



TTI Performance DNA™

Job/Talent Comparison Report

ABC Company Comparison

Customer Service

7-3-2008

InnerActive
ASSESSMENTS

Getting You to the Next Level

InnerActive Consulting Group, Inc
65 Germantown Court, Ste 314
Cordova, TN 38018
(901)757-4434
info@InnerActiveConsulting.com



INTRODUCTION

This comparison report is based on the hierarchy of the job benchmark. The report uses raw numbers generated from the job and talent scoring. The job may call for something to be very important; however, people rarely bring perfection and complete mastery to any job. The job could call for the person to be a perfect 10; however, do not exclude people from consideration based solely on the gap(s) between the job benchmark and their talent score.

If a person is poor in an area that the job benchmark has identified as "very important," you must ask the difficult questions to determine if that would keep a person from achieving and maintaining superior performance.

Note: THE ORDER IN WHICH A PERSON'S NAME APPEARS IS NOT BASED ON THE PERSON'S MATCH TO THE JOB. THE ORDER IS BASED SOLELY ON THE ORDER IN WHICH PERSONAL REPORTS WERE SELECTED BY THE ORIGINATOR OF THIS REPORT.



INTRODUCTION

SECTION 1: JOB COMPETENCIES HIERARCHY (23 AREAS)

This section presents the key job competencies, quantifies their importance to this specific job benchmark, and compares the personal results for each competency. The job has a unique ranking of competencies, reflecting different levels of capacities required for superior performance.

SECTION 2: JOB REWARDS/CULTURE HIERARCHY (6 AREAS)

This section clearly identifies the rewards/culture of the job, which defines its sources of motivation, and compares the personal results in each of these areas. It clarifies "why" and "in what kind of environment" this job will produce success.

SECTION 3: BEHAVIORAL HIERARCHY (8 AREAS)

This section provides the behavioral traits demanded by the job and compares the talent for each trait. The higher the ranking, the more important the behavioral trait will be to the job for stress reduction and superior performance.

Note: Sections 1 through 3 (above) are presented on a 0-10 point scale to clearly illustrate the job benchmark and corresponding results of the individual personal report(s).

SECTION 4: JOB COMPETENCIES SUMMARY

This section will assist you in understanding the type and kinds of competencies (people skills) that are needed for superior job performance.

SECTION 5: JOB REWARDS/CULTURE FEEDBACK

This section expands on the fact that every job in every organization has its own culture. The culture of any job is clearly defined by how it rewards superior performance.

SECTION 6: BEHAVIORAL FEEDBACK

This section clarifies the nature of the behavioral traits demanded by the job.



INTRODUCTION

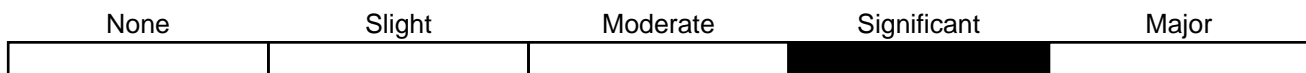
Note: The information provided in Sections 4-6 (above) offers you a better understanding of the job requirements for superior performance based on the top seven competencies, the top three rewards/culture and the top three behavioral traits. Read each one to gain insights about the job. This information is designed to apply to coaching and other developmental activities for the person(s) selected to perform this job.



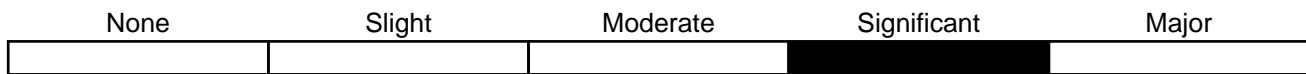
KEY CHARACTERISTICS OF THE POSITION

The position has been analyzed relative to four key characteristics. These characteristics are accountability for results, results through people, authority, and risk. Based on the responses to the questionnaire, these characteristics have been measured on a sliding scale and are illustrated by a bar graph. The scale range includes none, slight, moderate, significant, and major.

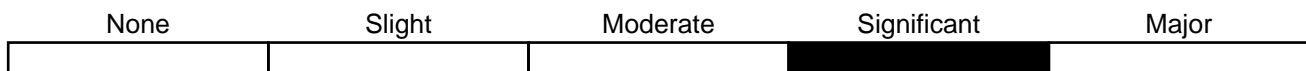
Accountability For Results: This characteristic addresses the accountability for producing measurable results in the position. This includes accountability for meeting financial, operations and/or system objectives.



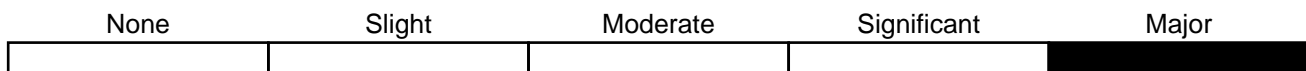
Results through People: This characteristic addresses the emphasis on producing results through the efforts and cooperation of people. This characteristic is not limited to management or leadership positions. Many non-management or leadership positions in team-based organizational structures depend heavily upon the efforts and cooperation of people to produce results.



Authority: This characteristic addresses the level of authority that exists in the position. Evidence of authority can be found in the ability to make decisions or changes without prior approval from upper management. This characteristic is not limited to management or leadership positions. In their efforts to become more responsive, many large organizations are finding it necessary to drive decision-making downward. In these organizations, many positions can be characterized by a moderate to significant amount of authority but are not considered management or leadership.



Risks: This characteristic addresses the inherent level of business risk or liability to the organization that exists in the position. Positions with indications of moderate, significant or major levels of inherent risk or liability to the organization may warrant the use of drug, alcohol and/or other appropriate assessments in their selection and management systems.



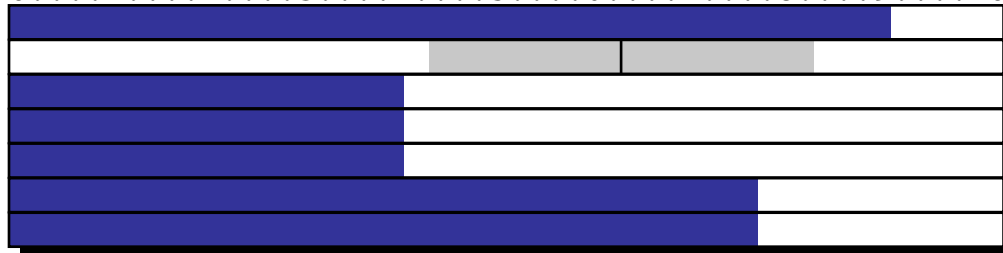


JOB COMPETENCIES HIERARCHY

This section identifies which competencies are important to the job benchmark from its highest to lowest rankings. In comparing talent, it is important to note that gaps may point to a competency that is of significant importance to the job, but has a low ranking for the person. In turn, a competency may be of low importance to the job, but has a high ranking for the person.

1. CUSTOMER SERVICE: Anticipating, meeting and/or exceeding customer needs, wants and expectations.

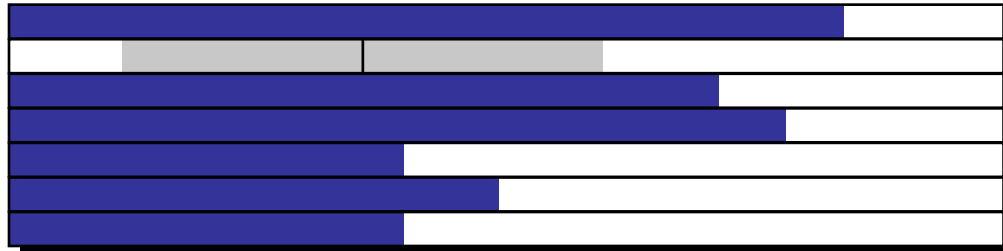
0 1 2 3 4 5 6 7 8 9 10



9.1 **Job**
 6.3 *
 4.0 John Smith
 4.0 Bill Bonnet
 4.0 Juan Kensington
 7.7 Alexander Thomas
 7.7 Jason Bruce

2. EMPATHY: Identifying with and caring about others.

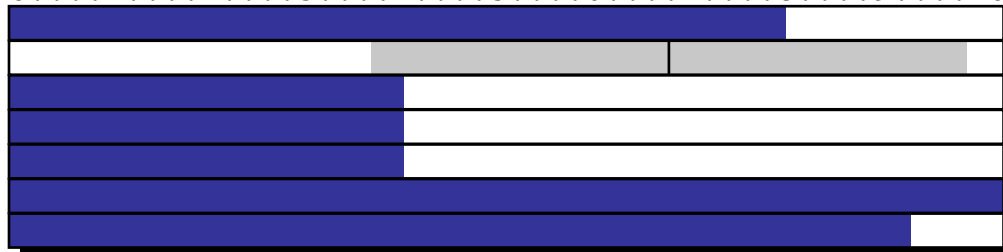
0 1 2 3 4 5 6 7 8 9 10



8.6 **Job**
 3.6 *
 7.3 John Smith
 8.0 Bill Bonnet
 4.0 Juan Kensington
 5.0 Alexander Thomas
 4.0 Jason Bruce

3. INTERPERSONAL SKILLS: Effectively communicating, building rapport and relating well to all kinds of people.

0 1 2 3 4 5 6 7 8 9 10



8.0 **Job**
 6.8 *
 4.0 John Smith
 4.0 Bill Bonnet
 4.0 Juan Kensington
 10.0 Alexander Thomas
 9.3 Jason Bruce

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



JOB COMPETENCIES HIERARCHY

4. PERSUASION: Convincing others to change the way they think, believe or behave.

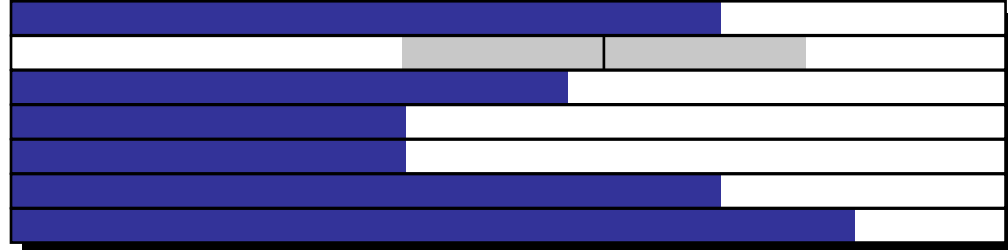
0 . . . 1 . . . 2 . . . 3 . . . 4 . . . 5 . . . 6 . . . 7 . . . 8 . . . 9 . . . 10



7.7 Job
5.5 *
4.0 John Smith
4.0 Bill Bonnet
4.0 Juan Kensington
10.0 Alexander Thomas
4.0 Jason Bruce

5. CONTINUOUS LEARNING: Taking initiative in learning and implementing new concepts, technologies and/or methods.

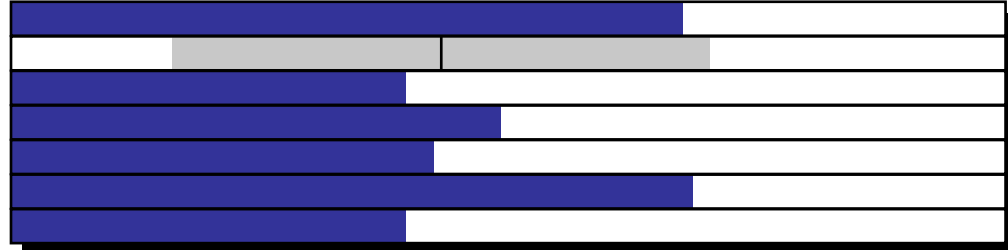
0 . . . 1 . . . 2 . . . 3 . . . 4 . . . 5 . . . 6 . . . 7 . . . 8 . . . 9 . . . 10



7.3 Job
6.1 *
5.7 John Smith
4.0 Bill Bonnet
4.0 Juan Kensington
7.3 Alexander Thomas
8.7 Jason Bruce

6. SELF-MANAGEMENT (TIME AND PRIORITIES): Demonstrating self control and an ability to manage time and priorities.

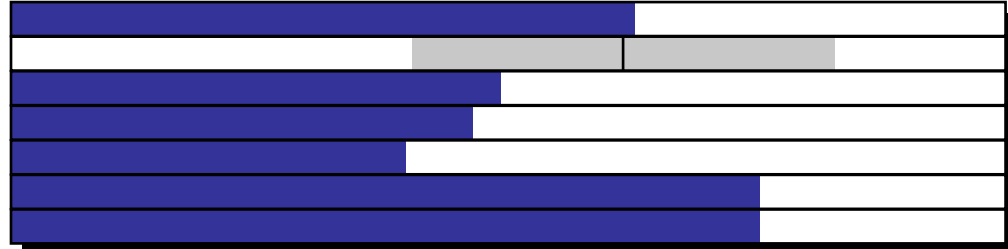
0 . . . 1 . . . 2 . . . 3 . . . 4 . . . 5 . . . 6 . . . 7 . . . 8 . . . 9 . . . 10



6.9 Job
4.4 *
4.0 John Smith
5.0 Bill Bonnet
4.3 Juan Kensington
7.0 Alexander Thomas
4.0 Jason Bruce

7. TEAMWORK: Working effectively and productively with others.

0 . . . 1 . . . 2 . . . 3 . . . 4 . . . 5 . . . 6 . . . 7 . . . 8 . . . 9 . . . 10



6.4 Job
6.3 *
5.0 John Smith
4.7 Bill Bonnet
4.0 Juan Kensington
7.7 Alexander Thomas
7.7 Jason Bruce

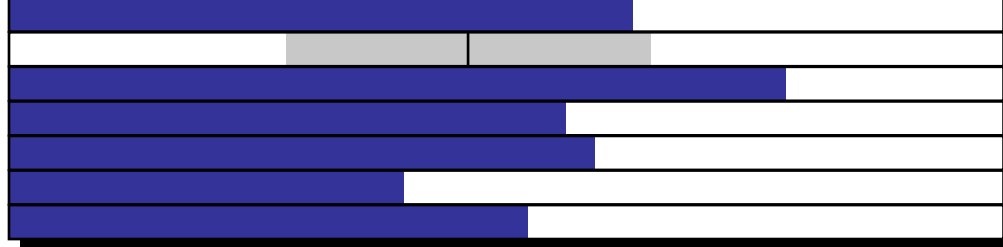
* 68% of the population falls within the shaded area.



JOB COMPETENCIES HIERARCHY

8. ANALYTICAL PROBLEM SOLVING: Anticipating, analyzing, diagnosing, and resolving problems.

0 . . . 1 . . . 2 . . . 3 . . . 4 . . . 5 . . . 6 . . . 7 . . . 8 . . . 9 . . . 10



6.4 **Job**
 4.7 *
 8.0 John Smith
 5.7 Bill Bonnet
 6.0 Juan Kensington
 4.0 Alexander Thomas
 5.3 Jason Bruce

9. CREATIVITY/INNOVATION: Adapting traditional or devising new approaches, concepts, methods, models, designs, processes, technologies and/or systems.

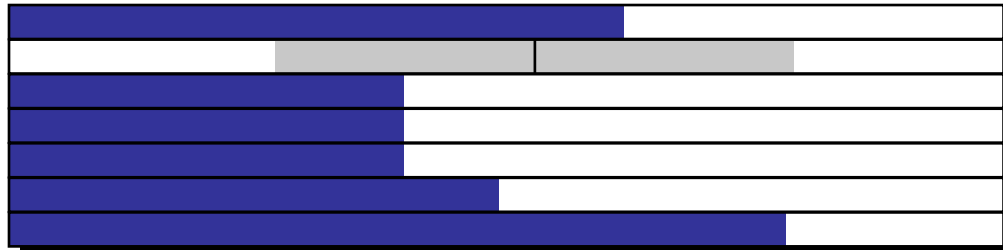
0 . . . 1 . . . 2 . . . 3 . . . 4 . . . 5 . . . 6 . . . 7 . . . 8 . . . 9 . . . 10



6.4 **Job**
 4.8 *
 4.0 John Smith
 4.0 Bill Bonnet
 5.3 Juan Kensington
 8.3 Alexander Thomas
 5.0 Jason Bruce

10. WRITTEN COMMUNICATION: Writing clearly, succinctly and understandably.

0 . . . 1 . . . 2 . . . 3 . . . 4 . . . 5 . . . 6 . . . 7 . . . 8 . . . 9 . . . 10



6.3 **Job**
 5.4 *
 4.0 John Smith
 4.0 Bill Bonnet
 4.0 Juan Kensington
 5.0 Alexander Thomas
 8.0 Jason Bruce

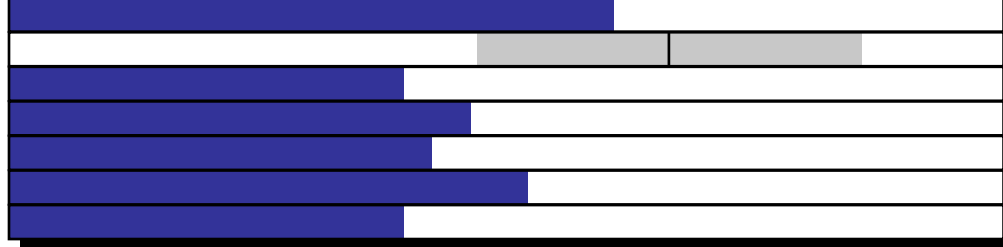
* 68% of the population falls within the shaded area.



JOB COMPETENCIES HIERARCHY

11. GOAL ORIENTATION: Energetically focusing efforts on meeting a goal, mission or objective.

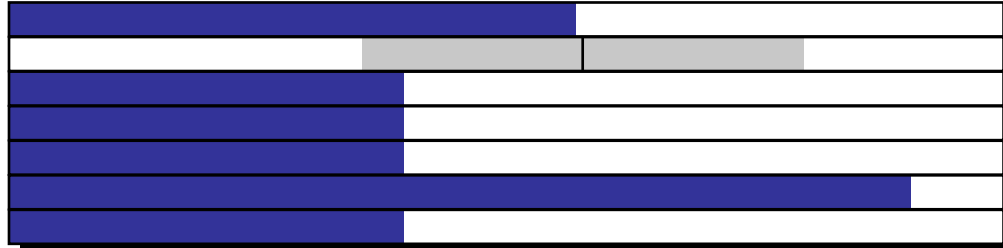
0 . . . 1 . . . 2 . . . 3 . . . 4 . . . 5 . . . 6 . . . 7 . . . 8 . . . 9 . . . 10



6.2 **Job**
 6.8 *
 4.0 John Smith
 4.7 Bill Bonnet
 4.3 Juan Kensington
 5.3 Alexander Thomas
 4.0 Jason Bruce

12. DIPLOMACY: Effectively handling difficult or sensitive issues by utilizing tact, diplomacy and an understanding of organizational culture, climate and/or politics.

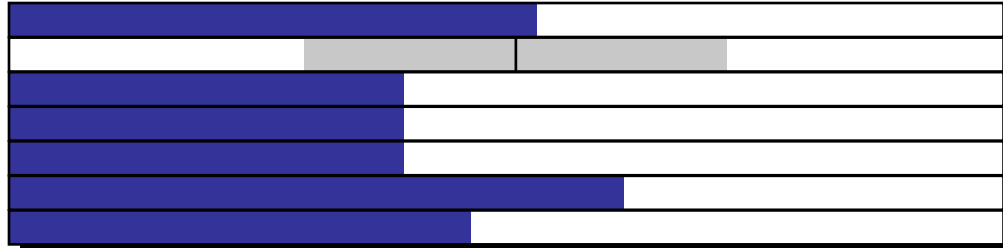
0 . . . 1 . . . 2 . . . 3 . . . 4 . . . 5 . . . 6 . . . 7 . . . 8 . . . 9 . . . 10



5.8 **Job**
 5.9 *
 4.0 John Smith
 4.0 Bill Bonnet
 4.0 Juan Kensington
 9.3 Alexander Thomas
 4.0 Jason Bruce

13. CONFLICT MANAGEMENT: Addressing and resolving conflict constructively.

0 . . . 1 . . . 2 . . . 3 . . . 4 . . . 5 . . . 6 . . . 7 . . . 8 . . . 9 . . . 10



5.4 **Job**
 5.2 *
 4.0 John Smith
 4.0 Bill Bonnet
 4.0 Juan Kensington
 6.3 Alexander Thomas
 4.7 Jason Bruce

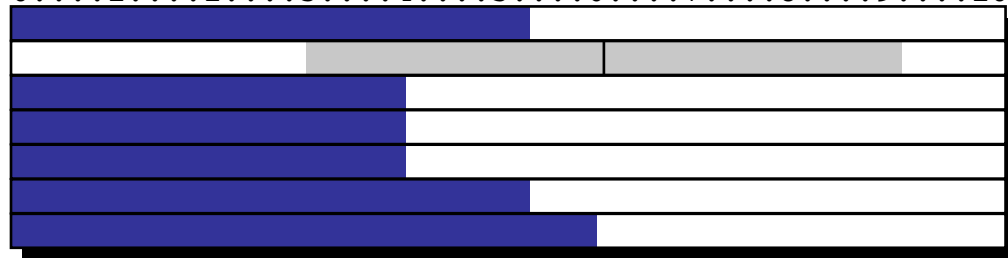
* 68% of the population falls within the shaded area.



JOB COMPETENCIES HIERARCHY

14. PRESENTING: Communicating effectively to groups.

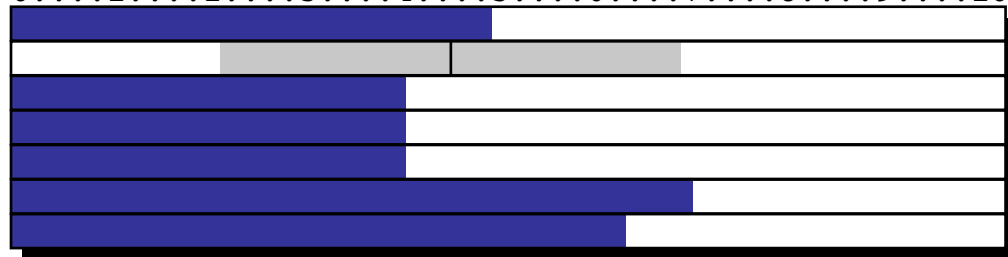
0 1 2 3 4 5 6 7 8 9 10



5.3 **Job**
 6.1 *
 4.0 John Smith
 4.0 Bill Bonnet
 4.0 Juan Kensington
 5.3 Alexander Thomas
 6.0 Jason Bruce

15. FLEXIBILITY: Agility in adapting to change.

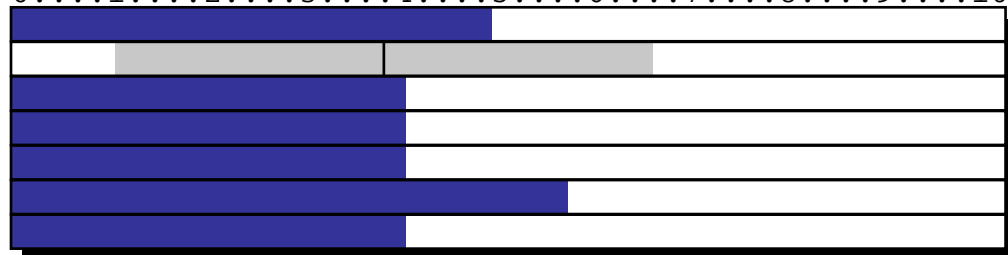
0 1 2 3 4 5 6 7 8 9 10



4.9 **Job**
 4.5 *
 4.0 John Smith
 4.0 Bill Bonnet
 4.0 Juan Kensington
 7.0 Alexander Thomas
 6.3 Jason Bruce

16. NEGOTIATION: Facilitating agreements between two or more parties.

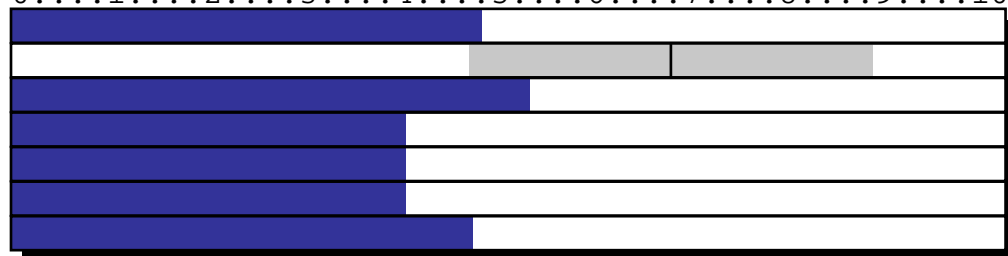
0 1 2 3 4 5 6 7 8 9 10



4.9 **Job**
 3.8 *
 4.0 John Smith
 4.0 Bill Bonnet
 4.0 Juan Kensington
 5.7 Alexander Thomas
 4.0 Jason Bruce

17. EMPLOYEE DEVELOPMENT/COACHING: Facilitating and supporting the professional growth of others.

0 1 2 3 4 5 6 7 8 9 10



4.8 **Job**
 6.8 *
 5.3 John Smith
 4.0 Bill Bonnet
 4.0 Juan Kensington
 4.0 Alexander Thomas
 4.7 Jason Bruce

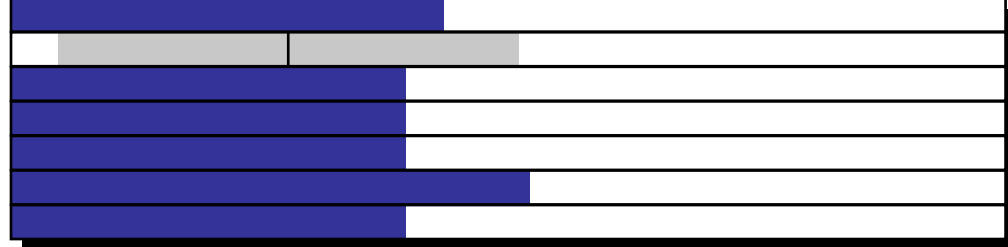
* 68% of the population falls within the shaded area.



JOB COMPETENCIES HIERARCHY

18. FUTURISTIC THINKING: Imagining, envisioning, projecting and/or predicting what has not yet been realized.

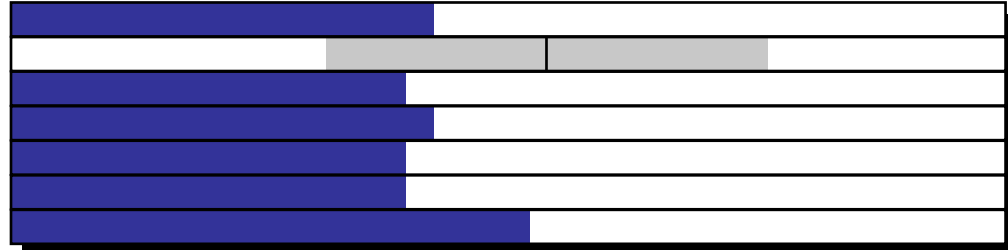
0 1 2 3 4 5 6 7 8 9 10



4.4 **Job**
 2.8 *
 4.0 John Smith
 4.0 Bill Bonnet
 4.0 Juan Kensington
 5.3 Alexander Thomas
 4.0 Jason Bruce

19. PERSONAL EFFECTIVENESS: Demonstrating initiative, self-confidence, resiliency and a willingness to take responsibility for personal actions.

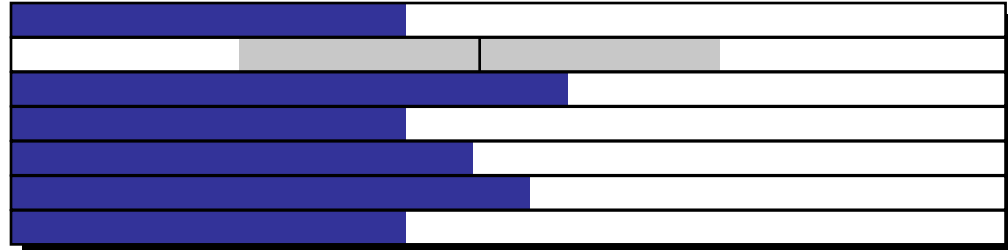
0 1 2 3 4 5 6 7 8 9 10



4.3 **Job**
 5.5 *
 4.0 John Smith
 4.3 Bill Bonnet
 4.0 Juan Kensington
 4.0 Alexander Thomas
 5.3 Jason Bruce

20. PLANNING/ORGANIZING: Utilizing logical, systematic and orderly procedures to meet objectives.

0 1 2 3 4 5 6 7 8 9 10



4.0 **Job**
 4.8 *
 5.7 John Smith
 4.0 Bill Bonnet
 4.7 Juan Kensington
 5.3 Alexander Thomas
 4.0 Jason Bruce

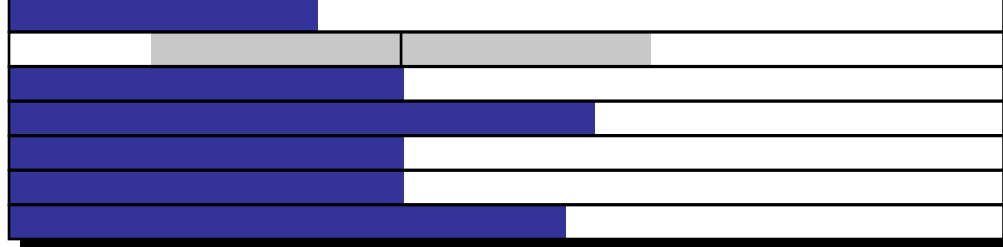
* 68% of the population falls within the shaded area.



JOB COMPETENCIES HIERARCHY

21. DECISION MAKING: Utilizing effective processes to make decisions.

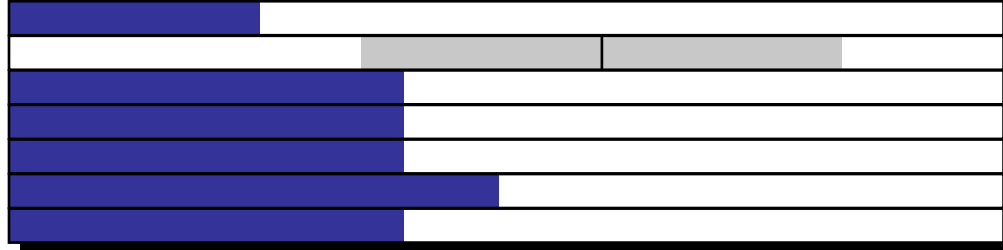
0 1 2 3 4 5 6 7 8 9 10



3.1 **Job**
 4.0 *
 4.0 John Smith
 6.0 Bill Bonnet
 4.0 Juan Kensington
 4.0 Alexander Thomas
 5.7 Jason Bruce

22. LEADERSHIP: Achieving extraordinary business results through people.

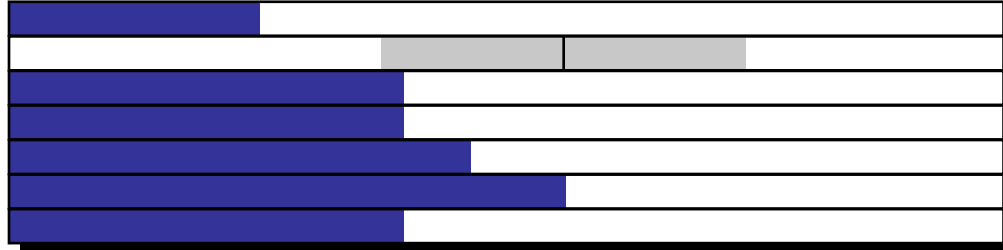
0 1 2 3 4 5 6 7 8 9 10



2.5 **Job**
 6.1 *
 4.0 John Smith
 4.0 Bill Bonnet
 4.0 Juan Kensington
 5.0 Alexander Thomas
 4.0 Jason Bruce

23. MANAGEMENT: Achieving extraordinary results through effective management of resources, systems and processes.

0 1 2 3 4 5 6 7 8 9 10



2.5 **Job**
 5.7 *
 4.0 John Smith
 4.0 Bill Bonnet
 4.7 Juan Kensington
 5.7 Alexander Thomas
 4.0 Jason Bruce

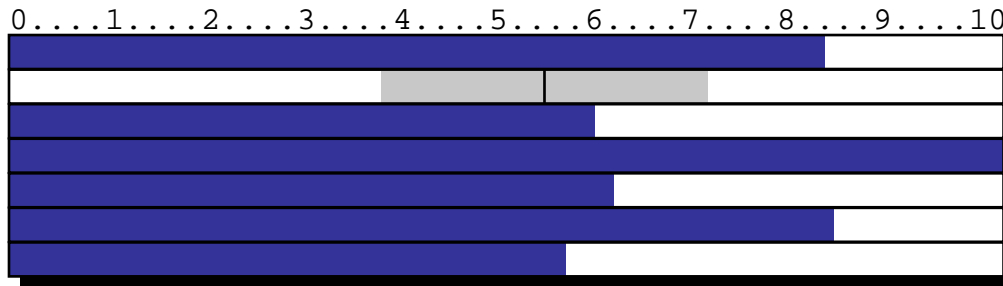
* 68% of the population falls within the shaded area.



JOB REWARDS/CULTURE HIERARCHY

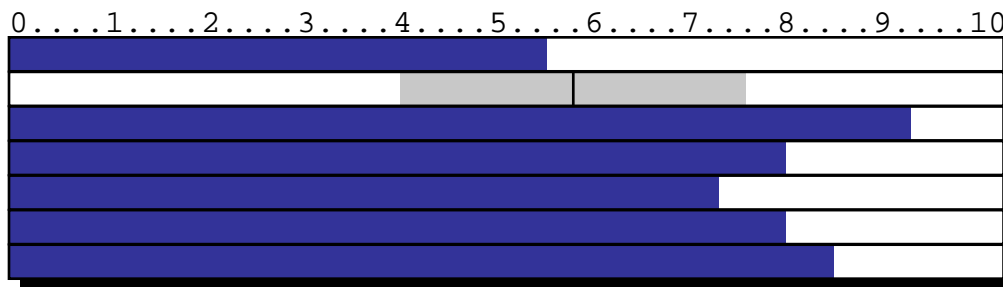
These graphs are based on the hierarchy of the job benchmark's rewards/culture in descending order from highest required by the job to the lowest. Gaps may point to a job culture that does not match the person's passion and may produce negative feelings about the job.

1. THEORETICAL



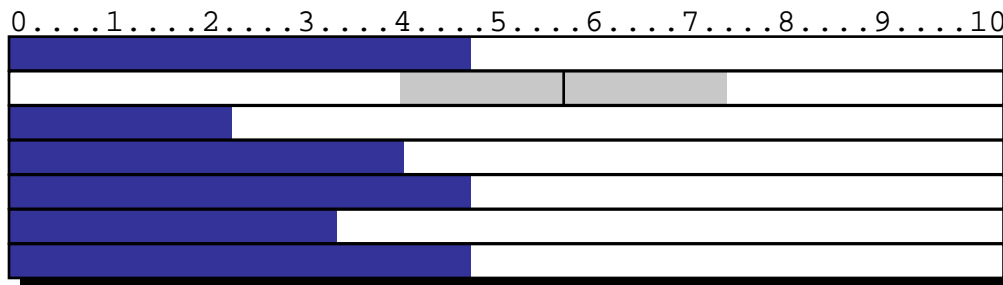
8.4 **Job**
 *
 5.5
 6.0 John Smith
 10.0 Bill Bonnet
 6.2 Juan Kensington
 8.5 Alexander Thomas
 5.7 Jason Bruce

2. UTILITARIAN/ECONOMIC



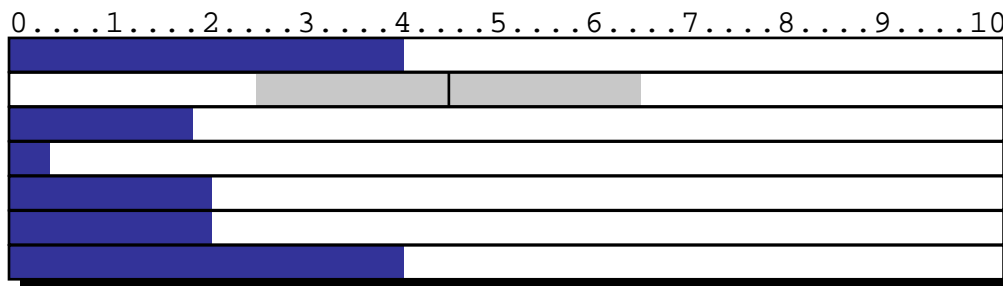
5.5 **Job**
 *
 5.8
 9.3 John Smith
 8.0 Bill Bonnet
 7.3 Juan Kensington
 8.0 Alexander Thomas
 8.5 Jason Bruce

3. SOCIAL



4.7 **Job**
 *
 5.7
 2.2 John Smith
 4.0 Bill Bonnet
 4.7 Juan Kensington
 3.3 Alexander Thomas
 4.7 Jason Bruce

4. TRADITIONAL/REGULATORY



4.0 **Job**
 *
 4.5
 1.8 John Smith
 0.3 Bill Bonnet
 2.0 Juan Kensington
 2.0 Alexander Thomas
 4.0 Jason Bruce

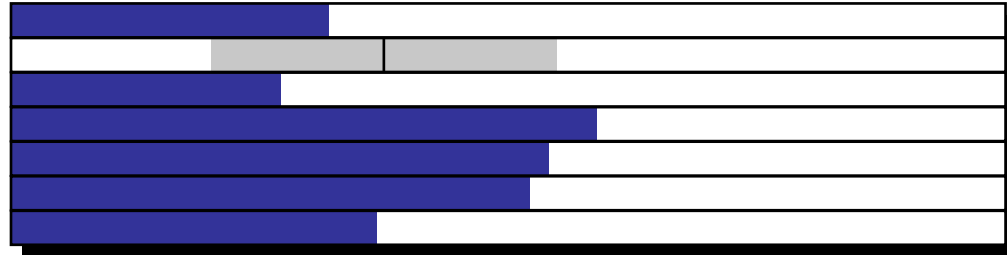
* 68% of the population falls within the shaded area.



JOB REWARDS/CULTURE HIERARCHY

5. AESTHETIC

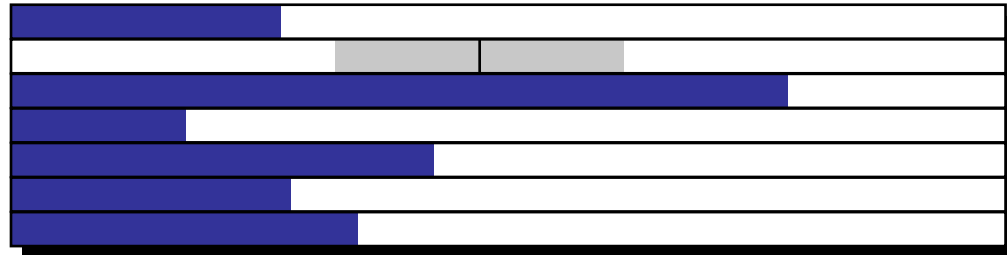
0 1 2 3 4 5 6 7 8 9 10



- 3.2 **Job**
- 3.8 *
- 2.7 John Smith
- 6.0 Bill Bonnet
- 5.5 Juan Kensington
- 5.3 Alexander Thomas
- 3.7 Jason Bruce

6. INDIVIDUALISTIC/POLITICAL

0 1 2 3 4 5 6 7 8 9 10



- 2.7 **Job**
- 4.8 *
- 8.0 John Smith
- 1.7 Bill Bonnet
- 4.3 Juan Kensington
- 2.8 Alexander Thomas
- 3.5 Jason Bruce

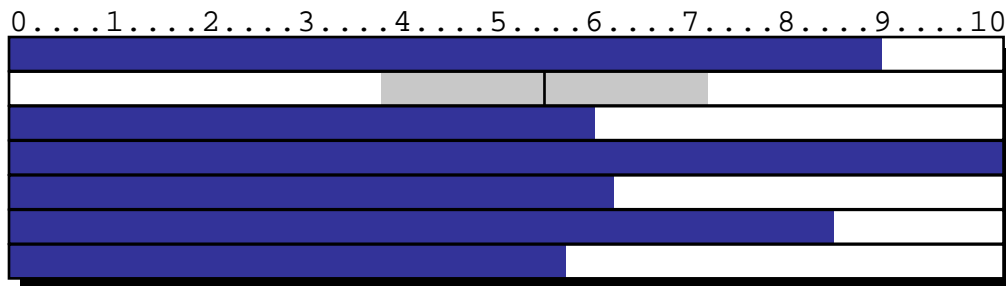
* 68% of the population falls within the shaded area.



ORGANIZATIONAL REWARDS/CULTURE HIERARCHY

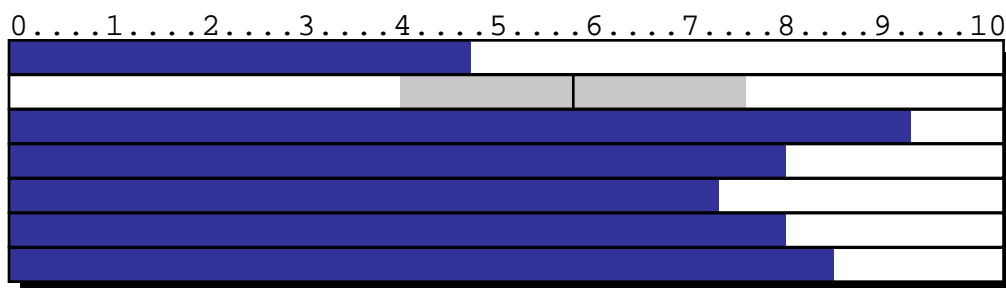
These graphs are based on the hierarchy of the job benchmark's rewards/culture in descending order from highest required by the organization to the lowest. Gaps may point to an organizational culture that does not match the person's passion and may produce negative feelings about the organization.

1. THEORETICAL



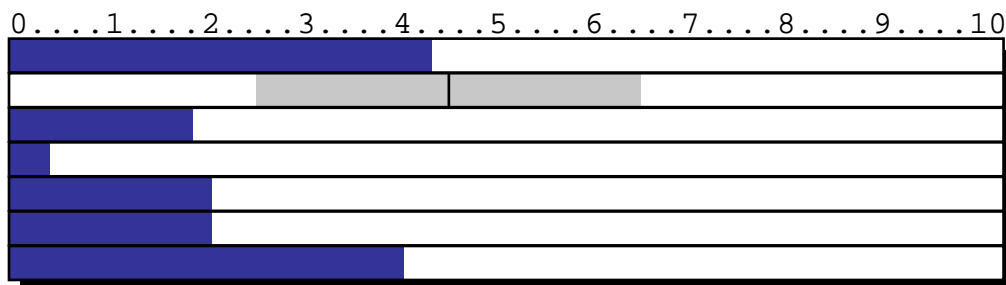
9.0 **Job**
 *
 5.5
 6.0 John Smith
 10.0 Bill Bonnet
 6.2 Juan Kensington
 8.5 Alexander Thomas
 5.7 Jason Bruce

2. UTILITARIAN/ECONOMIC



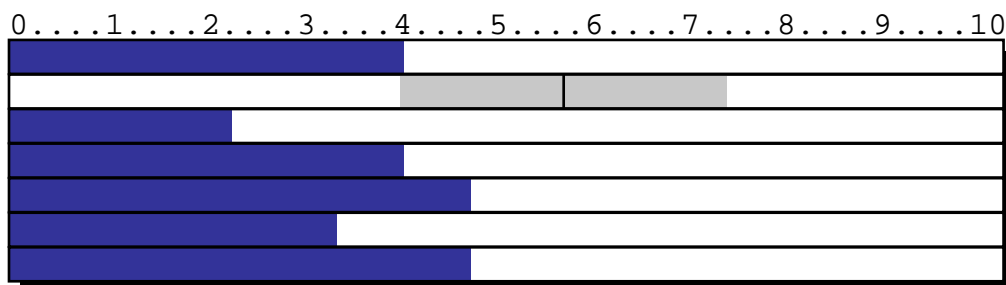
4.7 **Job**
 *
 5.8
 9.3 John Smith
 8.0 Bill Bonnet
 7.3 Juan Kensington
 8.0 Alexander Thomas
 8.5 Jason Bruce

3. TRADITIONAL/REGULATORY



4.3 **Job**
 *
 4.5
 1.8 John Smith
 0.3 Bill Bonnet
 2.0 Juan Kensington
 2.0 Alexander Thomas
 4.0 Jason Bruce

4. SOCIAL



4.0 **Job**
 *
 5.7
 2.2 John Smith
 4.0 Bill Bonnet
 4.7 Juan Kensington
 3.3 Alexander Thomas
 4.7 Jason Bruce

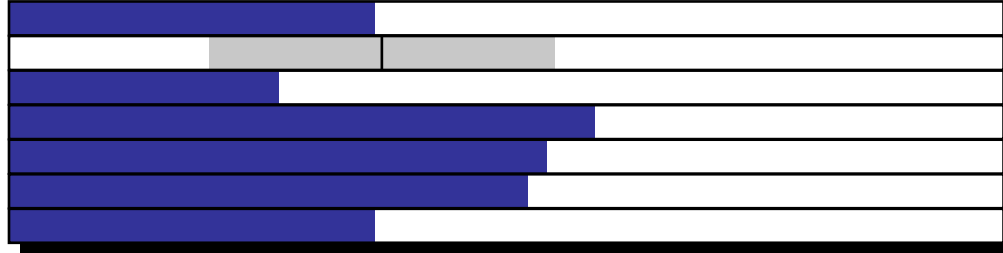
* 68% of the population falls within the shaded area.



ORGANIZATIONAL REWARDS/CULTURE HIERARCHY

5. AESTHETIC

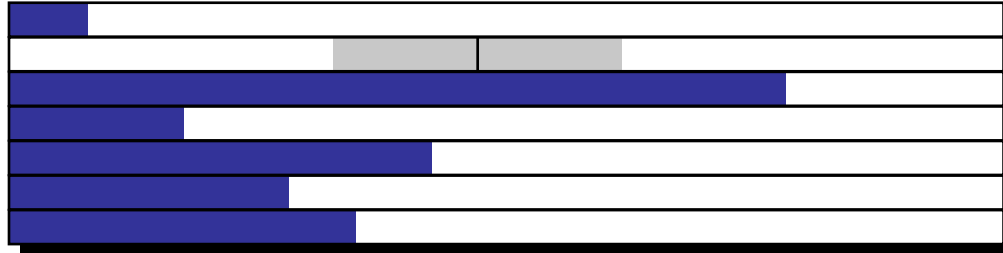
0 1 2 3 4 5 6 7 8 9 10



3.7 **Job**
 3.8 *
 2.7 John Smith
 6.0 Bill Bonnet
 5.5 Juan Kensington
 5.3 Alexander Thomas
 3.7 Jason Bruce

6. INDIVIDUALISTIC/POLITICAL

0 1 2 3 4 5 6 7 8 9 10



0.7 **Job**
 4.8 *
 8.0 John Smith
 1.7 Bill Bonnet
 4.3 Juan Kensington
 2.8 Alexander Thomas
 3.5 Jason Bruce

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



BEHAVIORAL HIERARCHY

This section is designed to give a visual understanding of the behavioral traits demanded of the job and the natural behavioral style(s) of the individual(s). The graphs are in descending order from the highest rated behavioral traits required by the job to the lowest. In comparing the results in this section, it is important to note how gaps may indicate a level of stress that could be created when a person is forced to adapt behavior that is not his/her natural style.

1. FREQUENT INTERACTION WITH OTHERS

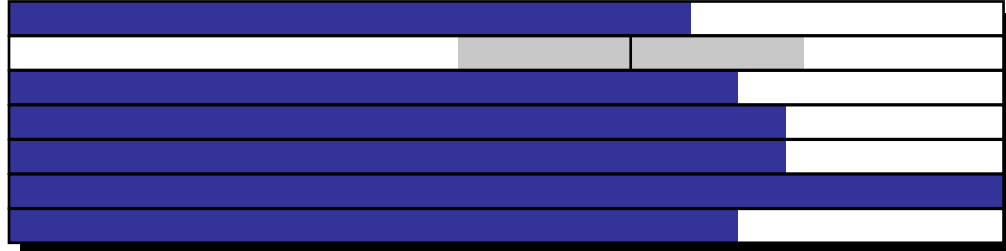
0 1 2 3 4 5 6 7 8 9 10



7.0 **Job**
 5.7 *
 9.0 John Smith
 9.0 Bill Bonnet
 9.0 Juan Kensington
 9.0 Alexander Thomas
 9.0 Jason Bruce

2. CUSTOMER ORIENTED

0 1 2 3 4 5 6 7 8 9 10



7.0 **Job**
 6.4 *
 7.5 John Smith
 8.0 Bill Bonnet
 8.0 Juan Kensington
 10.0 Alexander Thomas
 7.5 Jason Bruce

3. FREQUENT CHANGE

0 1 2 3 4 5 6 7 8 9 10



5.6 **Job**
 5.4 *
 9.2 John Smith
 6.2 Bill Bonnet
 7.2 Juan Kensington
 4.8 Alexander Thomas
 7.2 Jason Bruce

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



BEHAVIORAL HIERARCHY

4. VERSATILITY

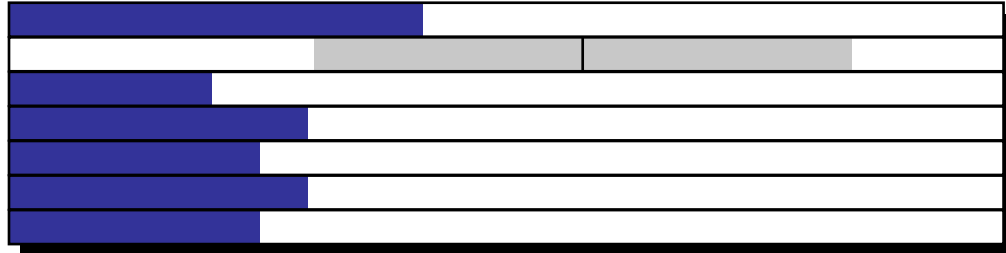
0 1 2 3 4 5 6 7 8 9 10



5.5 **Job**
 5.4 *
 8.5 John Smith
 7.5 Bill Bonnet
 7.5 Juan Kensington
 6.0 Alexander Thomas
 8.5 Jason Bruce

5. ANALYSIS OF DATA

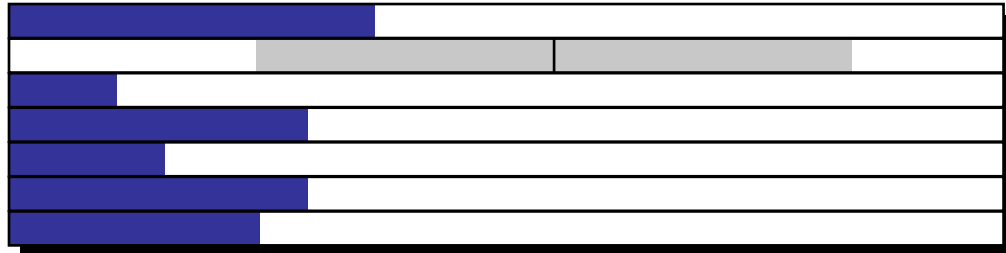
0 1 2 3 4 5 6 7 8 9 10



4.2 **Job**
 5.9 *
 2.0 John Smith
 3.0 Bill Bonnet
 2.5 Juan Kensington
 3.0 Alexander Thomas
 2.5 Jason Bruce

6. ORGANIZED WORKPLACE

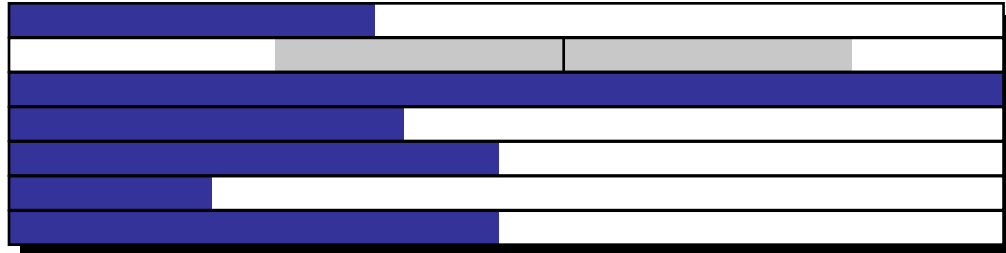
0 1 2 3 4 5 6 7 8 9 10



3.7 **Job**
 5.6 *
 1.0 John Smith
 3.0 Bill Bonnet
 1.5 Juan Kensington
 3.0 Alexander Thomas
 2.5 Jason Bruce

7. COMPETITIVENESS

0 1 2 3 4 5 6 7 8 9 10



3.7 **Job**
 5.7 *
 10.0 John Smith
 4.0 Bill Bonnet
 5.0 Juan Kensington
 2.0 Alexander Thomas
 5.0 Jason Bruce

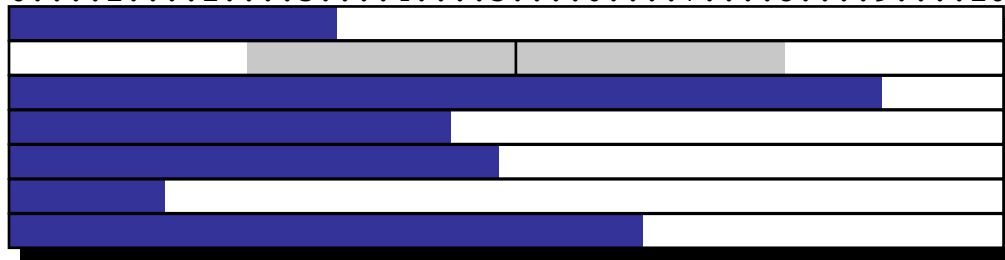
* 68% of the population falls within the shaded area.



BEHAVIORAL HIERARCHY

8. URGENCY

0 1 2 3 4 5 6 7 8 9 10



- 3.3 **Job**
- 5.2 *
- 9.0 John Smith
- 4.5 Bill Bonnet
- 5.0 Juan Kensington
- 1.5 Alexander Thomas
- 6.5 Jason Bruce

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



JOB COMPETENCIES SUMMARY

This section provides you with a better understanding of the job competencies required for superior performance. Feedback is provided on the seven most highly ranked competencies. Read each one to gain insights about the job. This information is designed to apply to coaching and other developmental activities for anyone selected to perform this job.

1. **CUSTOMER SERVICE:** Anticipating, meeting and/or exceeding customer needs, wants and expectations.

- Strives to anticipate, identify and understand customers' wants, needs and concerns.
- Responds to customers with a sense of urgency.
- Follows through on customer requests.
- Is patient and courteous with customers.
- Resolves issues and complaints to the satisfaction of customers.
- Expend extraordinary effort to satisfy customers.
- Develops relationships with customers.
- Partners with customers to assist them in achieving their objectives.
- Acts as an advocate for customers' needs.
- Takes professional risks for the sake of customers' needs.

2. **EMPATHY:** Identifying with and caring about others.

- Demonstrates genuine concern for others.
- Respects and values people.
- Perceives and is sensitive to the emotions people experience.
- Expend considerable effort to understand the real needs, concerns and feelings of others.
- Advocates for the interests, needs and wants of others.
- Demonstrates cross-cultural sensitivity and understanding.
- Takes personal and/or professional risks for the sake of others.



JOB COMPETENCIES SUMMARY

3. **INTERPERSONAL SKILLS:** Effectively communicating, building rapport and relating well to all kinds of people.

- Strives for self-awareness.
- Demonstrates sincere interest in others.
- Treats all people with respect, courtesy and consideration.
- Respects differences in the attitudes and perspectives of others.
- Listens, observes and strives to gain understanding of others.
- Communicates effectively.
- Sensitive to diversity issues.
- Develops and maintains relationships with many different kinds of people regardless of cultural differences.

4. **PERSUASION:** Convincing others to change the way they think, believe or behave.

- Utilizes the knowledge of other's needs, wants, beliefs, attitudes, and behavior to promote a concept, product or service.
- Builds trust and credibility before attempting to promote concepts, products or services.
- Understands and utilizes compliance-producing behaviors to influence others such as authority, being likeable, proof of the prior compliance of others, limited availability, sampling or giving something away to create a sense of obligation.
- Uses logic and reason to develop rational arguments that challenge current assumptions, attitudes, beliefs, and behavior.
- Identifies and addresses the social, emotional, economic, and practical barriers that prevent people from complying.
- Adapts techniques and approaches to the needs and wants of those being influenced.



JOB COMPETENCIES SUMMARY

5. **CONTINUOUS LEARNING:** Taking initiative in learning and implementing new concepts, technologies and/or methods.
 - Demonstrates curiosity and enthusiasm for learning.
 - Takes initiative in acquiring and mastering the skills and knowledge requirements of a position.
 - Keeps abreast of current or new information through reading and other learning methods.
 - Actively interested in new technologies, processes and methods.
 - Welcomes or seeks assignments requiring new skills and knowledge.
 - Expends considerable effort and/or expense on learning.
 - Genuinely enjoys learning.
 - Identifies applications for knowledge.
 - Is considered a knowledgeable resource by others.

6. **SELF-MANAGEMENT (TIME AND PRIORITIES):** Demonstrating self control and an ability to manage time and priorities.
 - Effectively manages emotions and impulses.
 - Effectively manages time and priorities to meet deadlines.
 - Presents self assertively.
 - Demonstrates an ability to maintain composure in the midst of crisis.
 - Strives for continuous improvement.
 - Balances personal and professional life.
 - Takes initiative and acts without waiting for direction.
 - Accepts responsibility for actions and results.



JOB COMPETENCIES SUMMARY

7. TEAMWORK: Working effectively and productively with others.

- Respects team members and their individual perspectives.
- Makes team mission and objectives a priority.
- Works toward consensus when team decisions are required.
- Meets agreed-upon deadlines on team assignments and commitments.
- Shares responsibility with team members for successes and failures.
- Keeps team members informed regarding projects.
- Supports team decisions.
- Recognizes and appreciates the contributions of team members.
- Behaves in a manner consistent with team values and mission.
- Provides constructive feedback to team and its members.
- Responds positively to feedback from team members.
- Raises and/or confronts issues limiting team effectiveness.



JOB REWARDS/CULTURE FEEDBACK

This section provides you with a better understanding of the culture of this job. The culture of any job is clearly defined by how it rewards superior performance. Feedback is provided on the three most highly ranked attributes. Read each one to gain insights about the job. This information is designed to apply to coaching and other developmental activities for anyone selected to perform this job.

1. THEORETICAL

- Rewards those who value knowledge for knowledge's sake, continuing education and intellectual growth.

2. UTILITARIAN/ECONOMIC

- Rewards those who value practical accomplishments, results and rewards for their investments of time, resources and energy.

3. SOCIAL

- Rewards those who value opportunities to be of service to others and contribute to the progress and well being of society.



BEHAVIORAL FEEDBACK

This section clarifies the nature of the behavioral traits demanded by the job. Feedback is provided on the three most highly ranked traits. Read each one to gain insights about the job. This information is designed to apply to coaching and other developmental activities for anyone selected to perform this job.

1. FREQUENT INTERACTION WITH OTHERS

- The job requires a strong "people orientation," versus a task orientation. The job will comfortably deal with multiple interruptions on a continual basis, always maintaining a friendly interface with others.

2. CUSTOMER ORIENTED

- The job demands a positive and constructive view of working with others. There will be a high percentage of time spent in listening to, understanding and successfully working with a wide range of people from diverse backgrounds to achieve "win-win" outcomes.

3. FREQUENT CHANGE

- The job requires a comfort level with "juggling many balls in the air at the same time!" It will be asked to leave several tasks unfinished, and easily move on to new tasks with little or no notice.