



# Customer Service Assessment

**Prepared for:**

*Demo Sample*

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# Right-Hire Congratulations Demo Sample

You are now in possession of your Value Analysis from Axiometrics International, Inc.

Axiometrics International, Inc., is an organization that utilizes the practical application of the life's work of Dr. Robert S. Hartman, the discoverer of a new mathematical science called Axiology.

Axiology measures your ability to value. Your capacity to value is a talent or ability by which you organize your thinking and emotions to make decisions or value judgments. Your value talent is a measure of your ability to:

- 1) see and filter what is happening around you, and in yourself
- 2) build concepts and ideas by focusing on what is important to you
- 3) translate your ideas and expectations into decisions.

These three activities are the keys to understanding how we all make decisions.

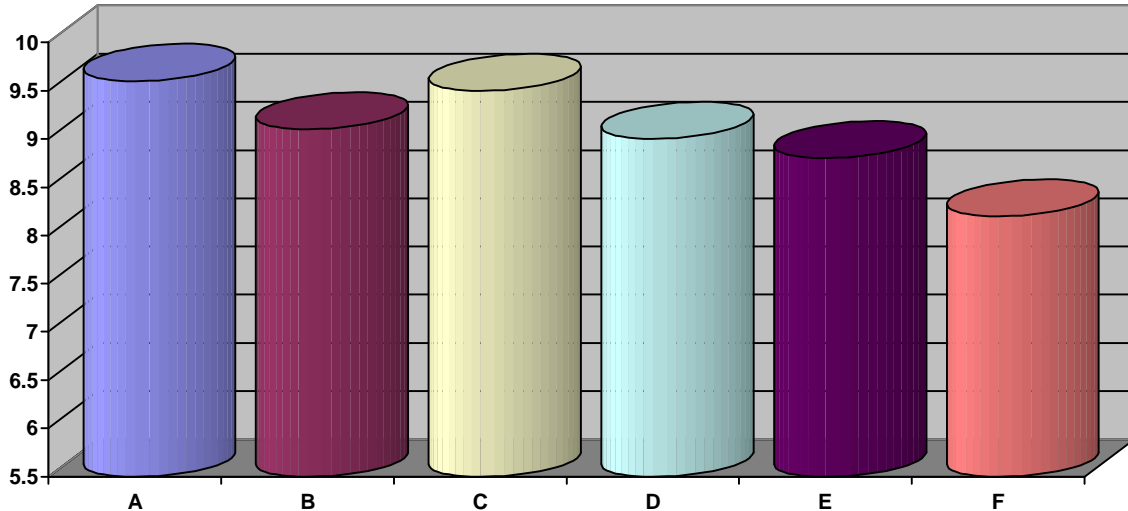
Demo, your ability to make value judgments is a natural activity of the mind and is similar to musical talent and ability. Each person has certain inborn skills or aptitudes. Some individuals have an ear for musical notes; others can be taught to recognize the notes. Both types of individuals can develop their natural talent and apply this talent as musicians. In the same way, some individuals have better developed natural talent for making value judgments and can make better decisions. These individuals have a clearer idea of what is important, can see things which other miss, are very creative problem solvers, make decisions which always seem to be on target, and are sensitive to the needs and concerns of others.

Value talent, like musical talent or sports talent, can be learned and improved. The first step in developing your value talent is to identify your level of development, and to find out what specific types of talent you have. The value analysis is designed to let you come into contact with your ability to think and make value judgments about yourself and the world around you. This analysis will give you an opportunity to experience the biases which focus your thinking, the natural skills which your mind uses on a day to day basis to make decisions, the strengths which belong to you, the areas for development which can improve your ability to be you, and the combination of talent which defines your uniqueness.

Remember that your value analysis is not a psychological, intelligence, or aptitude test. Your value talent is a measure of your ability to utilize your intelligence, access your natural and learned skills, and control your emotions. Your value profile describes the unique patterns that belong to you and capture both the unique structure of the way you think as well as the way you change as you grow and develop. Your value profile is a slice out of time, a cross section of your life's history showing where you are, how well you are using your talent, and the stresses and strains which you are experiencing.

## 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 (Primary 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 (Primary Strength)** — The ability to maintain a strong sense of inner self worth regardless of circumstances.

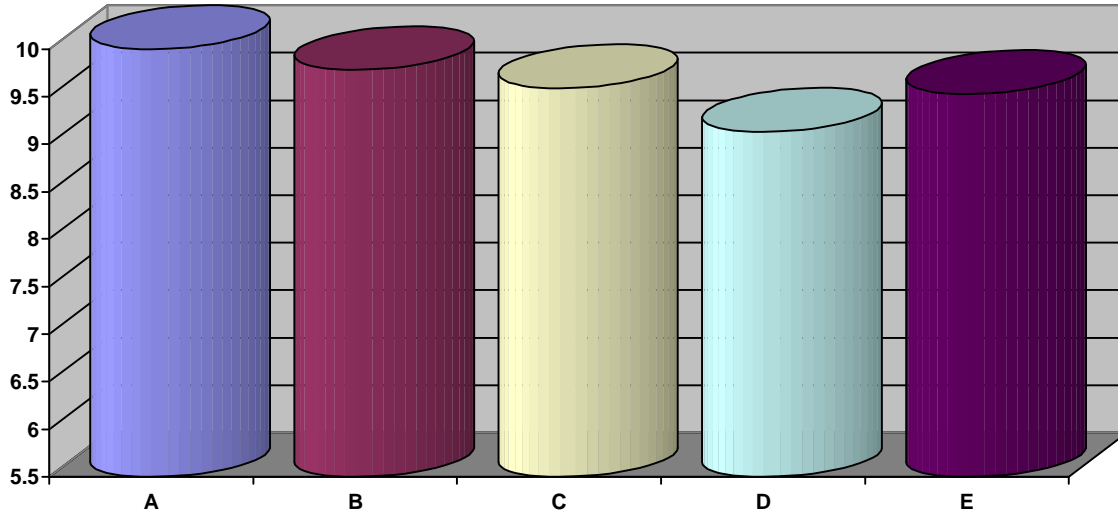
**D) Job Related Attitudes (Secondary Strength)** — The ability to work within the organizational guidelines, policies and procedures to get things done.

**E) Problem Solving Capacity (Secondary Development)** — 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 (Primary Strength)** — This component measures the degree of prejudice and bias in attitudes towards others.

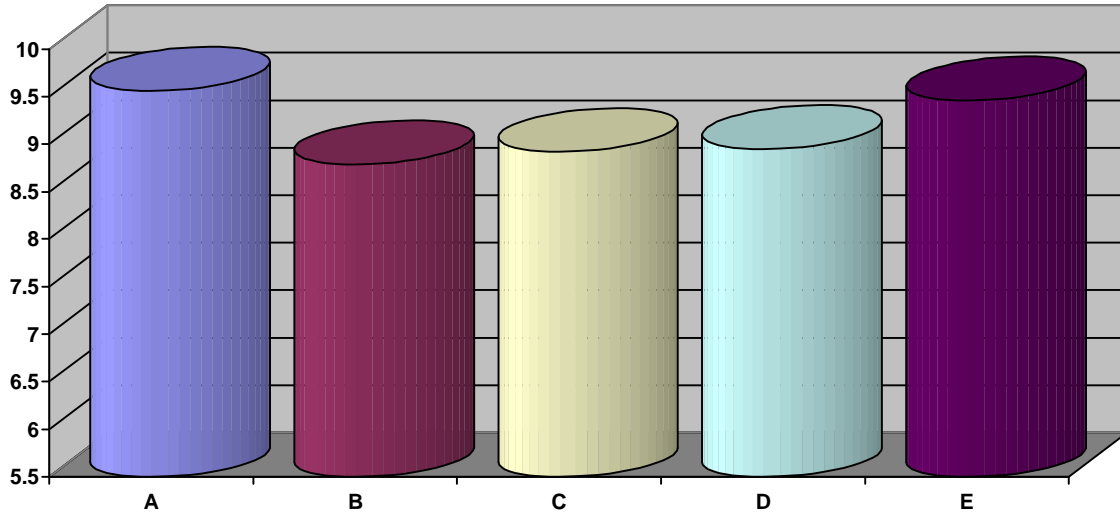
**C) Reading Customer Needs (Primary Strength)** — This component measures one's ability to see and understand the needs and interests of customers.

**D) Valuing Future Business (Secondary Strength)** — This component measures one's ability to develop and maintain a positive, realistic attitude about future business with customers.

**E) Patience With Customers (Primary 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 (Primary 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.

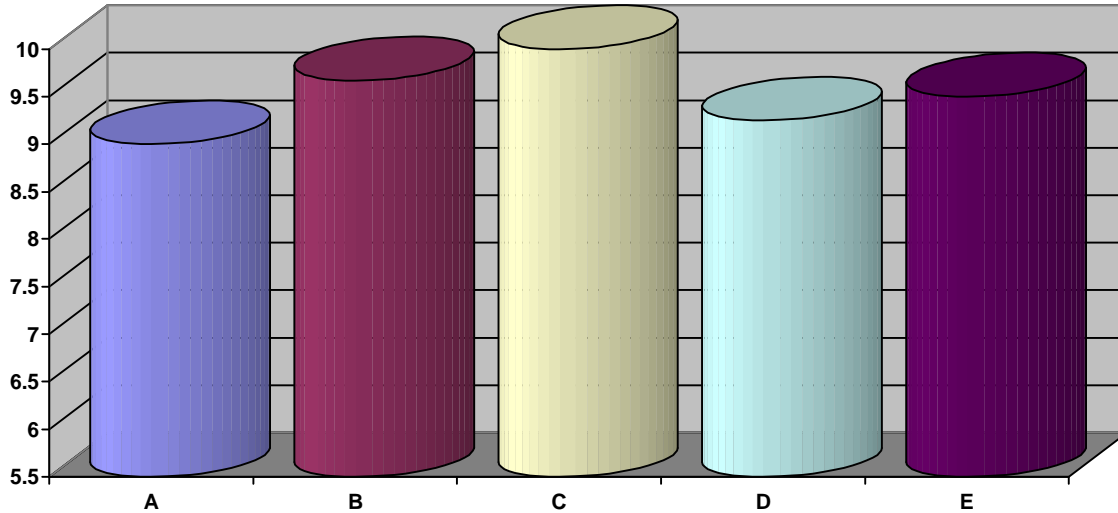
**C) Developing A Response (Secondary Strength)** — This component measures how well one can construct alternatives which address issues in a clear, understandable manner.

**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 (Primary 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 (Primary 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.

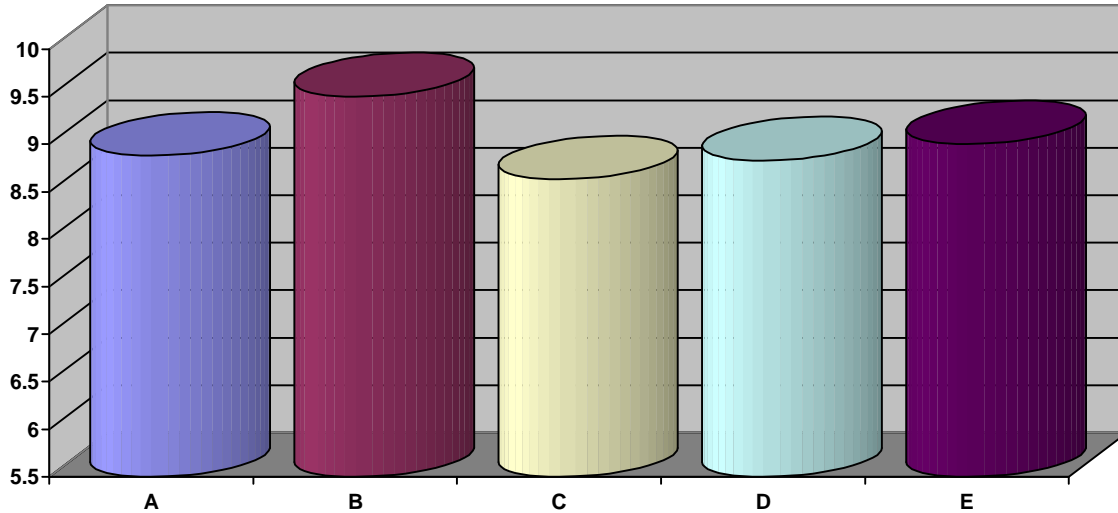
**C) Self Confidence (Primary Strength)** — The ability to develop and maintain inner strength based on the belief that one will succeed.

**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 (Primary 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



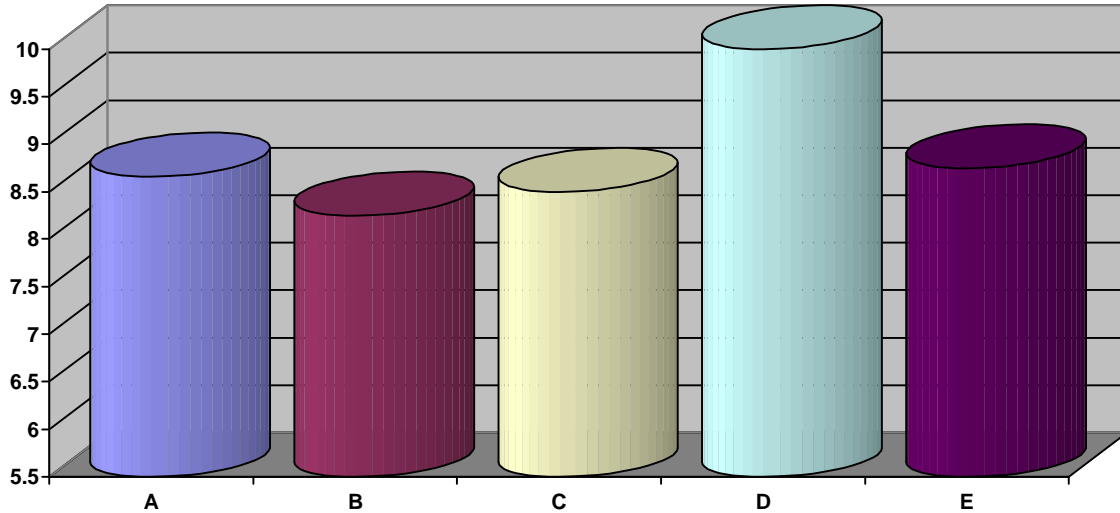
**JOB RELATED ATTITUDES:** This capacity measures a person's general work ethic attitudes indicating willingness to get things done in an effective and efficient manner.

<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>

<b>A) Meeting Established Standards (Secondary Development)</b> — This component measures one's respect for and conformity to established norms and principles.
<b>B) Doing Things Right (Primary Strength)</b> — This component measures one's insistence on doing things right.
<b>C) Attention to Policies and Procedures (Secondary Development)</b> — This component measures one's sense of respect for and commitment to organizational policies and procedures.
<b>D) Meeting Deadlines and Schedules (Secondary Development)</b> — This component measures one's attention to and urgency to meet schedules and deadlines.
<b>E) Attitude Toward Authority (Secondary Strength)</b> — 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 Development)** — This component measures one's ability to identify issues and allocate resources to solve the problem.

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

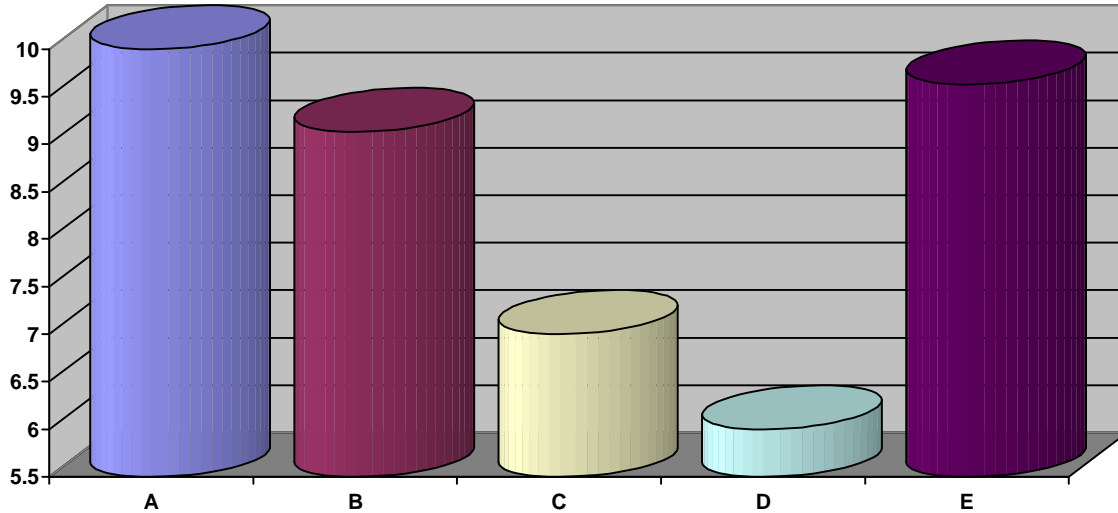
**C) Using Common Sense (Secondary Development)** — This component measures one's ability to use practical, common sense in problem solving situations.

**D) Intuitive Insight (Primary 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 (Secondary Development)** — 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>

<b>A) Role Satisfaction (Primary Strength)</b> — This component measures one's ability to feel confident and competent.
<b>B) Flexibility/Adaptability (Secondary Strength)</b> — This component measures the effect of dogmatic, rigid and black and white attitudes toward oneself and the world.
<b>C) Health-Tension Index (Primary Development)</b> — This component measures one's ability to balance tensions and anxieties.
<b>D) Persistence (Primary Development)</b> — This component measures one's ability to maintain direction in spite of obstacles and regardless of any circumstances.
<b>E) Consistency, Reliability (Primary Strength)</b> — 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.

#### **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.

#### **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.

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## **Customer Service Assessment**

### **PRIMARY STRENGTH COMMENTS**

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#### **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 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.

#### **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.

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

You are a perfectionistic thinker who pays attention to making certain that things are done right. As a result, you are likely to spend time and energy developing respect for accepted standards and ways of getting things done.

#### **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.

#### **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*** **PRIMARY STRENGTH COMMENTS**

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### **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 STRENGTH COMMENTS**

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

You have the ability to build a plan or strategy which not only defines the boundaries for future decisions but also fits the pieces together to help others anticipate the consequences of decisions. Utilize your talent to help your customers examine the consequences of their decisions.

#### **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 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.

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

Your strong sense of perfectionism and drive toward making certain that things are done right will build a strong sense of belief in and loyalty to authority and a willingness to work to maintain consistency and constancy in actions and decisions.

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

You have a strong sense of personal commitment to what you believe is right. You also have the ability to redirect your energy and direction when you discover that what you are doing is not working and to see and accept your mistakes and use them as opportunities for pushing ahead.

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## **Customer Service Assessment**

### **SECONDARY DEVELOPMENT COMMENTS**

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#### **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.

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

Your strong sense of perfectionism can lead you to impose a set of standards with very little patience or flexibility and without regard to the consequences of the decision. Develop a checklist to keep yourself in touch with what is happening around you.

#### **Attention To Policies And Procedures: (Job Related Attitudes)**

Your perfectionistic need for order and structure can lead you to dogmatically insist on obeying rules, policies and procedures to the letter of the law and without exception. Make certain that your zeal for conformity does not interfere with common sense and the natural flow of circumstances which are not always predictable.

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

You have a strong sense of perfection and idealism which can lead you to dogmatic, stubborn and insistent attitudes toward your schedules and time tables. Rely on your common sense to keep an open, flexible attitude toward getting things done on time.

#### **Evaluating What To Do: (Problem Solving Capacity)**

Your thinking can become clouded either by excess attention or by the lack of attention to people, results or structure. As a result, your ability to evaluate and decide what needs to be done can be restricted. Seek input from others to assess your alternatives for action to make certain that you are seeing things from all relevant perspectives.

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

You need to learn to pay more attention to practical, common sense thinking and to stay in touch with what is happening in your immediate environment. Attend a problem solving workshop which will teach basic techniques and skills for identifying problems and generating constructive and workable alternatives.

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***Customer Service Assessment***  
**SECONDARY DEVELOPMENT COMMENTS**

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

Your thinking can become so concentrated either on results, on standards or personal issues that you have difficulty seeing crucial issues in complex situations. Attend a problem solving workshop to help you respond to problem situations rationally, rather than impulsively and emotionally.

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## **Customer Service Assessment**

### **PRIMARY DEVELOPMENT COMMENTS**

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

Since you tend to become so concentrated on seeing the world as it ought to be rather than as it is, you are likely to overlook concrete detail. Build a reminder checklist to test your ability to stay in touch with what is actually happening in your environment.

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

You are an inner directed person who sees self more clearly than the world. You are likely to feel anxiety and stress effects when the world does not meet your standards and expectations. Seek help to examine the relevance and realistic nature of your thinking and the practicality of your standards and expectations.

#### **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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**Keen Intuitive Insight and Common Sense Ability**

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 excellent 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.

**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.

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

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**Very Good 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 a very good ability for seeing and appreciating the need for order, structure and conceptual meaning. You have a keen appreciation for ideas, plans and strategies. You will likely pay attention to keeping things consistent, doing things right, focusing on clear, orderly thinking and being concerned about the results and consequences of your thinking. You understand the importance of rules, norms and authority for helping us feel secure. You may become too concerned about keeping things in order and, as a result, may feel frustrated when things do not work out as you expect.

**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 Awareness**

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 the ability to correctly identify the type of social and role image which will provide you a sense of competence, confidence and satisfaction. You understand your place and function in society and feel good about what you are doing. Even in situations in which you may feel some anxiety when you are not able to achieve what you want or what you think you ought to achieve, your confidence and self assuredness can keep you on track. You know what it will take to provide a sense of satisfaction and achievement.

#### **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**  
**BUILDING VALUES**  
**(Sources of Flow)**

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**Self Awareness and Self Acceptance**

You have the ability to see and appreciate your inner self worth and uniqueness. You know who you are and what it will take to meet your needs and provide a sense of fulfillment, satisfaction and achievement. Moreover, you have the ability to be realistically in touch with your strengths and limitations. You have the ability to correctly identify the type of social/role image which will provide you a sense of competence, confidence and satisfaction. Even in situations in which you may feel some anxiety when you are not able to achieve what you want or what you think you ought to, your confidence and self assuredness can keep you on track and reduce anxieties and tensions.

You have the ability to set realistic goals and plans and to marshal your energies to attain these goals. You have a strong sense of inner principles and ideals which can keep you on course even when things do not work out as you expect, and which provide a keen understanding and appreciation for commitment and loyalty.

**Attention To The Worth of 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 are sensitive to the needs and issues of others and to the protection of the individuality and freedom of others. You are likely to shift from (1) being open and available to others, trusting of others and attentive to the positive potential of others to (2) becoming cautiously discrete and suspecting of others when things do not work out as you expect or when you suspect the intentions of others. You can become unrealistically optimistic about others, expecting them to be better than they can be.

You emphasize the importance of allowing others to express their ideas with their own flavoring and of paying attention to the effect of your response on others. Your concern for others may lead you to avoid conflicting or difficult subjects and situations and to spend too much time and energy trying to satisfy others.

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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**

You have an excellent capacity for seeing and appreciating your place and function in the world and for clearly identifying social and role norms and expectations. You have the ability to know what type of performance will make you feel competent, confident, and satisfied. You are confident about your ability to perform, attentive to your social image and comfortable with what you are accomplishing in your job.

Your attention to social and role expectations, your emphasis on defining yourself through job performance, and your confidence about what you are doing can lead you to become too concerned about your social image and job performance. You may see yourself only through your role or through what others think or say about you and become too sensitive about what others think or say about you. Moreover, your confidence can lead you to expect more from yourself or more from your achievements than is possible and may lead you to overlook your mistakes and overestimate your ability to perform.

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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.

#### **Inner Directed Focus In Your Thinking**

Your ability to see and accept yourself is a unique gift which can function as a key strength. Your inner directedness, however, can also interfere with your decision making and with your ability to successfully apply your talent. The same inner focus which acts as a source of power can lead you to become impatient and frustrated with the world when your ideas and ways of thinking are not accepted or do not fit. You may be too quick to write off the accepted way of doing things, what others think, and even what objective evidence says if that evidence is different from what you believe is right.

When your thinking is in 'sync' with the rest of the world, you have the ability to push ahead of others who must deal with inner doubts and fears. However, when your thinking is different from or not accepted by the world, you may have difficulty getting things to work out as you expect. Moreover, this lack of fit can lead to stress and anxiety which may interfere with your day-to-day 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 of others and for intuitive insight and gut level feelings about what is right or wrong. You are optimistic and concerned about others and may tend to become too personally involved with others. You tend to open up more readily to those who meet your preset ideas and expectations.

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

You have a very good capacity for practical, common sense thinking and for concrete organization. You tend to be somewhat cautious and hesitant in your practical thinking relying more readily on conceptual, analytical thinking rather than what your common sense tells you. You may delay decisions and actions until you have thought through the issues.

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

You have a very good capacity for seeing and appreciating the need for structure, order, consistency and authority. You tend to be a conceptual, analytical thinker and a proactive planner who likes to fit all of the pieces together before making a decision. Your strong sense of perfectionism may turn into a stubborn insistence that things be done right regardless of circumstances.

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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 be inattentive to your own inner worth substituting instead attention to what others expect you to be or attention to your own idealistic and perfectionistic self expectations.

**ROLE AWARENESS**  
**(CRYSTAL CLEAR)**

You have an excellent capacity for both seeing and appreciating your social/role image and function, for assessing the importance of social status and recognition and social norms and expectations. You are realistically confident that you can and are performing to your potential; however, you may place too much emphasis on social/role achievement overestimating the importance of social image as well as your role.

**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 OPTIMISTIC INTUITIVE SELECTIVE
PRACTICAL JUDGMENT (CLEAR)		PERCEPTIVE CAUTIOUSLY PRAGMATIC DISCRETE PRESET		
SYSTEM JUDGMENT (CLEAR)			PERFECTIONISTIC IDEALISTIC STRUCTURED ANALYTICAL	

- **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 INATTENTIVE TO INNER SELF VALUES		
ROLE AWARENESS (CRYSTAL CLEAR)				KEENLY PERCEPTIVE ATTENTIVE TO SOCIAL IMAGE 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.

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## **COMPOSITE ATTITUDE SURVEY**

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**WORLD**

<b>DIMENSION</b>	<b>CLARITY</b>	<b>LEVEL OF ATTENTION</b>	<b>DESCRIPTION</b>
EMPATHY	CRYSTAL CLEAR	OVERATTENTIVE TO THE CAPACITY	KEENLY PERCEPTIVE OPTIMISTIC INTUITIVE SELECTIVE
PRACTICAL JUDGMENT	CLEAR	CAUTIOUS ABOUT THE CAPACITY	PERCEPTIVE CAUTIOUSLY PRAGMATIC DISCRETE PRESET
SYSTEM JUDGMENT	CLEAR	ATTENTIVE TO THE CAPACITY	PERFECTIONISTIC IDEALISTIC STRUCTURED ANALYTICAL

- **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	CAUTIOUS ABOUT THE CAPACITY	KEENLY PERCEPTIVE INATTENTIVE TO INNER SELF VALUES
ROLE AWARENESS	CRYSTAL CLEAR	OVERATTENTIVE TO THE CAPACITY	KEENLY PERCEPTIVE ATTENTIVE TO SOCIAL IMAGE 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.
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