



TTI Insights[®]
Multiple Respondent Job Report

Customer Service
5-14-2008



INTRODUCTION

If the job could talk, it would clearly define the knowledge, hard skills, people skills, behavior and culture needed for superior performance. Your unbiased input regarding the specific requirements of the job in question has been applied to the Job Insights benchmarking process. The result is an evaluative report that analyzes a total of 14 separate areas in Sections 1 and 2. Additional feedback on each area is presented in Sections 3 and 4. Suggested interview questions that pertain to each area are listed in Sections 5 and 6. Finally, Section 7 contains composite rankings in all areas.

SECTION 1: REWARDS/CULTURE HIERARCHY (6 AREAS)

This section clearly identifies the rewards/culture of the job, which defines its sources of motivation. It clarifies "why" and "in what kind of environment" this job will produce success.

SECTION 2: BEHAVIORAL HIERARCHY (8 AREAS)

This section explores the behavioral traits demanded of the job. The higher the ranking, the more important the behavioral trait will be to the job for stress reduction and superior performance.

The results of each area are ranked on a scale, reflecting the unique levels of applicability and importance to the job. These rankings illustrate what is essential for this job to deliver superior performance and maximum value to your organization.

SECTION 3: REWARDS/CULTURE FEEDBACK

This section expands on the fact that every job in every organization has its own culture. The culture of any job is clearly defined by how it rewards superior performance.

SECTION 4: BEHAVIORAL FEEDBACK

This section clarifies the nature of the behavioral traits demanded by the job.

SECTION 5: REWARDS/CULTURE INTERVIEW QUESTIONS

This section contains suggested interview questions that pertain specifically to the rewards/culture of the job.

SECTION 6: BEHAVIORAL INTERVIEW QUESTIONS

This section contains suggested interview questions that pertain specifically to the behavioral traits required by the job.

SECTION 7: COMPOSITE RANKINGS



INTRODUCTION

This last section details the individual input contributed by each respondent and shows the final composite rankings (averages of all responses) in Rewards/Culture and Behaviors.

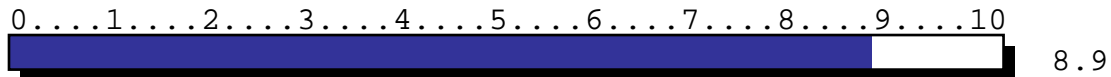


Section 1

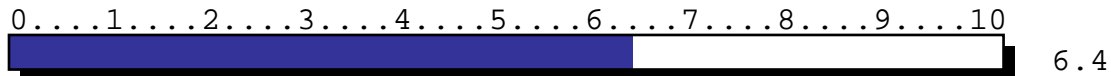
JOB REWARDS/CULTURE HIERARCHY

This section identifies the rewards/culture system of a specific job. Matching a person's passion to a job that rewards that passion always enhances performance. The graphs below are in descending order from the highest rewards/culture required by the job to the lowest.

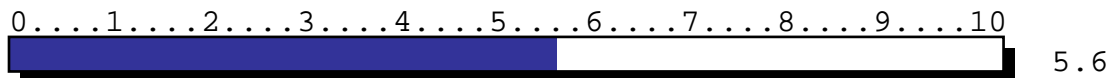
1. THEORETICAL



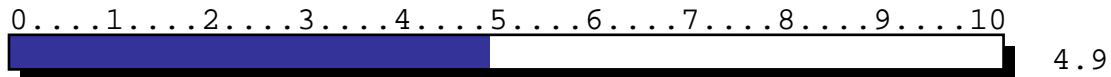
2. UTILITARIAN/ECONOMIC



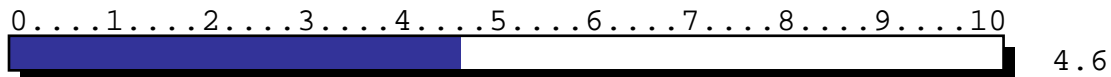
3. INDIVIDUALISTIC/POLITICAL



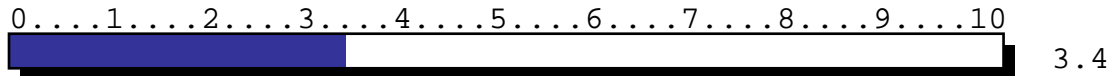
4. SOCIAL



5. TRADITIONAL/REGULATORY



6. AESTHETIC



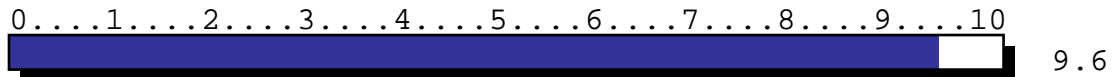


Section 1

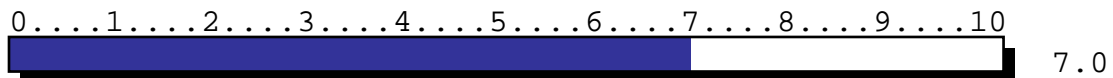
ORGANIZATIONAL REWARDS/CULTURE HIERARCHY

This section identifies the rewards/culture system of a specific organization. Matching a person's passion to an organization that rewards that passion always enhances performance. The graphs below are in descending order from the highest rewards/culture required by the organization to the lowest.

1. THEORETICAL



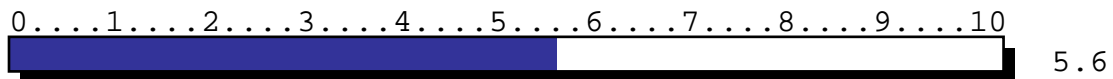
2. UTILITARIAN/ECONOMIC



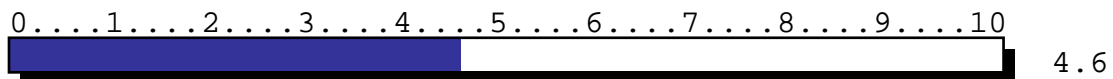
3. AESTHETIC



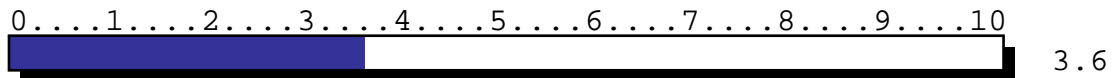
4. TRADITIONAL/REGULATORY



5. SOCIAL



6. INDIVIDUALISTIC/POLITICAL



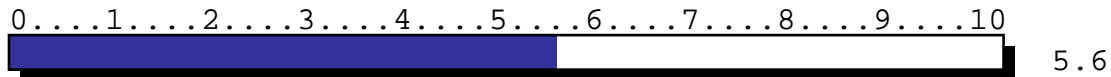


Section 2

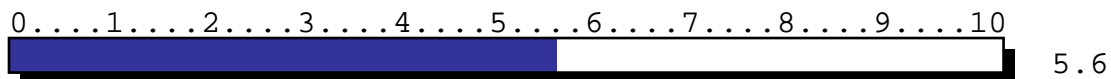
BEHAVIORAL HIERARCHY

This section is designed to give a visual understanding of the behavioral traits demanded of the position. The graphs below are in descending order from the highest rated behavioral traits required by the job to the lowest. This means the higher the score the more important that behavioral trait is to stress reduction and superior job performance.

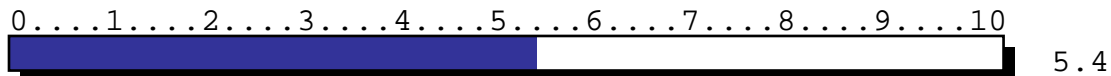
1. COMPETITIVENESS



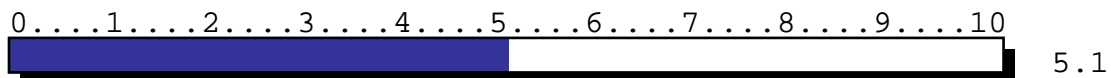
2. CUSTOMER ORIENTED



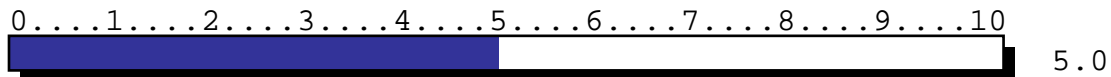
3. FREQUENT CHANGE



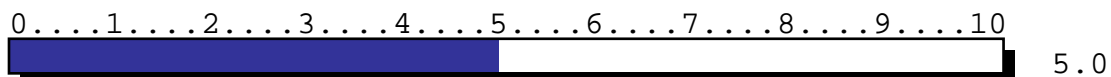
4. ORGANIZED WORKPLACE



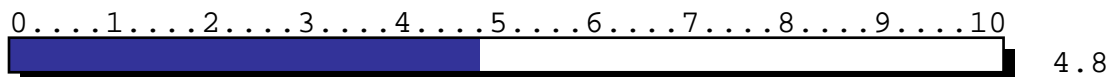
5. URGENCY



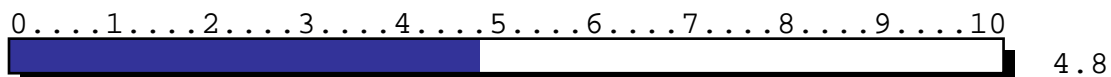
6. FREQUENT INTERACTION WITH OTHERS



7. ANALYSIS OF DATA



8. VERSATILITY





Section 3

JOB REWARDS/CULTURE FEEDBACK

1. THEORETICAL

- Rewards those who value knowledge for knowledge's sake, continuing education and intellectual growth.

2. UTILITARIAN/ECONOMIC

- Rewards those who value practical accomplishments, results and rewards for their investments of time, resources and energy.

3. INDIVIDUALISTIC/POLITICAL

- Rewards those who value personal recognition, freedom and control over their own destiny and others.



Section 4

BEHAVIORAL FEEDBACK

1. COMPETITIVENESS

- The job exists within a demanding environment where consistently winning is critical. The job demands tenacity, boldness, assertiveness and a "will to win" in dealing with highly competitive situations.

2. CUSTOMER ORIENTED

- The job demands a positive and constructive view of working with others. There will be a high percentage of time spent in listening to, understanding and successfully working with a wide range of people from diverse backgrounds to achieve "win-win" outcomes.

3. FREQUENT CHANGE

- The job requires a comfort level with "juggling many balls in the air at the same time!" It will be asked to leave several tasks unfinished, and easily move on to new tasks with little or no notice.



Section 5

JOB REWARDS/CULTURE QUESTIONS

Read the following suggested interview questions as they relate to the rewards/culture environment of the job. Modify the questions to be more job-specific and assure that all candidates are asked the same questions.

1. THEORETICAL

- Which is more important, action or knowledge?
- Would you consider yourself to be an expert in something? What is it? How did you go about gaining the knowledge?
- Tell me what you especially like or enjoy about learning things. What topics or subjects do you enjoy?
- How comfortable are you in taking the time, energy and effort required to master a subject or topic you currently know very little about? How about one in which you have very little interest?

2. UTILITARIAN/ECONOMIC

- How important is earning a lot of money to you? What do you consider to be a "lot of money"?
- Where would you like to be, financially, in 5 years? 10 years? Why?
- What role does earning a significant income play in your job choices? In staying in a job?
- Would you consider yourself to be a bottom line, practical thinker or are you more theoretical or philosophical? Why do you say that?

3. INDIVIDUALISTIC/POLITICAL

- What role does being in control of a situation play in your job satisfaction? How important is it for you to control your own destiny?
- How important is independence to you? Power? Influencing others? What would be your level of satisfaction with a job if you had none of these?
- How good are you in taking directions from others? How much do you like doing so?
- How do you go about influencing others to act? Give me a concrete, real-world example of a time when you were able to move a group of people to action and exactly how you did it.



Section 6

BEHAVIORAL QUESTIONS

Read the following suggested interview questions as they relate to the most desired behavioral traits to perform the job. Modify the questions to be more job-specific and assure that all candidates are asked the same questions.

1. COMPETITIVENESS

- How demanding are you of yourself and others? Do you think you are sometimes too demanding? Give me an example of a job situation where being demanding helped achieve the goal. Did it lead to other problems? Would others ever describe you as aggressive? Pushy? Why?
- How important is winning to you? How do you define winning? Give me an example of a situation where you felt you were going to lose. How did it feel? How did you handle it?

2. CUSTOMER ORIENTED

- How important is it for people to like you? Which is more important, being trusted or liked? Why do you say that?
- Do you stop and listen to others or express your opinions quickly? Give me examples and situations where both of these situations occurred. What was the outcome?

3. FREQUENT CHANGE

- When you are forced to change priorities or direction, how do you respond?
- When things keep coming at you and nothing seems to get completed, how do you feel? When this happens, how do you handle the situation?



Section 7

JOB REWARDS/CULTURE COMPOSITE

	REWARDS/CULTURE	C	R1	R2	R3
1	THEORETICAL	8.9	9.6	9.6	7.6
2	UTILITARIAN/ECONOMIC	6.4	7.2	7.2	4.8
3	INDIVIDUALISTIC/POLITICAL	5.6	6.8	7.2	2.8
4	SOCIAL	4.9	5.6	5.6	3.6
5	TRADITIONAL/REGULATORY	4.6	5.6	5.2	3.2
6	AESTHETIC	3.4	4.8	3.6	2.0



Section 7

BEHAVIORS COMPOSITE

	BEHAVIORS	C	R1	R2	R3
1	COMPETITIVENESS	5.6	7.0	7.0	3.0
2	CUSTOMER ORIENTED	5.6	5.5	6.0	5.5
3	FREQUENT CHANGE	5.4	5.8	5.5	5.0
4	ORGANIZED WORKPLACE	5.1	5.5	5.5	4.5
5	URGENCY	5.0	6.0	5.0	4.0
6	FREQUENT INTERACTION WITH OTHERS	5.0	5.0	5.0	5.0
7	ANALYSIS OF DATA	4.8	5.0	5.0	4.5
8	VERSATILITY	4.8	5.0	4.5	5.0



Section 7

RESPONDENT KEY

R1: JANE JETSON

R2: ROB SMITH

R3: GARY ABLESON