent in performance depending on their ability to manage their stress and anxiety.

Interview Comments

The following steps are recommended:

1. Ask them to describe what they see as the cause for their stress and anxiety. Require them to relate this information to your organization.
2. Give them a list of service problems and potential solutions. Require them to evaluate the problems and solutions. Give a limited time and press them during their evaluation. When they have reached a solution, aggressively challenge their thinking.