

# Axiometrics™

## Customer Service Assessment

Prepared for  
Demo Sample



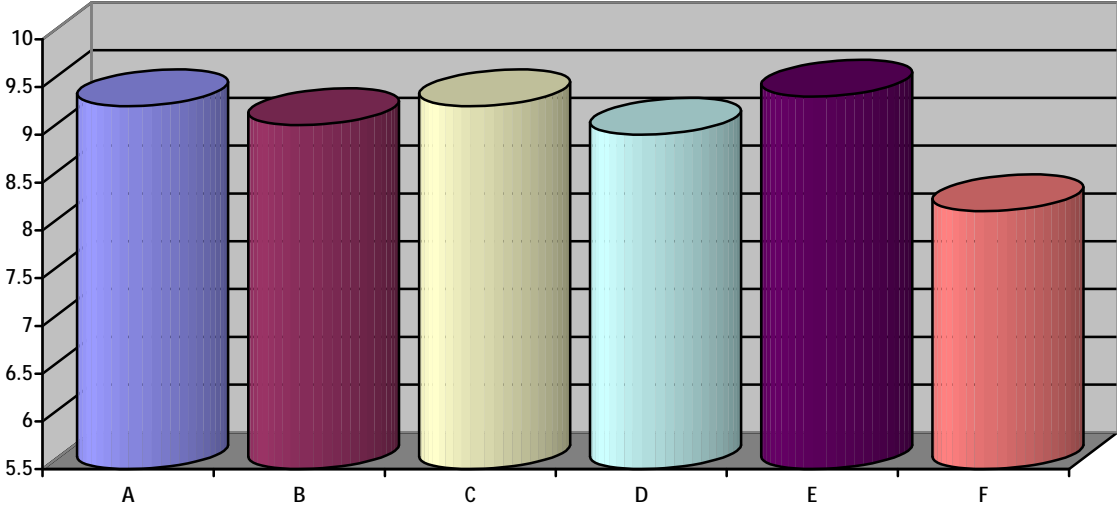
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- *The content should not be used as the sole source for decisions regarding hiring, placement, career moves or termination.*

# Customer Service Assessment

## OVERVIEW GRAPH

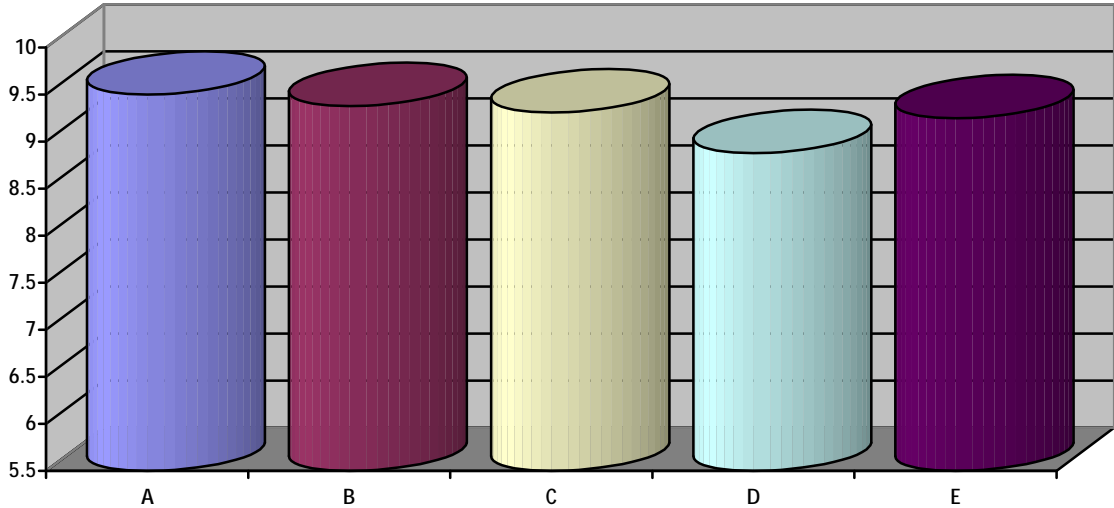


<b>Primary Strengths</b>	<b>9.4 to 10.0</b>
<b>Secondary Strengths</b>	<b>8.9 to 9.39</b>
<b>Secondary Development</b>	<b>8.3 to 8.89</b>
<b>Primary Development</b>	<b>6.0 to 8.29</b>

- A) Relating With Customers (Secondary Strength)** — The ability to see, understand and relate with customers in an objective, unbiased manner.
- B) Communicating With Customers (Secondary 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 (Primary Development)** — The ability to feel a sense of purpose and satisfaction in one's work.

# Customer Service Assessment

## RELATING WITH CUSTOMERS



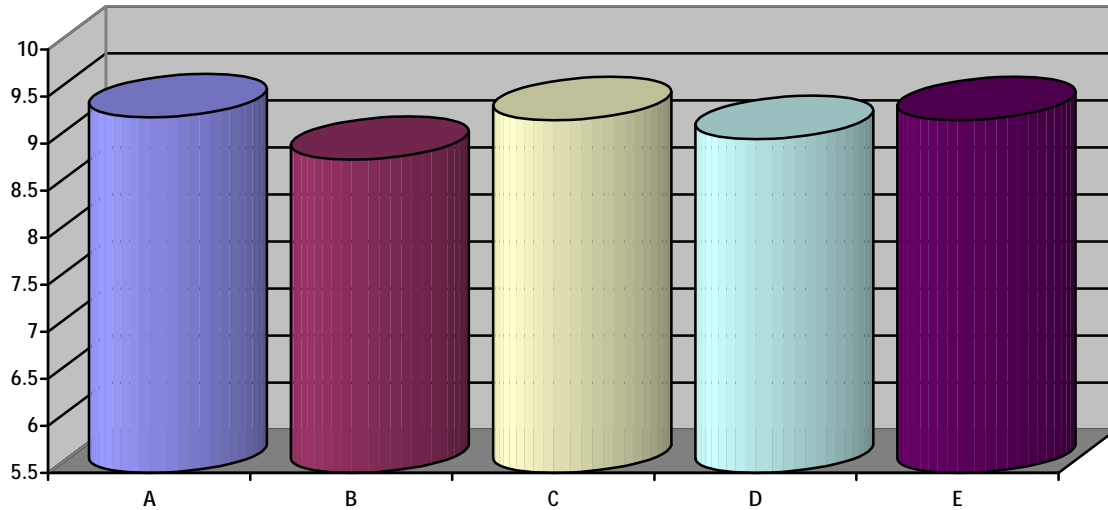
**RELATING WITH CUSTOMERS:** This capacity measures the ability to see and appreciate customer needs and interests and the ability to deal with customers in a concerned and objective manner.

<b>Primary Strengths</b>	<b>9.4 to 10.0</b>
<b>Secondary Strengths</b>	<b>8.9 to 9.39</b>
<b>Secondary Development</b>	<b>8.3 to 8.89</b>
<b>Primary Development</b>	<b>less than 8.3</b>

- A) Attitude Toward Customers (Primary Strength)** — This component measures one's ability to be positive, objective and tolerant with customers.
- B) Prejudice/Bias Index (Secondary Strength)** — This component measures the degree of prejudice and bias in attitudes towards others.
- C) Reading Customer Needs (Secondary Strength)** — This component measures one's ability to see and understand the needs and interests of customers.
- D) Valuing Future Business (Secondary Development)** — This component measures one's ability to develop and maintain a positive, realistic attitude about future business with customers.
- E) Patience With Customers (Secondary 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.**

<b>Primary Strengths</b>	<b>9.4 to 10.0</b>
<b>Secondary Strengths</b>	<b>8.9 to 9.39</b>
<b>Secondary Development</b>	<b>8.3 to 8.89</b>
<b>Primary Development</b>	<b>less than 8.3</b>

**A) Listening To Customers (Secondary 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.

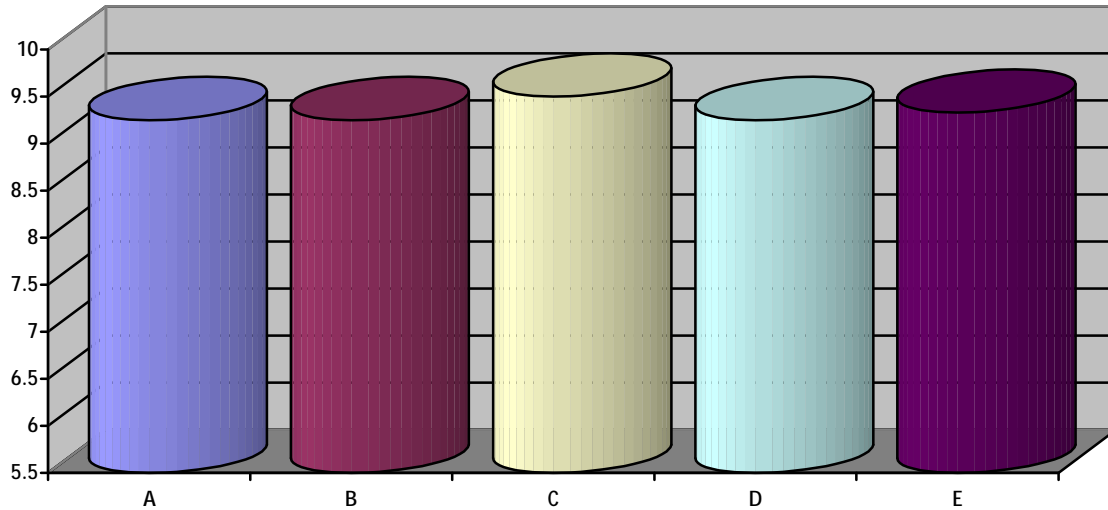
**C) Developing A Response (Secondary Strength)** — This component measures how well one can construct alternatives which address issues in a clear, understandable manner.

**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 (Secondary 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.**

<b>Primary Strengths</b>	<b>9.4 to 10.0</b>
<b>Secondary Strengths</b>	<b>8.9 to 9.39</b>
<b>Secondary Development</b>	<b>8.3 to 8.89</b>
<b>Primary Development</b>	<b>less than 8.3</b>

**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.

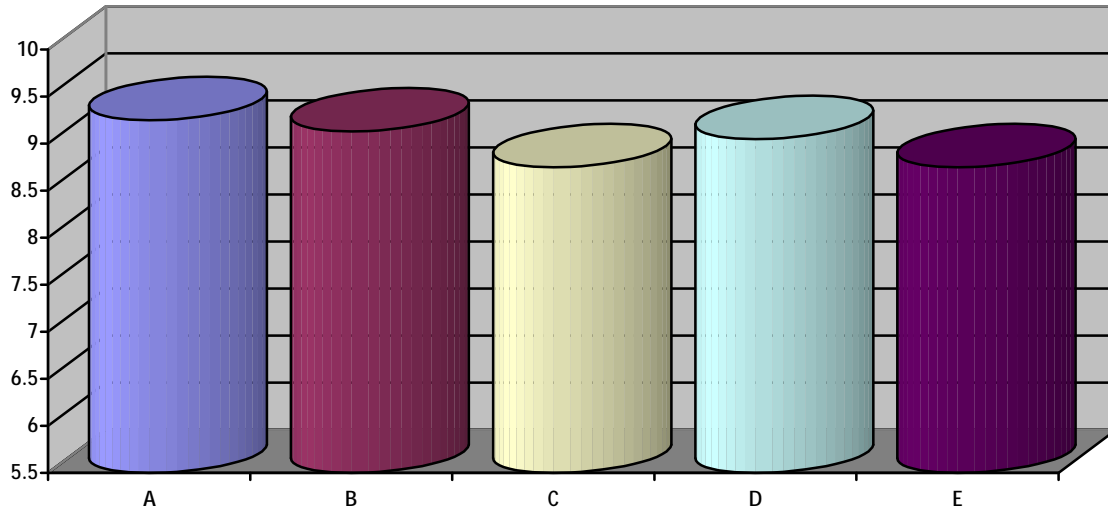
**C) Self Confidence (Primary Strength)** — The ability to develop and maintain inner strength based on the belief that one will succeed.

**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.

<b>Primary Strengths</b>	<b>9.4 to 10.0</b>
<b>Secondary Strengths</b>	<b>8.9 to 9.39</b>
<b>Secondary Development</b>	<b>8.3 to 8.89</b>
<b>Primary Development</b>	<b>less than 8.3</b>

**A) Meeting Established Standards (Secondary 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.

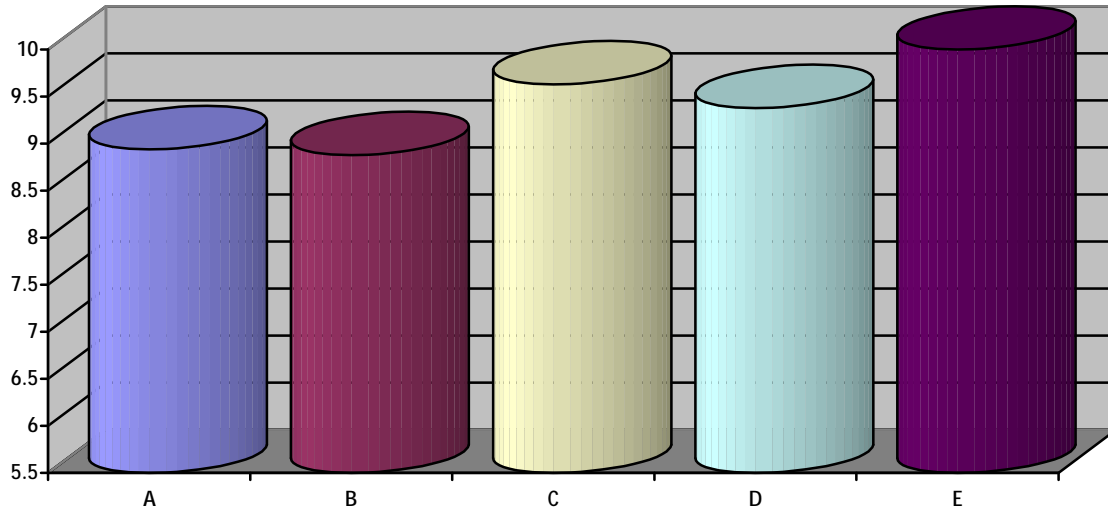
**C) Attention to Policies and Procedures (Secondary Development)** — This component measures one's sense of respect for and commitment to organizational policies and procedures.

**D) Meeting Deadlines and Schedules (Secondary 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.

<b>Primary Strengths</b>	<b>9.4 to 10.0</b>
<b>Secondary Strengths</b>	<b>8.9 to 9.39</b>
<b>Secondary Development</b>	<b>8.3 to 8.89</b>
<b>Primary Development</b>	<b>less than 8.3</b>

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

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

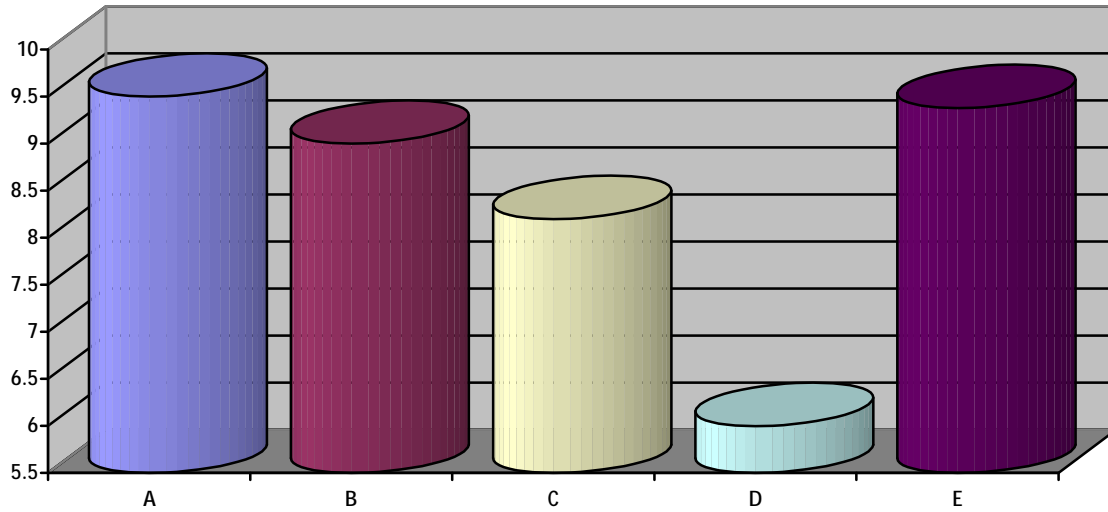
**C) Using Common Sense (Primary Strength)** — This component measures one's ability to use practical, common sense in problem solving situations.

**D) Intuitive Insight (Secondary 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.

<b>Primary Strengths</b>	<b>9.4 to 10.0</b>
<b>Secondary Strengths</b>	<b>8.9 to 9.39</b>
<b>Secondary Development</b>	<b>8.3 to 8.89</b>
<b>Primary Development</b>	<b>less than 8.3</b>

**A) Role Satisfaction (Primary Strength)** — This component measures one's ability to feel confident and competent.

**B) Flexibility/Adaptability (Secondary Strength)** — This component measures the effect of dogmatic, rigid and black and white attitudes toward oneself and the world.

**C) Health/Tension Index (Primary Development)** — This component measures one's ability to balance tensions and anxieties.

**D) Persistence (Primary Development)** — 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.



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## **Customer Service Assessment PRIMARY STRENGTH COMMENTS**

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### **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.

### **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.

### **Using Common Sense: (Problem Solving Capacity)**

You have a well developed ability to see and understand how to get things done in a practical, common sense way and to understand what is important and needs your immediate attention. You may not always rely on or utilize your common sense ability, making this capacity a source of potentially untapped strength.

### **Seeing Potential Problems: (Problem Solving Capacity)**

You have a good capacity for identifying crucial issues 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.

### **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.

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## **Customer Service Assessment SECONDARY STRENGTH COMMENTS**

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### **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.

### **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.

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## **Customer Service Assessment**

### **SECONDARY STRENGTH COMMENTS**

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#### **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.

#### **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 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.

#### **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.

#### **Meeting Established Standards: (Job Related Attitudes)**

Your strong sense of individualistic thinking combined with a cautious, skeptical attitude toward authority, structure and conformity can lead you to covertly or overtly challenge existing standards and to spend your time and energy looking for innovative, novel norms and rules and developing a flexible attitude toward standards or working to get around them.

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## **Customer Service Assessment**

### **SECONDARY STRENGTH COMMENTS**

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#### **Doing Things Right: (Job Related Attitudes)**

You have the ability to understand the need for doing things right but this capacity is combined with a strong sense of individualism which can lead you to covertly or overtly challenge existing ways of doing things and spend your time and energy looking for novel, unique ways of getting things done.

#### **Meeting Schedules And Deadlines: (Job Related Attitudes)**

You have the ability to understand the importance of schedules and deadlines and the ability to build timetables which reflect your personal expectations as well as expectations and standards set in the world around you. However, you are uncertain about which direction or set of standards is best and this may build an indecisiveness about when to act.

#### **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.

#### **Flexibility, Adaptability: (Personal Work Attitudes)**

You have the ability to see and understand what is worth your personal commitment and energy. Moreover, you have a willingness to see and accept the mistakes that you make and the ability to change direction when you do not attain the results which you desire.

#### **Consistency: (Personal Work Attitudes)**

You have the ability to see and understand what course of action is best for you; however, you are uncertain about which steps to take. This combination of clarity about goals and uncertainty about when to act can lead you to shift from being inner directed, energetic and filled with an urgency to act to delaying your decisions and actions.

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## **Customer Service Assessment**

### **SECONDARY DEVELOPMENT COMMENTS**

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#### **Valuing Future Business: (Relating With Customers)**

Your strong insistence that things need to be ordered and structured according to a preset strategy and plan can lead you to overlook the potential of future business which does not meet your expectations. Take time to examine all perspectives and seek out assistance from others to check the flexibility of your expectations.

#### **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 individualistic need to challenge existing rules, standards and expectations will likely lead you to disregard policies and procedures which do not meet your needs. Make certain that your natural need for challenging and rebelling does not interfere with what common sense and the rule of good service dictate.

#### **Attitude Toward Authority: (Job Related Attitudes)**

Your strong individualism will lead you to covertly or overtly disregard existing authority. You feel the need to challenge authority simply for the sake of doing so. Seek help from others to evaluate your biases against authority and to help you evaluate whether your rejection of authority is based on logic or emotion.

#### **Attention To Concrete Detail: (Problem Solving Capacity)**

You may not always see what is happening around you and as a result you can overlook concrete detail. Utilize other people to help keep a sense of balance in your decisions. Build a checklist which will help you analyze your priorities for your actions prior to making a decision.

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## ***Customer Service Assessment*** **PRIMARY DEVELOPMENT COMMENTS**

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### **Health Tension Index: (Personal Work Attitudes)**

You currently do not see or value your self as well as you do the world around you and as a result you 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.

### **Persistence: (Personal Work Attitudes)**

You are feeling indecisive and uncertain about which course of action is best for you and as a result will not likely feel an urgency to push ahead. Seek help from others privately or in a course on self development to identify what you want to do and what you are willing to commit your time and energy to accomplish.

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

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**Intuitive Insight**

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 or a direction which is fruitful, and as the ability to see a person, thing, situation or idea in its total meaning.

You have very good intuitive insight. Your intuitive ability gives you knowledge that is accurate and reliable which can immediately identify when something is wrong, when someone can be trusted, when a decision is the right decision and when the direction in which you are heading is your best and most fruitful path.

**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.

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

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**Keen 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 have an excellent ability to readily identify the needs and interests of others. You have a genuine gift for helping people to see what makes them unique and special. You are sensitive to the needs and issues of others and to the protection of the individuality and freedom of others.

You are likely to be optimistic about, concerned about and open and available to others. You are a very compassionate, feeling person who has concern and respect for the opinion of others. You do tend to become too personally involved with others and to be too sensitive about how your actions will affect others. When you trust others, you are likely to give yourself totally to them and may be disappointed when they do not return the same trust, interest and commitment to you.

**Excellent Practical, Common Sense Thinking**

We live our daily lives in a concrete world full of things, events, circumstances, problems, details. We mark time by the passage of events, the growth and deterioration of things, the importance of events and situations. We measure each other by our physical and material successes. Although we know that there is more to us than the physical, we are constantly aware of the need to live and survive in our concrete world.

You have an excellent ability to be in touch with things and circumstances. You have the ability to readily identify what needs to be done and what is important and needs attention. You have keen insight into practical, pragmatic thinking but do tend to be somewhat cautious about relying on your practical, common sense. As a result, you may delay decisions and actions until all of the options are evaluated. You may concentrate more of your energy on assessing why things will not work rather than on making them work.



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

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**Excellent Conceptual, Analytical Thinking Ability**

Each morning when we get up, we believe that the sun will be in the sky and that the air we breathe will be available to us. This faith or belief factor gives meaning to our experiences. Meaning brings order to our experiences, gives us names and labels which we can use on a common basis, helps us anticipate where we will go, reinforces our beliefs and helps us form habits such that we do not have to experience each experience as totally new.

You have an excellent ability for seeing and appreciating the need for order, structure and conceptual meaning. You have a keen appreciation for ideas, plans and strategies. You understand the importance of rules, norms and authority for helping us feel secure. You do tend, however, to be somewhat cautious and skeptical about rules, structured situations and 'black and white' thinking. You tend to be an individualist who may covertly or overtly challenge existing ways of thinking, rules, authority and norms for conduct, especially when you think they infringe on personal freedom.

**Self Direction**

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 have an excellent capacity for seeing and appreciating inner self order and self direction. You are keenly perceptive of those inner ideals and principles which can guide your conduct and instill a sense of duty and loyalty. You have an excellent awareness of your self definition and self meaning which gives you a sense of comfort that things will work out for the best. You understand where you want to go with your life, what will give your life meaning and purpose; however, you currently have some doubts and questions about which direction is best for you. You may delay decisions concerning self development until you are more certain about what is best.

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

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**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 Attitude Toward The World**

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 occur not 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 the world around you. Regardless of the difficulties that come your way, you believe that things can and will work out. Your trust and optimism gives you a sense of comfort in difficult situations and provides you the ability to bounce back and deal with stress, mistakes and failures.

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## **Customer Service Assessment**

### **IDENTIFYING VALUE TALENT**

### **BLOCKING VALUES**

### **(Sources of Interference)**

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#### **Doubts and Questions About The Future**

You have very clear insight about your future direction. Your ability to see and set goals gives you the capacity to see and understand which plans and strategies are worth your time and attention, to feel a sense of purpose and meaning in your life, and to know which ideals and principles will guide you in your life and conduct. Moreover, you have the ability to know what is worth your time, energy, and focus.

You do currently have doubts and questions about which direction is best for you. As a result of this indecisiveness about the future, you may tend to hold back your energy and commitment until you are more certain about what is best for you. Even though you can clearly see and understand your goals and plans, you may not be willing to go full force toward their attainment. These doubts are an indication of a transition experience; therefore, any hesitation or anxiety you may be feeling will be pushed aside once you have decided which direction is best for you.

#### **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.

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## ***Customer Service Assessment*** **IDENTIFYING VALUE TALENT** **BLOCKING VALUES** **(Sources of Interference)**

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### **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 inventive thinking which can function as a strength for you may interfere with your decision making. You can become so involved with immediate, crisis situations and with finding a way, covertly or overtly, to do things your own way that you develop a reactive, crisis way of thinking which leads to impatience, to frustration, and potentially to a 'chip on the shoulder' attitude things do not happen as you expect.

You can become so caught up with challenging existing ways of thinking and doing things that you do not take the time to think through all of the consequences of your decisions and actions. 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. You will likely feel uncomfortable in rigidly controlled or structured environments and situations. Moreover, you tend to underestimate the need for taking the time to think and plan prior to making your decisions.

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**Customer Service Assessment**  
**VALUE STRUCTURE OVERVIEW**  
**WORLD**

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**EMPATHY**  
**(CRYSTAL CLEAR)**

You are a keenly perceptive individual who has an excellent capacity for seeing and appreciating the inner worth and unique individuality of others. You have the ability to be optimistic and concerned about others. You do tend, however, to be selectively open overlooking flaws in those who meet your biases and expectations but becoming impatient with and critical of others when you feel that they do not measure up.

**PRACTICAL THINKING**  
**(CRYSTAL CLEAR)**

You have an excellent capacity for practical, common sense thinking and for concrete organization. You tend to be somewhat skeptical and cautious in your thinking leading to a 'Doubting Thomas Attitude' when dealing with practical situations. You tend to rely on what you think ought to be the case rather than your excellent common sense.

**SYSTEM JUDGMENT**  
**(CRYSTAL CLEAR)**

You are an individualist who will tend to overtly or covertly get things done in your own unique way. You may tend to be unconventional and novel in your thinking seeing ways of solving problems which others may miss. Your individualism can, however, lead to overly cautious and skeptical attitudes which may also lead to a 'chip on the shoulder' attitude when things do not work out as you expect.

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**Customer Service Assessment**  
**VALUE STRUCTURE OVERVIEW**  
**SELF**

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**SELF ESTEEM**  
**(CRYSTAL CLEAR)**

You have an excellent capacity for seeing and understanding your own inner self worth and unique individuality. You tend, however, to not give yourself enough credit, to measure yourself against your own idealistic and perfectionistic expectations or against the expectations of others. In either case, you are likely to blow up your imperfections and to be overly sensitive to what others think or say about you.

**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**  
**(CRYSTAL CLEAR)**

You have an excellent capacity to see and appreciate your self direction and inner principles which organize and guide your conduct. You have an excellent ability to see and set clear, realistic self goals but at this time, you do have some doubts and questions about what direction is best for you. This doubt about your future direction can leave you in a holding pattern somewhat hesitant about pushing ahead.

## **COMPOSITE ATTITUDE SURVEY**

<b>WORLD CLARITY</b>	<b>INATTENTIVE TO THE CAPACITY</b>	<b>CAUTIOUS ABOUT THE CAPACITY</b>	<b>ATTENTIVE TO THE CAPACITY</b>	<b>OVERATTENTIVE TO THE CAPACITY</b>
EMPATHY (CRYSTAL CLEAR)				KEENLY PERCEPTIVE CAUTIOUSLY OPTIMISTIC SELECTIVE
PRACTICAL JUDGMENT (CRYSTAL CLEAR)		KEENLY PERCEPTIVE CAUTIOUSLY DISCRETE PRAGMATIC		
SYSTEM JUDGMENT (CRYSTAL CLEAR)	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.

<b>SELF CLARITY</b>	<b>INATTENTIVE TO THE CAPACITY</b>	<b>CAUTIOUS ABOUT THE CAPACITY</b>	<b>ATTENTIVE TO THE CAPACITY</b>	<b>OVERATTENTIVE TO THE CAPACITY</b>
SELF ESTEEM (CRYSTAL CLEAR)	KEENLY PERCEPTIVE FEELINGS OF INNER SELF DOUBT			
ROLE AWARENESS (CLEAR)			PERCEPTIVE ATTENTIVE TO SOCIAL/ROLE IMAGES CONFIDENT	
SELF DIRECTION (CRYSTAL CLEAR)		KEENLY PERCEPTIVE HOLDING PATTERN UNCERTAIN		

- **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

<b>DIMENSION</b>	<b>CLARITY</b>	<b>LEVEL OF ATTENTION</b>	<b>DESCRIPTION</b>
EMPATHY	CRYSTAL CLEAR	OVERATTENTIVE TO THE CAPACITY	KEENLY PERCEPTIVE CAUTIOUSLY OPTIMISTIC SELECTIVE
PRACTICAL JUDGMENT	CRYSTAL CLEAR	CAUTIOUS ABOUT THE CAPACITY	KEENLY PERCEPTIVE CAUTIOUSLY DISCRETE PRAGMATIC
SYSTEM JUDGMENT	CRYSTAL CLEAR	INATTENTIVE TO THE CAPACITY	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

<b>DIMENSION</b>	<b>CLARITY</b>	<b>LEVEL OF ATTENTION</b>	<b>DESCRIPTION</b>
SELF ESTEEM	CRYSTAL CLEAR	INATTENTIVE TO THE CAPACITY	KEENLY PERCEPTIVE FEELINGS OF INNER SELF DOUBT
ROLE AWARENESS	CLEAR	ATTENTIVE TO THE CAPACITY	PERCEPTIVE ATTENTIVE TO SOCIAL/ROLE IMAGES CONFIDENT
SELF DIRECTION	CRYSTAL CLEAR	CAUTIOUS ABOUT THE CAPACITY	KEENLY PERCEPTIVE HOLDING PATTERN UNCERTAIN

- **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.