



TTI
SUCCESS
INSIGHTS®

Personal Talent Skills Inventory®

Customer Service Version

Jenny Sample
Inside Sales
Sample Co.
5-30-2013

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company



Introduction

Research suggests that the most effective people are those who understand themselves, both their strengths and weaknesses, so they can develop strategies to meet the demands of their environment.

An individual's talents and personal skills are a fundamental and integral part of who they are.

In this report we are measuring three dimensions of thought. They are:

- Intrinsic - People
- Extrinsic - Tasks or things
- Systemic - Systems

This report analyzes talents; that is, a person's ability to do things. Is the report 100% true? Yes, no and maybe. As you review your report, please determine which items are job related. This will give you insight as to where to begin development.



World View

This is how Jenny sees the world around her. This view measures her clarity and understanding of people, tasks and systems. It could also be looked at in terms of feeling, doing and thinking from an external standpoint. The statements below are based primarily on the 3 dimensions on the left side of the dimensional balance page and are in a random order.

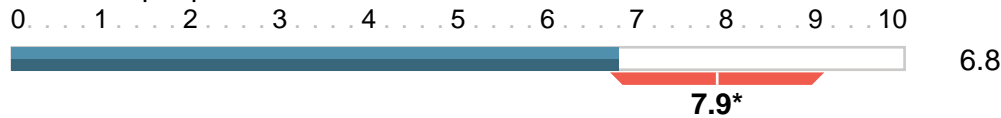
- Jenny performs best in an environment where responsibilities and decisions are shared, and her input and creativity is appreciated and challenged on a regular basis.
- She performs best in an atmosphere where there is an open exchange of ideas and where feedback is readily available.
- She has the ability to use her people skills in order to relate to others.
- She may benefit from gaining a better understanding of people.
- Jenny may benefit from improving her relationships with authority figures.
- She may benefit from making a conscious effort to develop a stronger focus on practical tasks and activities.
- She can be versatile and can adapt to different types of people and changing situations.
- She needs an atmosphere that has structure and a defined chain of command.
- Jenny will attempt to utilize all available resources to achieve the end result.



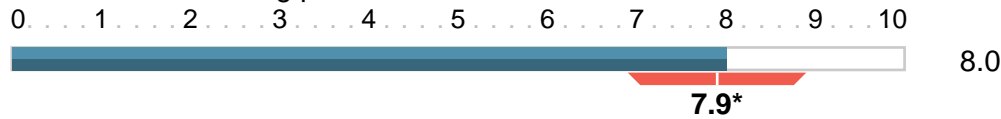


Critical Success Skills

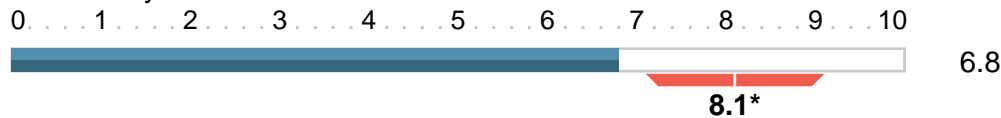
ATTITUDE TOWARD OTHERS - The general capacity one has for relating with other people.



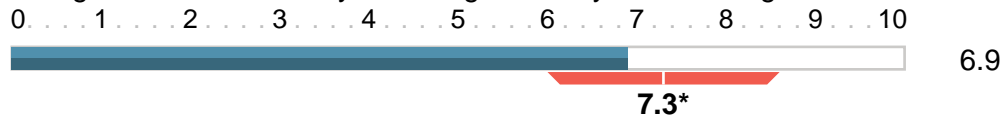
EMOTIONAL CONTROL - The ability to appear to be rational and in-control when facing problems or crises.



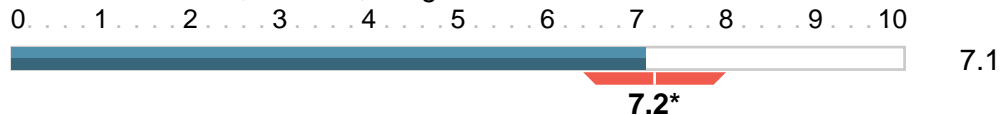
EMPATHETIC OUTLOOK - The capacity to perceive and understand the individuality in others.



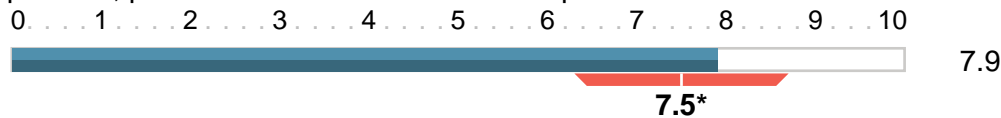
JOB ETHIC - The capacity to fulfill the professional responsibilities with a strong sense of moral duty and obligation they have been given.



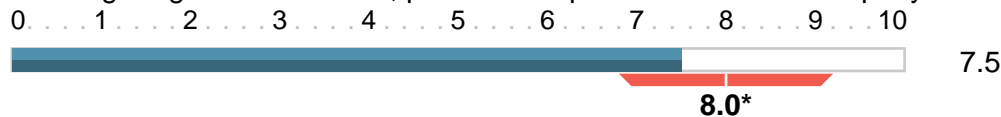
PERSONAL ACCOUNTABILITY - The capacity to take responsibility for one's own actions, conduct, obligations and decisions without excuses.



PROBLEM SOLVING - The ability to identify key components of the problem, possible solutions and the action plan to obtain the desired result.



RESPECT FOR POLICIES - The ability to understand, appreciate and have high regard for the rules, policies and procedures of the company.



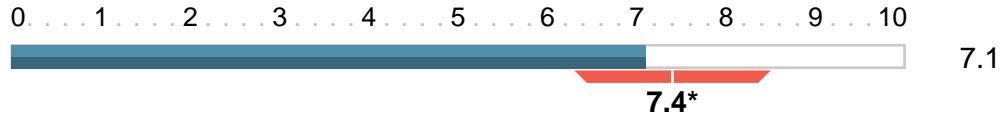
Rev: 0.87-0.88

* 68% of the population falls within the shaded area.

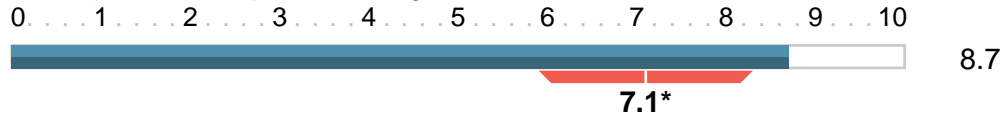


Critical Success Skills

SELF CONFIDENCE - A measure of a person's assured self-reliance in his or her abilities.



PERSONAL DRIVE - A gauge of personal motivation to achieve, accomplish or complete tasks, goals or missions.



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The Customer Service Skills Summary

This summary is a brief overview of the pages that follow. These scores provide a window into the respondent's abilities. This window will open even further as you progress through this report.

COMMUNICATING WITH CUSTOMERS



CONFLICT AND PROBLEM RESOLUTION



RELATING WITH OTHERS



SELF MANAGEMENT



WORK ATTITUDE



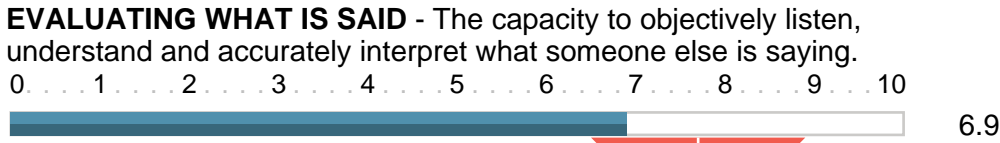
WORK ETHIC



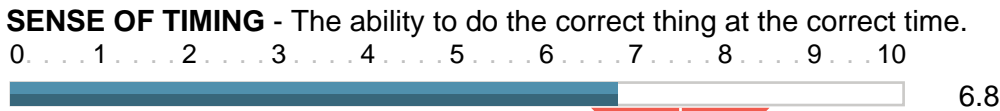


Communicating With Customers

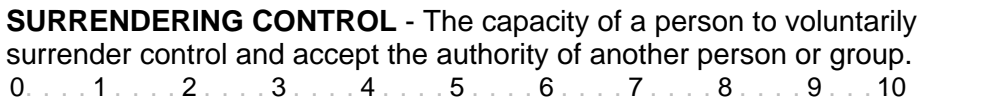
This is a reflection of Jenny's abilities to communicate in a fair, effective and accurate manner with customers or clients.



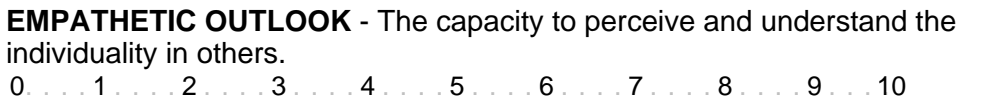
7.7*



7.5*



7.3*



8.1*

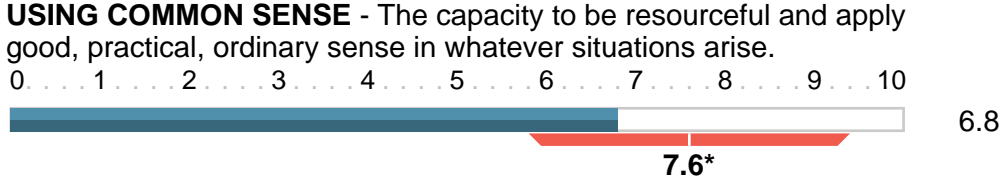
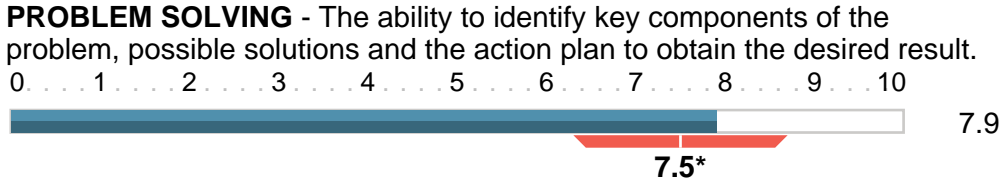
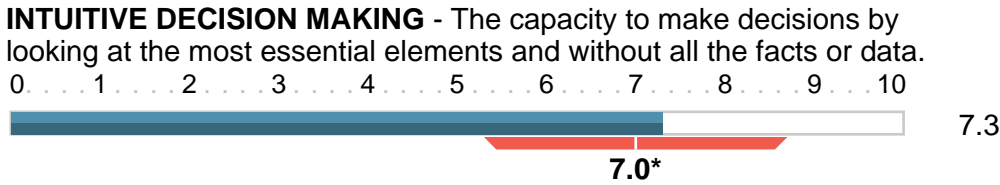
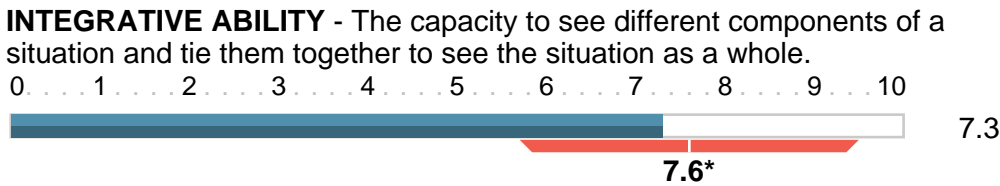
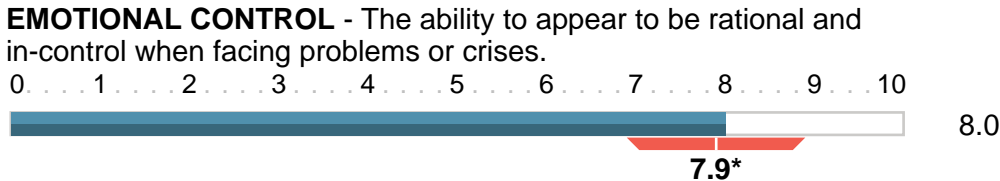


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Conflict and Problem Resolution

These scores reveal how Jenny is likely to respond to conflicts and problems that arise from or involve customers or others.



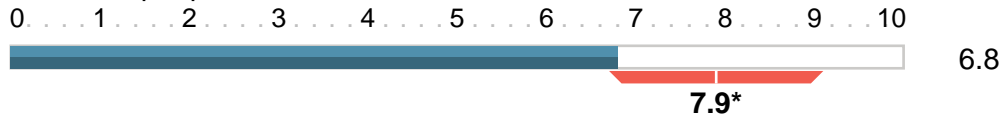
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Relating With Others

This is a measure of Jenny's abilities related to understanding, appreciating and considering customers' needs or wants. It also reveals Jenny's genuine compassion for customers.

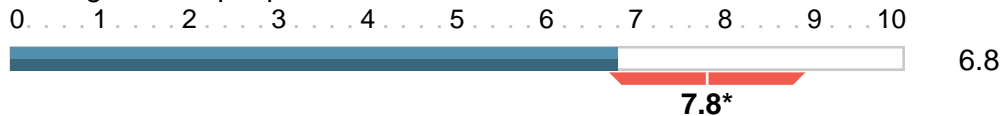
ATTITUDE TOWARD OTHERS - The general capacity one has for relating with other people.



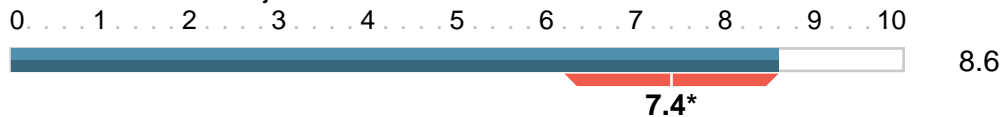
EMOTIONAL CONTROL - The ability to appear to be rational and in-control when facing problems or crises.



FREEDOM FROM PREJUDICES - The ability to maintain objectivity when relating to other people.



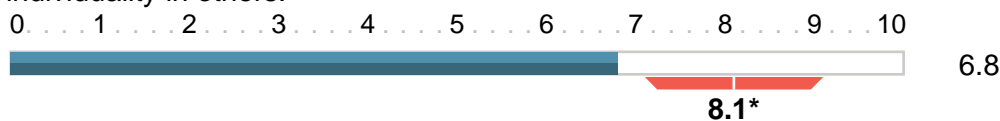
HANDLING REJECTION - The capacity to exhibit persistence and strong will in the face of objections.



RELATING TO OTHERS - The capacity to understand and relate to others when communicating with them.



EMPATHETIC OUTLOOK - The capacity to perceive and understand the individuality in others.



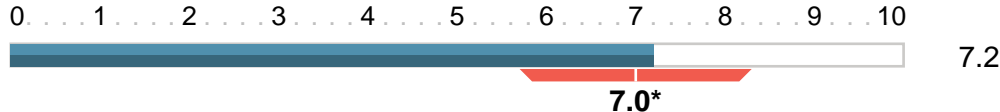
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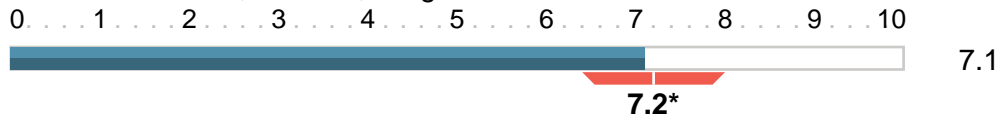
Self Management

In order to be successful, Jenny must manage herself. This area reveals Jenny's ability to manage time, tasks, activities and projects. It also reveals her ability to deliver results.

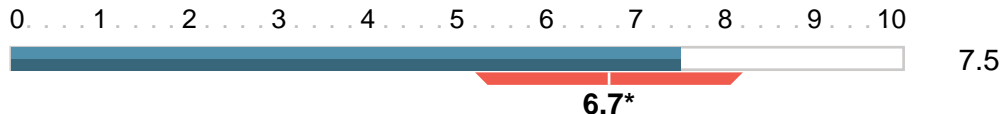
HANDLING STRESS - The ability to maintain composure and internal strength when coping with external and internal pressures.



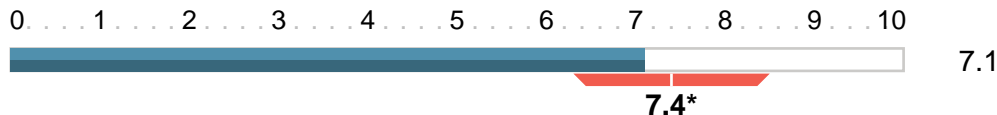
PERSONAL ACCOUNTABILITY - The capacity to take responsibility for one's own actions, conduct, obligations and decisions without excuses.



SELF ASSESSMENT - The capacity to objectively understand and evaluate one's self.



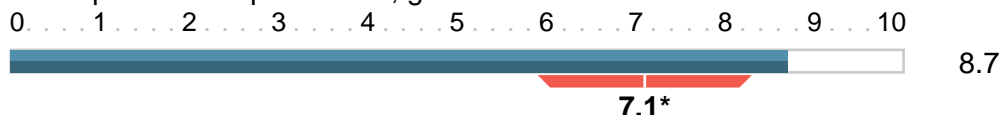
SELF CONFIDENCE - A measure of a person's assured self-reliance in his or her abilities.



INTERNAL SELF CONTROL - The ability to remain in conscious command of one's internal emotions when confronted with difficult circumstances and to respond rationally.



PERSONAL DRIVE - A gauge of personal motivation to achieve, accomplish or complete tasks, goals or missions.

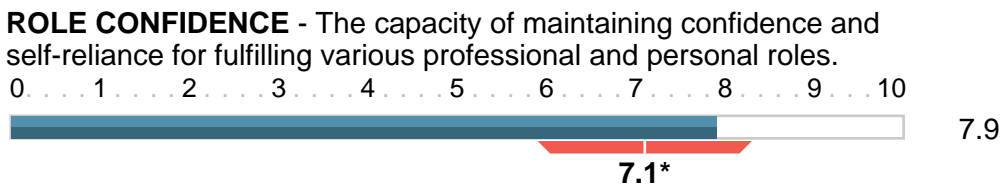
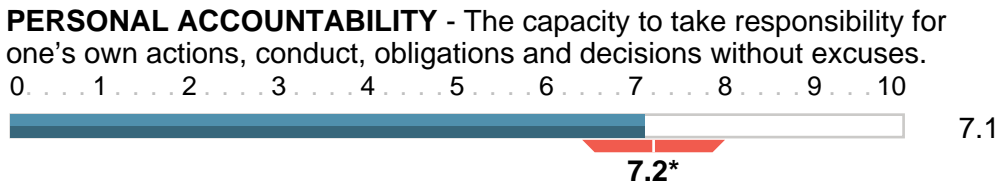
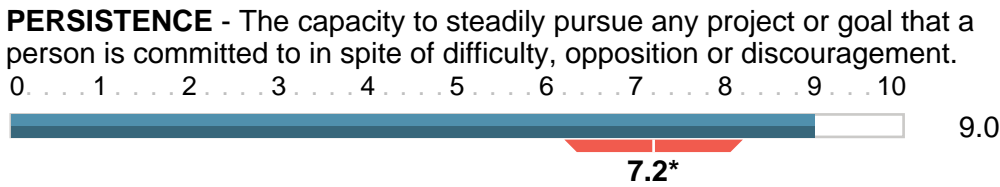
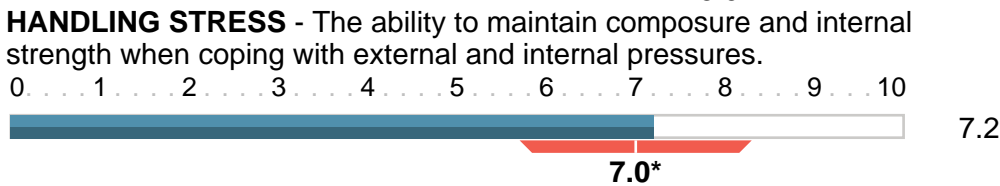
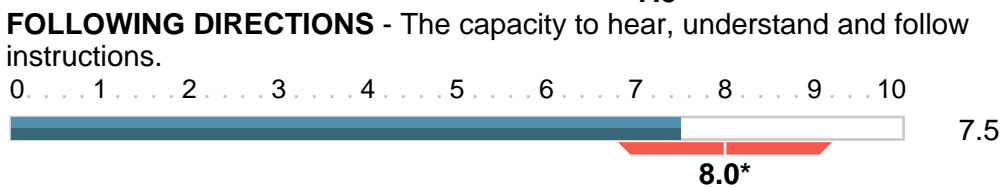
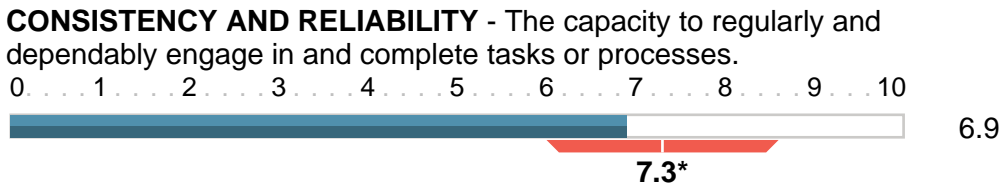


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Work Attitude

This reveals Jenny's attitude toward her current work environment. This measure also shows the degree to which Jenny feels she is able to do her job consistently and correctly.

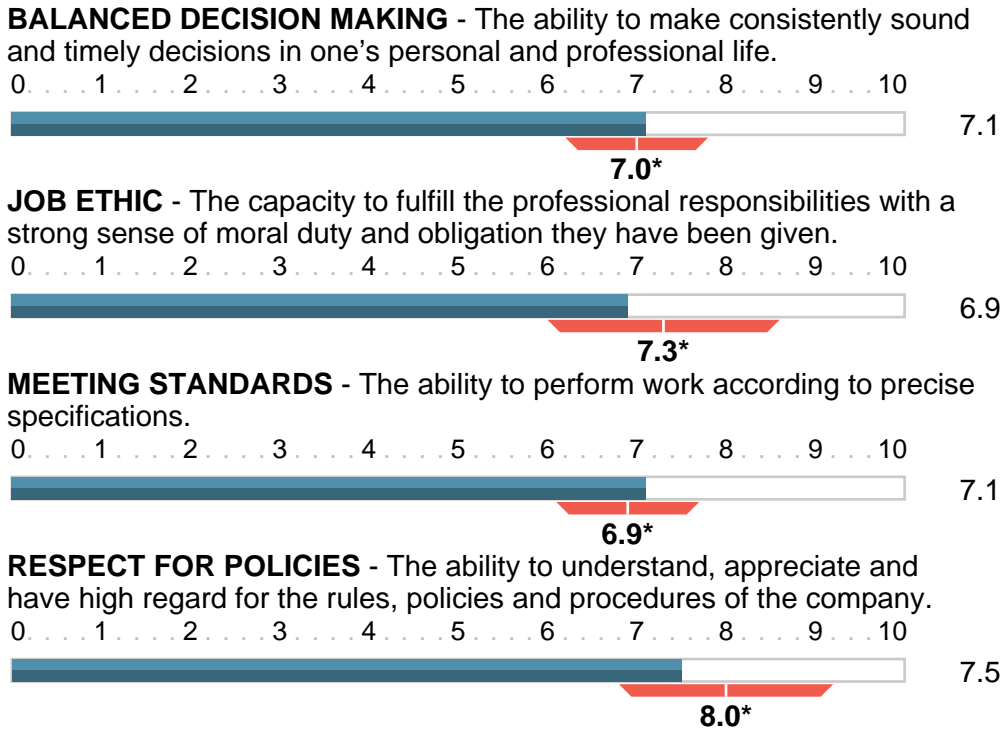


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Work Ethic

These scores reveal how hard Jenny likes to work. It is also a measure of just how respectful Jenny is of company property and policies.



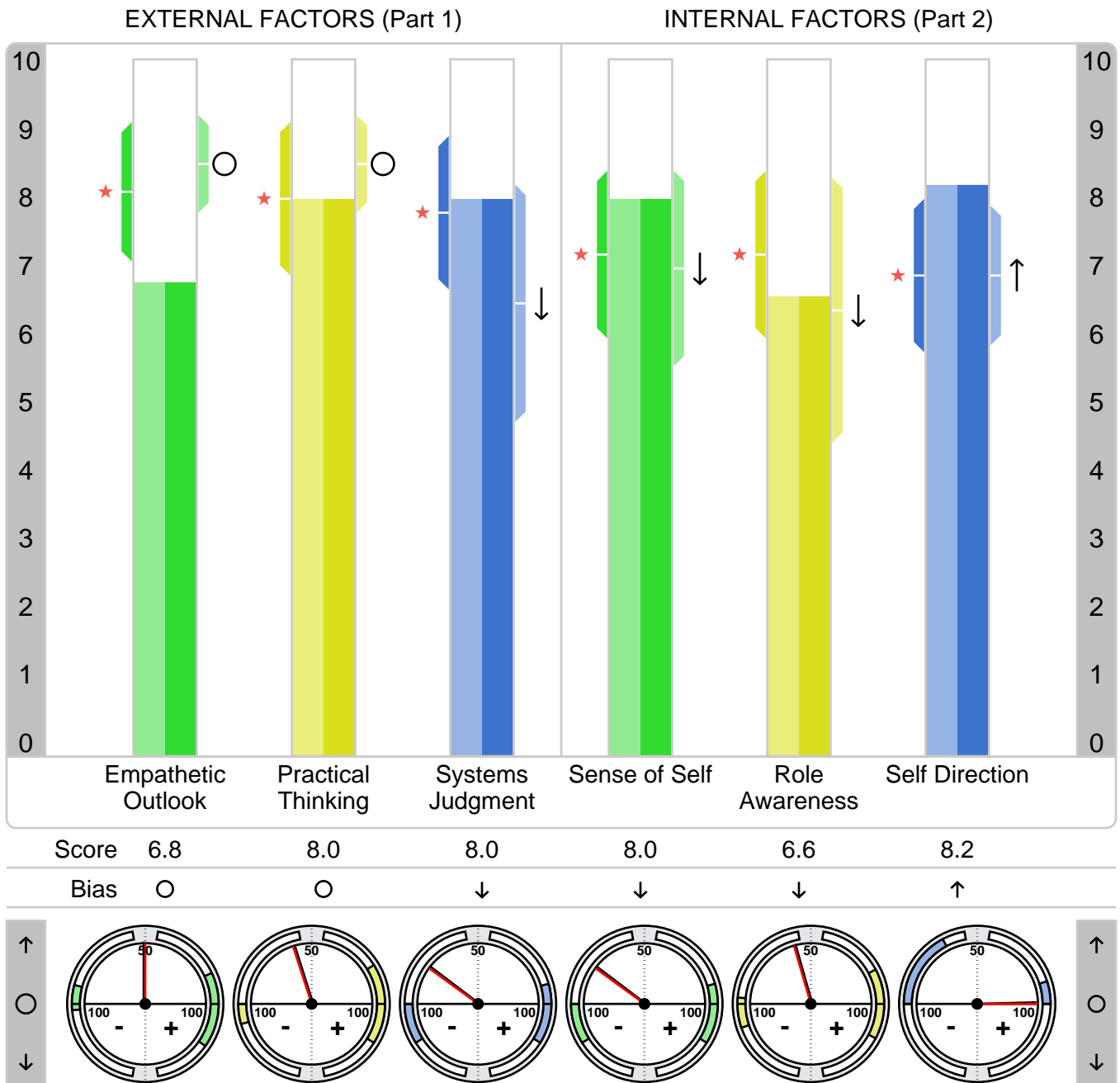
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Customer Service-dimensional Balance

For Consulting and Coaching

- ★ Population mean
- ↑ Overvaluation
- Neutral valuation
- ↓ Undervaluation



Rev: 0.87-0.88



Core Skills List For Consulting and Coaching

Score	Mean	Description
9.0	7.2	Persistence
9.0	8.1	Self Improvement
8.7	7.1	Personal Drive
8.6	7.6	Long Range Planning
8.6	7.4	Handling Rejection
8.5	7.3	Conceptual Thinking
8.2	7.5	Quality Orientation
8.2	6.9	Self Direction
8.1	7.4	Project and Goal Focus
8.1	7.6	Realistic Personal Goal Setting
8.1	8.2	Realistic Goal Setting for Others
8.1	7.9	Proactive Thinking
8.0	7.9	Emotional Control
8.0	7.3	Sense of Self
8.0	7.8	Systems Judgment
8.0	8.0	Material Possessions
8.0	8.0	Practical Thinking
7.9	7.5	Problem Solving
7.9	7.1	Role Confidence
7.8	8.0	Attention to Detail
7.7	7.4	Developing Others
7.7	7.8	Persuading Others
7.6	8.3	Theoretical Problem Solving
7.6	7.3	Results Orientation
7.6	7.9	Leading Others
7.6	7.4	Self Management
7.5	8.0	Following Directions
7.5	7.6	Concrete Organization
7.5	7.7	Realistic Expectations
7.5	6.7	Self Assessment
7.5	8.0	Respect for Policies
7.5	7.1	Internal Self Control
7.4	7.7	Evaluating Others
7.4	7.8	Relating to Others
7.4	6.9	Initiative
7.4	7.8	Monitoring Others
7.3	7.0	Intuitive Decision Making
7.3	8.1	Understanding Motivational Needs
7.3	7.6	Integrative Ability
7.3	7.6	Status and Recognition
7.3	8.1	Personal Relationships

Score	Mean	Description
7.2	7.0	Handling Stress
7.2	7.3	Sense of Mission
7.1	7.2	Personal Accountability
7.1	7.3	Surrendering Control
7.1	7.0	Balanced Decision Making
7.1	7.4	Self Confidence
7.1	6.9	Meeting Standards
7.1	7.2	Taking Responsibility
7.0	7.3	Project Scheduling
6.9	7.3	Consistency and Reliability
6.9	7.9	Correcting Others
6.9	7.3	Job Ethic
6.9	7.7	Evaluating What is Said
6.8	7.9	Attitude Toward Others
6.8	7.8	Freedom from Prejudices
6.8	7.6	Using Common Sense
6.8	7.9	Sensitivity to Others
6.8	7.5	Sense of Timing
6.8	8.1	Empathetic Outlook
6.7	7.5	Accountability for Others
6.7	7.1	Gaining Commitment
6.6	7.9	Conveying Role Value
6.6	7.1	Role Awareness
6.3	7.7	Sense of Belonging
6.1	7.4	Enjoyment of the Job



Core Skills List For Consulting and Coaching

Score	Mean	Description
6.7	7.5	Accountability for Others
7.8	8.0	Attention to Detail
6.8	7.9	Attitude Toward Others
7.1	7.0	Balanced Decision Making
8.5	7.3	Conceptual Thinking
7.5	7.6	Concrete Organization
6.9	7.3	Consistency and Reliability
6.6	7.9	Conveying Role Value
6.9	7.9	Correcting Others
7.7	7.4	Developing Others
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7.1	7.2	Personal Accountability
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Score	Mean	Description
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