



Call Center Survey
(Demonstration Pattern-NOT FOR ACTUAL USE)

Confidential Report

on

Sarah Smith

October 17, 2002

LEADERSHIP  STRATEGIES

Maximizing People Results TM
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Knowledge

- Limited Understanding
- Requires More Training



Limited ←————→ Extensive

- Extensive Understanding
- Requires Less Training

Assertiveness

- Reserved
- Retiring
- Quiet



Low ←————→ High

- Persuasive
- Confident
- Outgoing

Persistence

- Wavers easily
- Undecided
- Sensitive to rejection



Low ←————→ High

- Persevering
- Unwavering
- Emotionally tough

Empathy

- Results-focused
- Task-oriented
- Goal specific



Low ←————→ High

- People-focused
- Relationship-oriented
- Empathic

Drive

- Low competitive
- Unassuming
- Wishes to please



Low ←————→ High

- High competitive
- Aggressive
- Opportunistic

Organization

- Disorganized
- Prefers variety
- Creative focus

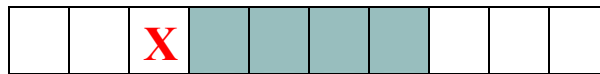


Low ←————→ High

- Organized
- Conforms to procedures
- Routine-focused

Maturity

- Unconventional
- Impetuous
- Temperamental



Low ←————→ High

- Sound judgement
- Stable
- Tolerant

Creativity

- Structured
- Systematic
- Specific



Low ←————→ High

- Inventive
- Unique
- Innovative

Incentive

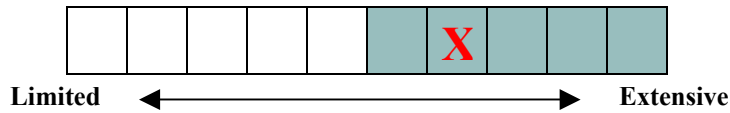
- Security
- Pragmatic
- Internal



Low ←————→ High

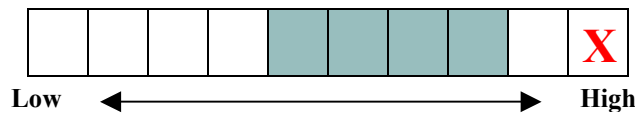
- Recognition
- Feedback
- External

Knowledge



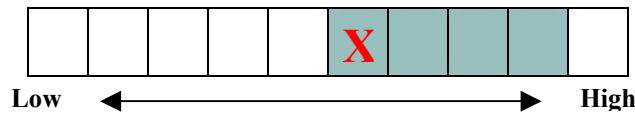
She scored above average on the test of sales comprehension when compared with people in general and in the average range when compared with experienced salespeople. She demonstrates a fairly good understanding of how a salesperson handles public contact situations and appears to understand the kind of self-starting and disciplined effort which is part of a sales position. Likely to utilize this strong knowledge of sales principles when planning a sales approach, she has a strong sense of the “how to” in selling and an ability to structure a sales situation in order to promote positive results. She also has a strong understanding of sales principles used in both inside and outside sales.

Assertiveness



- She can turn some customers off with a direct presentation.
- Highly assertive; perhaps more so than the position requires.
- Forceful and opinionated on the surface.

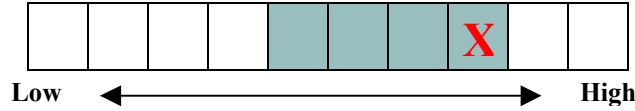
Persistence



- Able to withstand criticism and negative feedback from customers, maintaining a goal focus.
- She can deal with difficult customers without the loss of her own personal style.
- She is self-disciplined and perseveres despite unforeseen obstacles.

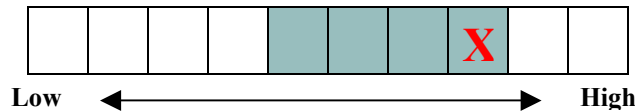
The shaded bars represent the range of characteristics typically found in the role of Call Center Representatives in your organization. The “X’s” indicate this individual’s scores.

Empathy



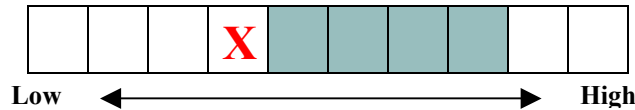
- She is comfortable working either independently or on a team.
- Balances the interpersonal and task-oriented aspects of a job to ensure solid sales calls.
- Develops a personalized approach to work.

Drive



- She is a competitive individual who pushes to achieve result.
- Her opportunistic style results in a good level of productivity.
- A competitive person who recognizes the value of negotiating.

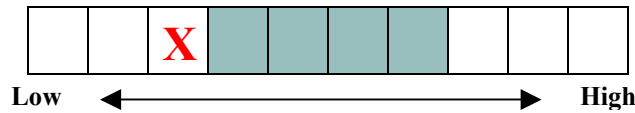
Organization



- With strong direction or supervision, she can be expected to follow through on most jobs.
- She enjoys some variability in job duties as opposed to purely routine job functions.
- Able to demonstrate follow-through when expectations are clearly defined.

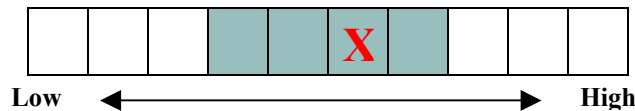
The shaded bars represent the range of characteristics typically found in the role of Call Center Representatives in your organization. The “X’s” indicate this individual’s scores.

Maturity



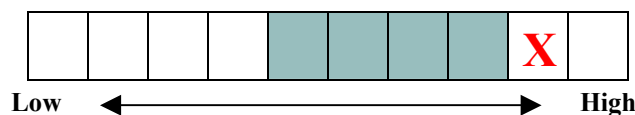
- Difficulty maintaining patience and equilibrium are likely to be a limitation in situations requiring political savvy and networking.
- She may jump to the first solution that comes to mind rather than evaluating two or three alternatives.
- She may have a difficulty with delays and frustration and may tend to be short with people in times of stress.

Creativity



- Very idealistic, preferring to think about how things could be rather than accepting the way they are.
- A nonconformist who can create new methods for accomplishing work.
- She may at times be overzealous in attempts to be innovative at work

Incentive



- Motivated by external rewards, including public recognition, awards, and praise.
- She seeks opportunities to put ideas into play which will result in positive recognition.
- She seeks positive feedback and acclaim for work performance.

The shaded bars represent the range of characteristics typically found in the role of Call Center Representatives in your organization. The “X’s” indicate this individual’s scores.

SUITABILITY RATINGS

Ms. Smith 's overall suitability match to the Demonstration Pattern-NOT FOR ACTUAL USE pattern is **81%**.

TO THE CLIENT:

The decision to hire or promote an individual should be made on the basis of a complete employee selection system comprising many factors. The Profiles International, Inc. evaluation component (this report) should be used as a decision support tool in the context of the selection system appropriate for your organization. The rating system is designed to provide a comparison between the candidate's results and the pool of Profiles' reference data. In order to maximize the effectiveness of this evaluation, the report should always be used in the broader context of identifying this individual's training, management, and development needs. When using this report for decision-making, its contents should only be used as the basis for one-third of any decision. Profiles is only responsible for the contents of this report and is not liable for any unauthorized disclosure or misuse of the information contained herein.

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