



Sid Tester

December 18, 2012

AI Report: - Attribute Index - Customer Service

This Innermetrix Attribute Index was authored by Jay Niblick, the Founder and CEO of Innermetrix. It is the modern interpretation of Dr. Robert S. Hartman's Formal Axiology, a science that helps us understand how we reason and make decisions. The six core dimensions examined herein play a vital role in how we see the world, and respond to it. This Attribute Index will help you understand how you reason and make judgments or decisions.



Innermetrix, Inc.
www.innermetrix.com



Over fifty years of scientific research has revealed that there are three distinct styles of decision-making. Each of us can make decisions in these three ways, but we tend to develop a preference for one more than the other two. This preference becomes a subconscious force, affecting the decisions we make on a daily basis and shaping how we perceive the world around us and ourselves.

The three decisional styles are the personal, the practical, and the analytical. These dimensions can be examined in the form of patterns based on two distinct factors unique to axiology.

The Personal Style: People with a preference for this style of making decisions tend to see the world from a personal point of view, or with concern for the individuals involved. They see people in a unique, individual light and are more concerned about others than the results and theory. This involves a personal involvement with, concentration on, or investment in people. To this style, the world is filled with people needing to be understood.

The Practical Style: People with a preference for this style of making decisions tend to see things in very practical, no nonsense, real-world, task oriented manner. They are more concerned with results than others and theory. They see people in comparative ways as they relate to others. To this style, the world is an objective waiting to be achieved.

The Analytical Style: People with a preference for this style of making decisions tend to see the world from a theoretical perspective, more in an abstract way than a concrete one. They see people as part of a system and tend to think in very black and white terms. They are more concerned with thinking about things, and analysis than actual results or personal concerns of others. To this style, the world is a problem to be explored and solved.

To some extent we are all capable of making all three kinds of decisions, but our preference tends to be for one more than the other two. Here's a simple example of the three in contrast to each other. One of each style are sitting around a table trying to figure out what to do. While the Personal style is focused on the needs of the workers involved and how best to utilize their talents, the Practical doesn't really care as much about the personal needs, or if it is done right, he just wants to get it done. Finally there is the Analytical who sees no reason to worry about the people involved or even getting it done if it isn't going to be done correctly.



We all have different balances of these three styles; that's what makes our decisions and actions different from each other's. These ways of making decisions, and how we use them, are at the core of who we are. They are behind our preferences, our strengths, and our weaknesses. In the following pages you will find a list of capacities which are the result of your unique combination of these three decisional styles. It is this understanding of your individual strengths and weaknesses that will enable you to affect change in your life and achieve greater personal success. It is only by first understanding something that we are then able to change it.



External Decision Making Pattern Summary

Your external clarity pattern indicates that you are someone who focuses on the efficiency in situations. Although you are good at understanding people and being empathetic, this is not your highest strength. Efficient organization and completion of objectives, and of the work function in particular, are where you place the most attention much of the time. Individual personal needs or values are important, but even more important to you are performance or organizational needs. You are very good at big picture thinking (planning it) and street level operations (getting it done). You are practical and responsible, and you enjoy working in a structured environment with challenging roles. Overall development level in the Systems and Tasks dimensions is equal and high, while the People dimension has moderate development, but is under developed in comparison. Level of development speaks to your ability to "see" a specific dimension. The more clearly we see a dimension of thought, the more able we are to use it; therefore the better we are at it.

Maximizers

Efficient and productive organization and fulfillment of work

Conceptual thinking

Organizing

Schematic and or detail oriented thought

30,000 foot views

Minimizers

Communication and people skills

Human awareness

Balancing people needs with organizational and objective needs

Motivators

Responsibility to authority

Status and recognition

Sense of belonging

Needs for Growth

Better people awareness and possibly the development of communication skills. Keeping people's individual needs as highly valued or as important as that of the other dimensions of thinking.



Targets for Reinforcement (R) and Development (D)

Empathetic outlook (D)

Understanding attitude (D)

Attention to detail (R)

Preferred Environment

Clearly defined responsibility and relationship with authority; goal-oriented production. Management of process oriented outcomes more so than human development responsibility.



Internal Decision Making Pattern Summary

The medium self-actualized clarity pattern is ideally balanced. Although all three dimensions are balanced very well, all three of them are in the 66th percentile of potential development. You are completely balanced between valuing yourself for your own true unique abilities and worth, your role/s in life and the way in which you carry out those roles now and in the future. You possess a good internal source of energy or strength. Your abilities for self-esteem, handling stress, remaining committed, being persistent and having results orientation are good. You are probably comfortable in a wide variety of situations, both social and business. Your overall level of development for the People, Tasks and Systems dimensions is moderate. Level of development speaks to your ability to "see" a specific dimension. The more clearly we see a dimension of thought, the more able we are to use it; therefore the better we are at it.

Maximizers

- Good sense of self ability
- Generous, easy going, dependable
- Good self awareness
- Good role appreciation
- Good problem management

Minimizers

- Trouble with getting easily bored with status in life that fails to challenge all three dimensions of thought personally
- Overall level of development in all three core areas
- Self assessment
- Personal commitment
- Sense of mission

Motivators

- Self improvement
- Material possessions
- Sense of mission

Needs for Growth

To increase your clarity scores for each of the three dimensions of thought.



Targets for Reinforcement (R) and Development (D)

Self esteem (D)

Role awareness (D)

Self direction (D)

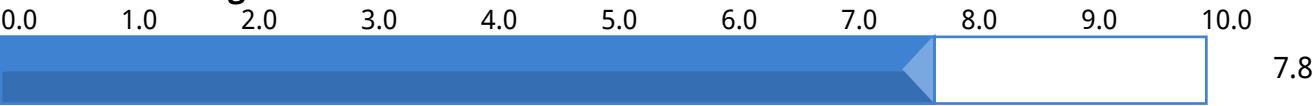


This graph summarizes the 5 Categories that comprise this Talent Profile. A description and mean score for each category is on the following page.

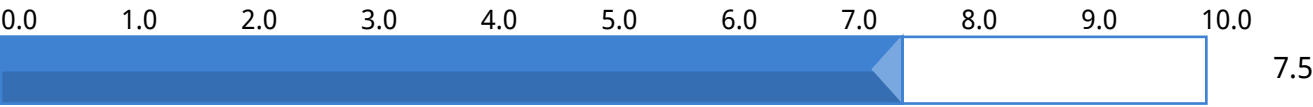
This Customer Service assessment report is designed to objectively measure those capacities which are vital to successfully dealing with customers. This report seeks to provide valuable insight into Sid's specific aptitudes and abilities in relating to, understanding and satisfying the customer.

Report Component Graphs

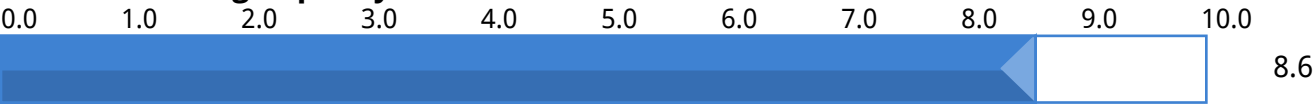
Communicating with Customers



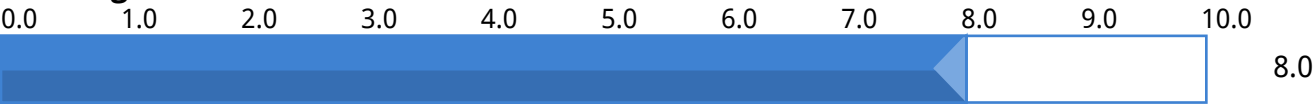
Personal Work Attitude



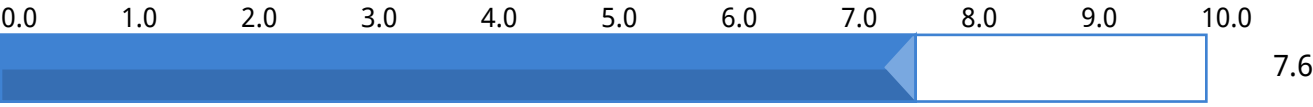
Problem Solving Capacity



Relating with Others



Work Ethic



Sid Tester



Communicating with Customers (7.8)

Sid's ability to listen to, and respond to, the customer in an objective, efficient and professional manner.

Personal Work Attitude (7.5)

Sid's ability to feel satisfied and competent in her job, and to work in a persistent and consistent manner.

Problem Solving Capacity (8.6)

The ability to see and understand the crucial issues in a problem situation and to then identify workable solutions.

Relating with Others (8.0)

This is Sid's ability to understand and appreciate customer needs, to deal with customers in a concerned but objective manner.

Work Ethic (7.6)

Is Sid a hard and honest worker? This is an overall assessment of Sid's work ethic. It involves her ability to meet pre-set standards, respect company policies and property, possess a strong work ethic, and make decisions which take into consideration the needs of everyone involved (e.g. herself, others and the company).

Sid Tester



Category Description

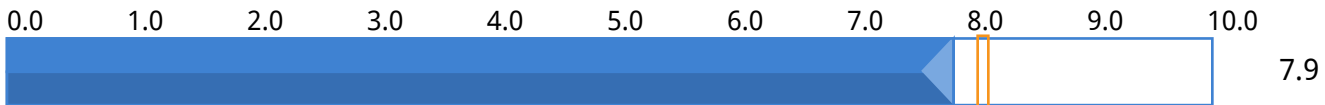
Sid's ability to listen to, and respond to, the customer in an objective, efficient and professional manner.

Category Component Graphs

Evaluating What Is Said



Human Awareness



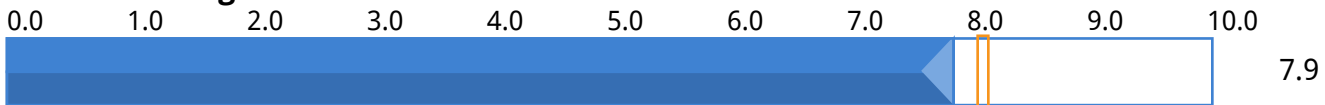
Sense of Timing



Surrendering Control



Understanding Attitude



Sid Tester

Category Component Descriptions

Evaluating What Is Said (7.8)

evaluates Sid's openness toward other people and her willingness to hear what others are saying, rather than what she thinks they should say or they are going to say.

Human Awareness (7.9)

evaluates Sid's ability to be conscious of the feelings and opinions of others; and to value others as people instead of just as their organizational role or value.

Sense of Timing (7.7)

evaluates Sid's ability to evaluate a situation in such a way that statements, decisions, and actions are the most effective, accurate, and timely.

Surrendering Control (7.6)

evaluates Sid's ability to surrender control of a given situation or outcome to another person or a group of people.

Understanding Attitude (7.9)

evaluates Sid's ability to read between the lines and to understand body language, reticence, stress, and emotions.



Category Description

Sid's ability to feel satisfied and competent in her job, and to work in a persistent and consistent manner.

Category Component Graphs

Accountability For Others



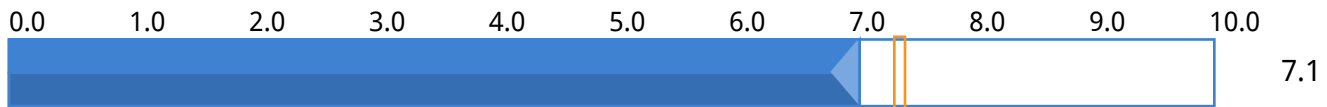
Following Directions



Handling Stress



Persistence



Personal Accountability



Role Confidence



Sid Tester

Category Component Descriptions

Accountability For Others (7.7)

evaluates Sid's ability to be responsible for the consequences of the actions of those whom she manages.

Following Directions (8.0)

evaluates Sid's ability to hear, understand, and follow directions or instructions effectively. This is her willingness to postpone making personal decisions, or taking action, until she has listened to what she is being asked to do.

Handling Stress (7.4)

evaluates Sid's ability to balance and to defuse inner tensions and stresses, which if allowed to build up, might interfere with her ability to perform up to her potential.

Persistence (7.1)

evaluates Sid's ability to stay on course in times of difficulty.



Personal Accountability (7.9)

evaluates Sid's ability to be responsible for the consequences of her own decisions and actions, and not shift the focus or blame for poor performance to somewhere else or on others.

Role Confidence (6.9)

evaluates Sid's ability to develop and to maintain an inner strength based on the belief that she will succeed.

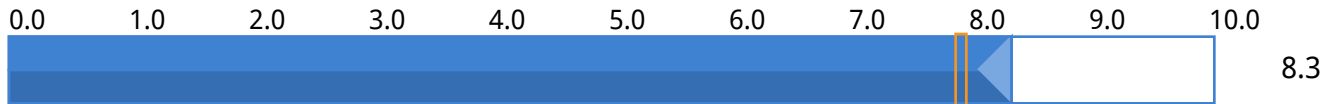


Category Description

The ability to see and understand the crucial issues in a problem situation and to then identify workable solutions.

Category Component Graphs

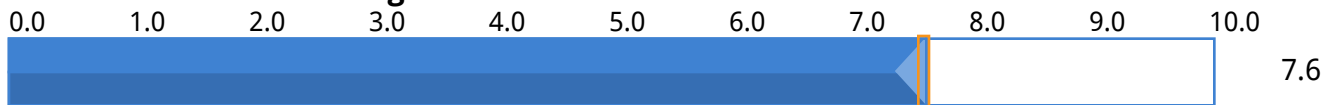
Attention To Detail



Integrative Ability



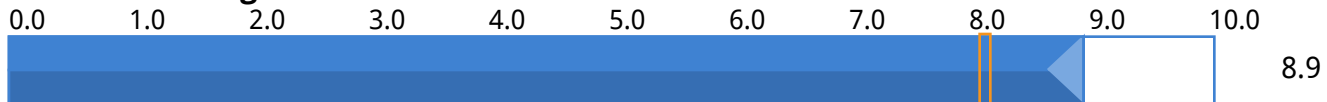
Intuitive Decision Making



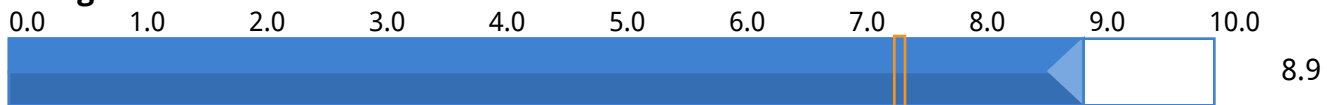
Problem and Situation Analysis



Problem Solving



Using Common Sense



Sid Tester

Category Component Descriptions

Attention To Detail (8.3)

evaluates Sid's ability to see and to pay attention to details.

Integrative Ability (9.0)

evaluates Sid's ability to identify the elements of a problem situation, to understand which components are critical, and to decide what to do.

Intuitive Decision Making (7.6)

evaluates Sid's ability to accurately turn intuitive perceptions about a situation into a decision or action.

Problem and Situation Analysis (8.8)

evaluates Sid's ability to identify the elements of a problematic situation and to understand which components are critical.



Problem Solving (8.9)

evaluates Sid's ability to identify alternative solutions to a problem and to select the best option.

Using Common Sense (8.9)

evaluates Sid's ability to focus on practical thinking, to see the world clearly, and to make common sense decisions.

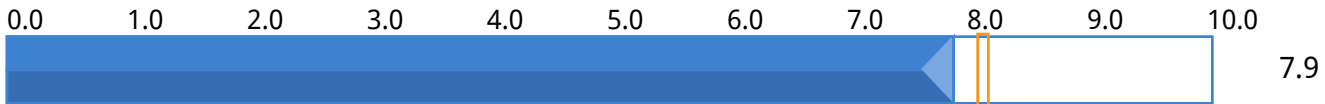


Category Description

This is Sid's ability to understand and appreciate customer needs, to deal with customers in a concerned but objective manner.

Category Component Graphs

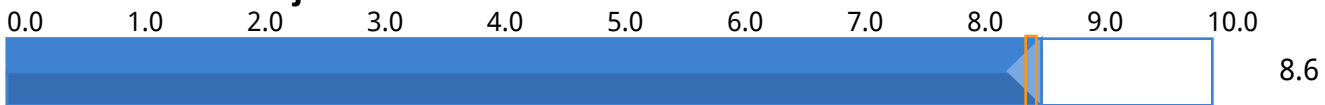
Attitude Toward Others



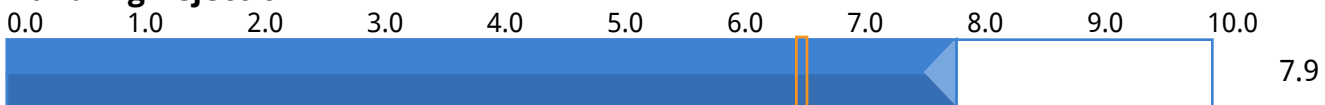
Emotional Control



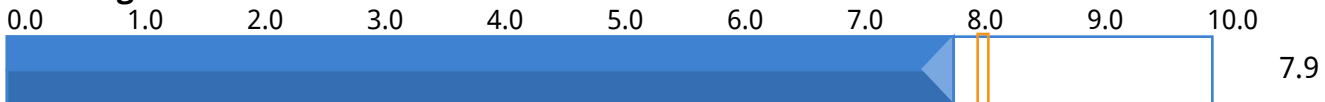
Freedom From Prejudices



Handling Rejection



Relating To Others



Sid Tester

Category Component Descriptions

Attitude Toward Others (7.9)

evaluates Sid's ability to maintain a positive, open and objective attitude towards others.

Emotional Control (7.9)

evaluates Sid's ability to exhibit an externally rational and objective demeanor even while internally stressed or emotional.

Freedom From Prejudices (8.6)

evaluates Sid's ability to prevent prejudices from entering into and affecting an interpersonal relationship.

Handling Rejection (7.9)

evaluates Sid's ability to avoid taking rejection or criticism in an overly personal manner.

Relating To Others (7.9)

evaluates Sid's ability to coordinate personal insights and knowledge of others into effective interactions.

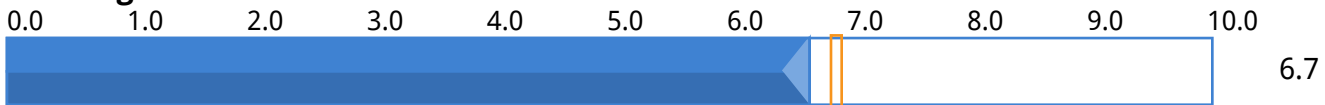


Category Description

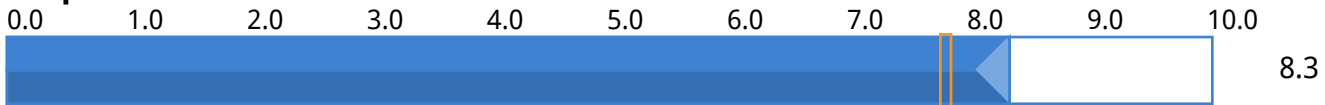
Is Sid a hard and honest worker? This is an overall assessment of Sid's work ethic. It involves her ability to meet pre-set standards, respect company policies and property, posses a strong work ethic, and make decisions which take into consideration the needs of everyone involved (e.g. herself, others and the company).

Category Component Graphs

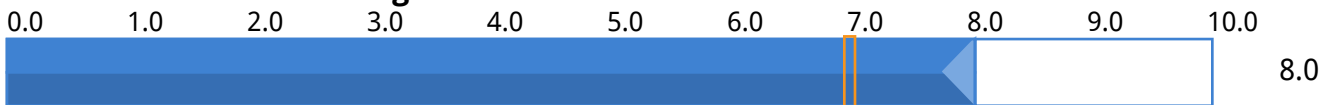
Meeting Standards



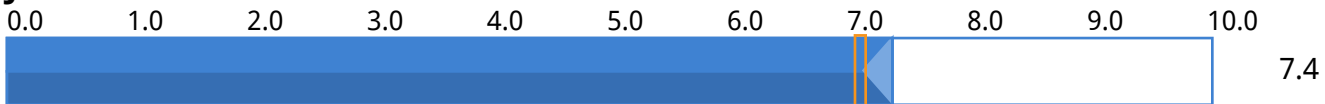
Respect For Policies



Balanced Decision Making



Job Ethic



Sid Tester

Category Component Descriptions

Meeting Standards (6.7)

evaluates Sid's ability to see and to understand the standard requirements established for a job and evaluates her commitment to meeting them.

Respect For Policies (8.3)

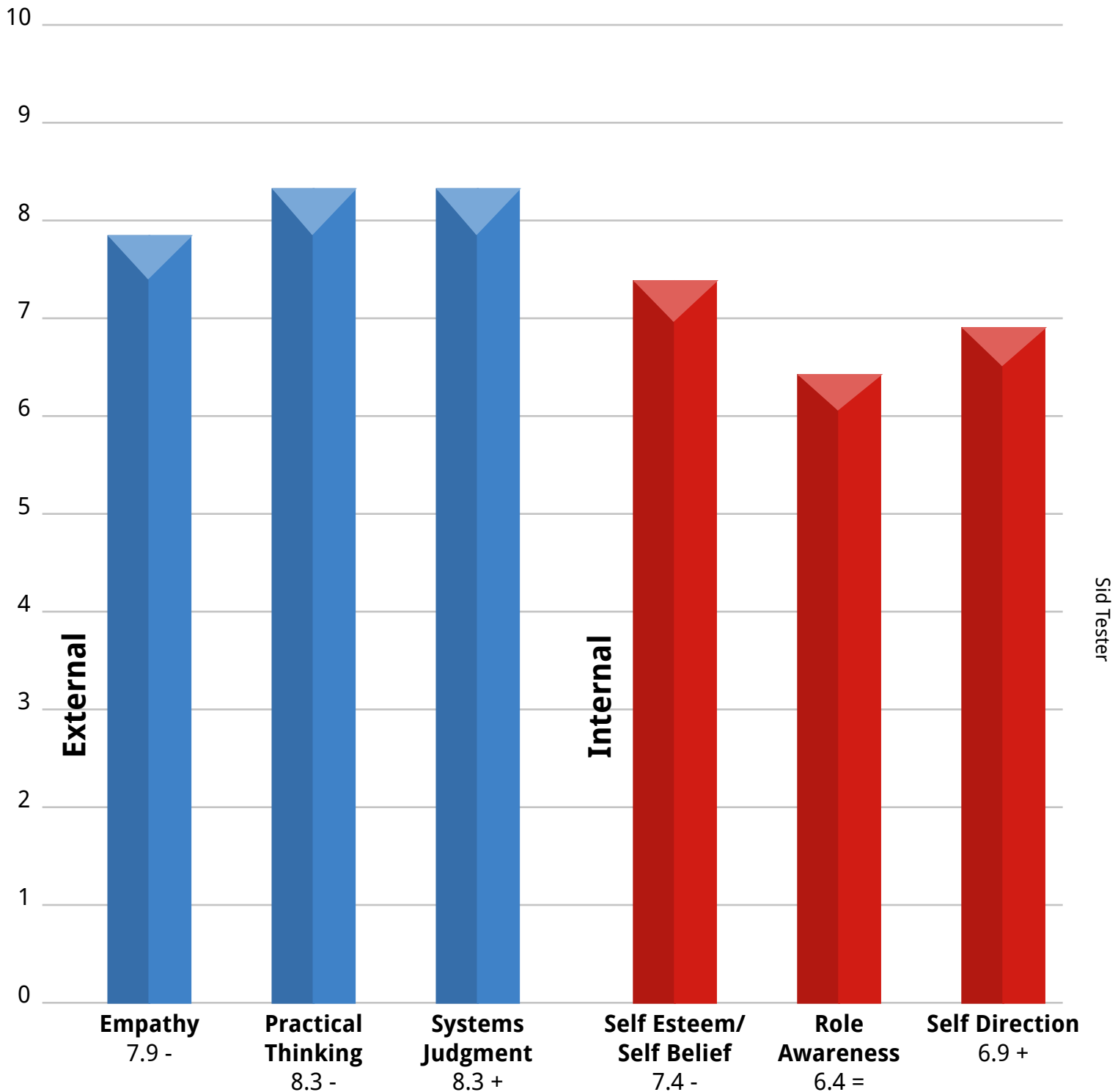
evaluates Sid's appreciation for the value of conducting business affairs according to the intent of company policies and standards.

Balanced Decision Making (8.0)

evaluates Sid's ability to be objective and to evaluate fairly the different aspects (people and other) of a situation; and her ability to make an ethical decision that takes into account all aspects and components.

Job Ethic (7.4)

evaluates Sid's personal commitment to the execution of a specific task.





| | |
|---|---|
| Integrative Ability (9.0) | Relating To Others (7.9) |
| Theoretical Problem Solving (9.0) | Understanding Attitude (7.9) |
| Problem Solving (8.9) | Project and Goal Focus (7.8) |
| Using Common Sense (8.9) | Problem Management (7.8) |
| Realistic Goal Setting For Others (8.8) | Evaluating What Is Said (7.8) |
| Problem and Situation Analysis (8.8) | Sense of Timing (7.7) |
| Developing Others (8.6) | Accountability For Others (7.7) |
| Freedom From Prejudices (8.6) | Creativity (7.6) |
| Understanding Motivational Needs (8.6) | Intuitive Decision Making (7.6) |
| Correcting Others (8.5) | Surrendering Control (7.6) |
| Attention To Detail (8.3) | Self Starting Ability (7.6) |
| Conceptual Thinking (8.3) | Persuading Others (7.5) |
| Concrete Organization (8.3) | Proactive Thinking (7.5) |
| Practical Thinking (8.3) | Consistency and Reliability (7.4) |
| Quality Orientation (8.3) | Handling Stress (7.4) |
| Respect For Policies (8.3) | Self Esteem (7.4) |
| Respect For Property (8.3) | Self Improvement (7.4) |
| Results Orientation (8.3) | Job Ethic (7.4) |
| Sense of Belonging (8.3) | Realistic Personal Goal Setting (7.3) |
| Status and Recognition (8.3) | Long Range Planning (7.3) |
| Systems Judgment (8.3) | Initiative (7.2) |
| Seeing Potential Problems (8.2) | Personal Drive (7.2) |
| Diplomacy (8.1) | Persistence (7.1) |
| Attitude Toward Honesty (8.1) | Self Management (7.1) |
| Evaluating Others (8.1) | Self Confidence (7.0) |
| Leading Others (8.1) | Conveying Role Value (6.9) |
| Realistic Expectations (8.1) | Enjoyment Of The Job (6.9) |
| Sensitivity To Others (8.1) | Role Confidence (6.9) |
| Balanced Decision Making (8.0) | Self Direction (6.9) |
| Flexibility (8.0) | Self Discipline and Sense of Duty (6.9) |
| Following Directions (8.0) | Sense of Mission (6.9) |
| Personal Accountability (7.9) | Gaining Commitment (6.7) |
| Handling Rejection (7.9) | Meeting Standards (6.7) |
| Emotional Control (7.9) | Personal Commitment (6.7) |
| Attitude Toward Others (7.9) | Material Possessions (6.4) |
| Empathetic Outlook (7.9) | Project Scheduling (6.4) |
| Human Awareness (7.9) | Role Awareness (6.4) |
| Monitoring Others (7.9) | Self Assessment (5.7) |
| Personal Relationships (7.9) | Self Control (5.6) |