

Axiometrics™

Success Factors Service w/Leadership Style

Prepared for:

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(Job Title: Jan 2015 Customer Experience)



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1/7/2015 7:15:00 AM
F174-61577

Thinking Process Inventory

Leadership Style = Planner
 Learning Style = Thinker Doer (Concept, Technique)
 Communication Style = Structured Structured

	Talent	Access	Attitude	Skill
Low Risk	9.08		9.16	
Situational Risk		8.95		8.81
Conditional Risk				
Real Risk				

Low Risk
() Excellent ability to utilize the capacity and translate the talent into decisions; reduces the potential for errors and mistakes.

Situational Risk
(9.00) 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.

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.

Real Risk
() Restricted access to the capacity indicating the ability is consistently unavailable and individuals are subject to mistakes and errors in judgment.

Overall Tendencies

- Must plan, think through things, and build a strategy which organizes and directs your decisions.
- Will be a proactive person focusing on controlling consequences of decisions to keep them consistent with strategies, plans, and expectations.
- Will tend to insist that your way is right regardless of circumstances.
- Insistence on doing things the 'right way' can lead you to overlook immediate issues, to delay actions until you have thought through and organized your decisions, miss opportunities, and have difficulty managing change.
- Will respect the rights of those individuals who meet your preset ideas and expectations, but may tend to disregard the rights of those who do not fit or measure up.
- Will tend to be impatient with, critical of, and demanding on others.
- Will rely on logic and clarity to control your risk of personal exposure in relationships.
- An inner directed person, you have greater clarity and understanding of self values than values in the world.
- Have the ability to be in touch with your self esteem and inner self worth which can anchor and sustain you in difficult situations.
- Have the ability to evaluate what type of social/role function and image can provide you an opportunity to translate your goals into actions.
- Have a clear sense of self goals, beliefs and principles and standards and a strong sense of commitment to what you think is right for you.
- Strong persistence and goal directedness may work as a source for drive but can also lead you to stubbornly hold onto your beliefs, ideas and direction regardless of circumstances.

Prioritized Strength & Development

Prioritized Core Strengths

1) Self Control: (Handling Customer Rejection)-Low Risk

Ability to maintain their sense of balance and equilibrium when dealing with stressful and emotional situations.

2) Role Satisfaction: (Personal Work Attitudes)-Low Risk

Combination of confidence about their ability to perform and an urgency to push ahead and get things done.

3) Self Assessment: (Handling Customer Rejection)-Low Risk

Knowledge of what they can do and what can be done gives them a sense of contribution as well satisfaction.

4) Valuing Future Business: (Relating With Customers)-Low Risk

Their individualism leads them anticipate consequences which others may not be willing or able to see.

5) Meeting Established Standards: (Job Related Attitudes)-Low Risk

Strong appreciation of standards and norms as well willingness to make certain that standards and expectations are met.

6) Flexibility/Adaptability: (Personal Work Attitudes)-Low Risk

Strong personal commitment to what they believe is right combined with the ability to redirect energy when necessary.

7) Consistency: (Personal Work Attitudes)-Low Risk

The ability to feel confident and competent about staying on track even in difficult times.

8) Attitude Toward Customers: (Relating With Customers)-Low Risk

A cautiously optimistic, discrete attitude toward others creates the ability to see the positive and negative potential of others.

Prioritized Development Areas

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

Inner directed, self-directed thinking can generate anxiety frustration and despair.

2) Intuitive Insight: (Problem Solving Capacity)-Conditional Risk/SRV-24

May have difficulty knowing what their feelings mean or disregard the strength of their inner feelings.

3) Persistence: (Personal Work Attitudes)-Conditional Risk/SRV-29A

Self-perfection can lead to inflexible and potentially unrealistic commitment to one's goals and plans.

4) Understanding Attitudes: (Communicating With Customers)-Conditional Risk/SRV-10B

Dogmatic, perfectionistic thinking can cause them to be intolerant and critical of ideas that they do not value.

Prioritized Interview Notes

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

They tend to be easily distracted and to be susceptible to physical or emotional effects from stresses and strains. Test their ability to see and accept things as they are and to suppress negative and reinforce positive feelings.

2) Intuitive Insight: (Problem Solving Capacity)-Conditional Risk/SRV-24

When their decisions are based on inner feelings, these individuals are susceptible to making errors. Test their ability to intuitively respond to a specific problem in your work environment or to a controversial personal issue.

3) Persistence: (Personal Work Attitudes)-Conditional Risk/SRV-29A

Once their mind is made up, these individuals feel the need to stay on track regardless of circumstances. Evaluate their ability to set goals and timetables which are realistic and to change directions when necessary.

4) Understanding Attitudes: (Communicating With Customers)-Conditional Risk/SRV-10B

Their black and white, stubborn thinking can lead them to overlook customer concerns and objections. Test their ability to deal with opposing points of view without being too competitive and critical.

Prioritized Development (Top 10 Areas)

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

Inner directed, self-directed thinking can generate anxiety frustration and despair.

2) Intuitive Insight: (Problem Solving Capacity)-Conditional Risk/SRV-24

May have difficulty knowing what their feelings mean or disregard the strength of their inner feelings.

3) Persistence: (Personal Work Attitudes)-Conditional Risk/SRV-29A

Self-perfection can lead to inflexible and potentially unrealistic commitment to one's goals and plans.

4) Understanding Attitudes: (Communicating With Customers)-Conditional Risk/SRV-10B

Dogmatic, perfectionistic thinking can cause them to be intolerant and critical of ideas that they do not value.

5) Attitude Toward Authority: (Job Related Attitudes)-Conditional Risk/SRV-20B

Dogmatic, stubborn thinking can lead them to insist on conformity to rules, standards and authority.

6) Overall Problem Solving: (Problem Solving Capacity)-Conditional Risk/SRV-25

Lack of balance or focus in their thinking can lead them to overlook crucial issues.

7) Developing A Response: (Communicating With Customers)-Situational Risk/SRV-8B

Tend to be overly cautious and skeptical responding with critical advice and in a demanding manner.

8) Evaluating What To Do: (Problem Solving Capacity)-Situational Risk/SRV-21

Uncertainty and lack of clarity in their thinking can restrict their ability to see what needs to be done.

9) Meeting Schedules & Deadlines: (Job Related Attitudes)-Situational Risk/SRV-19A

Perfectionistic, black and white thinking can lead them to set unrealistic schedules and time tables.

10) Patience With Customers: (Relating With Customers)-Situational Risk/SRV-5B

Tends to be skeptical and potentially suspicious of others leading to critical, demanding, and impatient attitudes.

Customer Service Competencies Chart - Part 1

Skills And Talents	Primary Strength	Secondary Strength	Secondary Development	Primary Development
	Excellent ability to utilize the competency and translate the talent into decisions. Limited potential for making errors in the decision making process.	Very good ability to utilize the competency in well defined situations. In less defined situations there is more potential for making errors in the decision making process.	Limited ability to utilize the competency indicating a condition in which there is increased potential for errors in the decision making process.	Restricted ability to utilize the competency indicating that there is significant potential risk of making errors in the decision making process.
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 Others				
- 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			

Customer Service Competencies Chart - Part 2

Skills And Talents	Primary Strength	Secondary Strength	Secondary Development	Primary Development
	Excellent ability to utilize the competency and translate the talent into decisions. Limited potential for making errors in the decision making process.	Very good ability to utilize the competency in well defined situations. In less defined situations there is more potential for making errors in the decision making process.	Limited ability to utilize the competency indicating a condition in which there is increased potential for errors in the decision making process.	Restricted ability to utilize the competency indicating that there is significant potential risk of making errors in the decision making process.
Job Related Attitudes				
- Meeting Established Standards	ü			
- Doing Things Right	ü			
- Attention To Procedures	ü			
- Meeting Schedules & Deadlines		ü		
- Attitude 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			