

Axiometrics™

Success Factors Service w/Leadership Style

Prepared for
Demo Sample
(Job Title: Customer Service)



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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.

Overall Tendencies

- Have strong intuitive feelings that something is right or wrong but you may have difficulty knowing specifically what your feelings are telling you.
- Have a strong desire to do things right and a need to know and understand why an action is best.
- Will be a proactive, strategy, and plan oriented person so focused on controlling efficiency and consequences that you overlook immediate needs, becoming overconfident about the success of your strategies and plans.
- Tend to delay decisions until you are convinced that you have examined all possible outcomes.
- Tend to be frustrated when intuition builds an urgency to act yet logic demands more evidence, analysis, and understanding.
- Have strong respect for the individuality and rights of others, but you tend to qualify who deserves your respect and you will be cautious about the right time to show respect.
- Will be open and available to those who meet your expectations, but will be demanding and critical when they do not measure up.
- In conversations, you rely too much on logic and on your need to control outcomes. As a result, you will listen ‘at’ rather than listen ‘to’ and will be too quick to criticize and judge what others say.
- 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 know what you can do, to appreciate your social/role function and understand the value of status and social image.
- Have a strong sense of personal competence which generates comfort and confidence about what you are doing.
- Can see and understand which goals will challenge you, but you are uncertain about which direction is best and, as a result, may delay decisions and actions until you are convinced that the time is right.

Team Synergy

CORE TEAM STRENGTHS

BEING FAIR AND CONSISTENT:

- Sets priorities in relationships
- Deals with conflicting issues in a positive manner

LISTENING, DELEGATING AND DEVELOPING:

- Assigns tasks clearly and specifically
- Keeps communications clear and to the point
- Makes certain that each person knows what is expected
- Gives feedback in a positive manner

COOPERATING AND SHARING:

- Reinforces the value of cooperation and sharing

KEY TEAM DEVELOPMENT ISSUES

COOPERATING AND SHARING:

- May try too hard to be positive and supportive
- Tends to be too open to ideas and input from others
- May be too willing to listen to opposing viewpoints

BEING FAIR AND CONSISTENT:

- Concern about being fair can lead to issues being overlooked
- Does not always see problems from all perspectives

Prioritized Strength & Development

Prioritized Core Strengths

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

Strong sense of confidence in social and role image and attention to the importance of status and recognition.

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 Control: (Handling Customer Rejection)-Low Risk

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

4) 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.

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

Dynamic, optimistic attitude toward others lead them to see be concerned about, attentive to and available to others.

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

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

7) Sensitivity To Others: (Handling Customer Rejection)-Low Risk

Ability to see and evaluate positive or negative consequences of relationships without becoming too involved.

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

Concern for others can lead them to avoid controversy and to what they expect rather than what others are saying.

3) Meeting Schedules & Deadlines: (Job Related Attitudes)-Conditional Risk/SRV-19B

Perfectionistic thinking can lead them to be stubborn dogmatic, and insistent about schedules and timetables.

4) 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.

5) Persistence: (Personal Work Attitudes)-Conditional Risk/SRV-29B

Holding pattern concerning the future can generate difficulty setting and following through with goals.

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

They tend to do more than is necessary to get the job done and talk too much especially about personal issues. Test their ability to avoid distractions, to deal with stressful and difficult issues and keep control of the situation.

3) Meeting Schedules & Deadlines: (Job Related Attitudes)-Conditional Risk/SRV-19B

Their perfectionistic, idealistic expectations can lead them to set unrealistic timetables and lack the focus or patience to finish their tasks. Test their ability to identify what needs to be done and how to get the work done on time.

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

Their dogmatic, black and white thinking can lead them to insist on conformity to rules and norms to the letter of the law. Test their ability to handle unexpected issues where normal rules and procedures do not apply.

5) Persistence: (Personal Work Attitudes)-Conditional Risk/SRV-29B

Their doubts about which direction is best can leave them indecisive and inconsistent in their commitments. Find out what they expect from your job and what they are willing to do to work in your organization.

Prioritized Development (Top 10 Areas)

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

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5) Persistence: (Personal Work Attitudes)-Conditional Risk/SRV-29B

Holding pattern concerning the future can generate difficulty setting and following through with goals.

6) 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.

7) Reading Customer Needs: (Relating With Customers)-Situational Risk/SRV-3A

Compassionate and sympathetic attitudes lead them to spend more time than is necessary trying to satisfy customers.

8) Listening To Customers: (Communicating With Customers)-Situational Risk/SRV-6B

Likely to shift from critical impatience to spending too much time trying to capture the other person's point of view.

9) Patience With Customers: (Relating With Customers)-Situational Risk/SRV-5A

Tends to become too personally involved with others and to overlook character flaws in others.

10) Prejudice/Bias Index: (Relating With Customers)-Situational Risk/SRV-2B

Preset biases and expectations lead them to be overly critical, too demanding, and impatient with others.

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			