

Axiometrics™

Success Factors Service Charts w/Leadership Style

Prepared for
Demo Sample
(Job Title: Customer Service)



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6/1/2022 11:44:00 AM
K5E0-84025

Thinking Process Inventory
 Leadership Style = Believer
 Learning Style = Thinker Feeler (Concept, Affiliative)
 Communication Style = Structured Personal

	Talent	Access	Attitude	Skill
Low Risk				
Situational Risk	8.99		8.95	
Conditional Risk		8.73		8.60
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 (8.82)	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.

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			