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management strategies that *work*

Customer Service Assessment

Prepared for:

Demo Sample

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1/10/2007 11:08:00 PM
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Customer Service Assessment OVERVIEW GRAPH

Capacity	Primary Strengths	Secondary Strengths	Secondary Development	Primary Development
Relating With Customers	ü			
Communicating With Customers		ü		
Handling Customer Rejection		ü		
Job Related Attitudes	ü			
Problem Solving Capacity		ü		
Personal Work Attitudes			ü	

Relating With Customers :

The ability to see, understand and relate with customers in an objective, unbiased manner.

Handling Customer Rejection :

The ability to maintain a strong sense of inner self worth regardless of circumstances.

Problem Solving Capacity :

The ability to identify potential customer problems and generate effective solutions.

Communicating With Customers :

The ability to listen to customers, evaluate what is important and respond effectively.

Job Related Attitudes :

The ability to work within the organizational guidelines, policies and procedures to get things done.

Personal Work Attitudes :

The ability to feel a sense of purpose and satisfaction in one's work.

Customer Service Assessment RELATING WITH CUSTOMERS

Capacity	Primary Strengths	Secondary Strengths	Secondary Development	Primary Development
Attitude Toward Customers	ü			
Prejudice/Bias Index	ü			
Reading Customer Needs	ü			
Valuing Future Business	ü			
Patience With Customers	ü			

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.

Attitude Toward Customers :

This component measures one's ability to be positive, objective and tolerant with customers.

Prejudice/Bias Index :

This component measures the degree of prejudice and bias in attitudes towards others.

Reading Customer Needs :

This component measures one's ability to see and understand the needs and interests of customers.

Valuing Future Business :

This component measures one's ability to develop and maintain a positive, realistic attitude about future business with customers.

Patience With Customers :

This capacity measures one's ability to see and accept customers as they are.

Customer Service Assessment

COMMUNICATING WITH CUSTOMERS

Capacity	Primary Strengths	Secondary Strengths	Secondary Development	Primary Development
Listening To Customers	ü			
Evaluating What Is Said			ü	
Developing A Response			ü	
Talking At The Right Time		ü		
Understanding Attitudes		ü		

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.

Listening To Customers :

This component measures how well an individual listens without imposing personal biases and expectations.

Developing A Response :

This component measures how well one can construct alternatives which address issues in a clear, understandable manner.

Understanding Attitudes :

This component measures one's ability to be tolerant and understanding of other viewpoints.

Evaluating What Is Said :

This component measures the ability to focus on crucial issues in an objective manner.

Talking At The Right Time :

This component measures how well one can decide what to say and when to say it.

Customer Service Assessment

HANDLING CUSTOMER REJECTION

Capacity	Primary Strengths	Secondary Strengths	Secondary Development	Primary Development
Self Esteem			ü	
Self Assessment			ü	
Self Confidence	ü			
Self Control	ü			
Sensitivity To Others			ü	

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.

Self Esteem :

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.

Self Assessment :

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.

Self Confidence :

The ability to develop and maintain inner strength based on the belief that one will succeed.

Self Control :

The ability to maintain self composure in difficult situations, to think and act objectively rather than impulsively and emotionally.

Sensitivity To Others :

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

Capacity	Primary Strengths	Secondary Strengths	Secondary Development	Primary Development
Meeting Established Standards	ü			
Doing Things Right	ü			
Attention to Policies and Procedures			ü	
Meeting Deadlines and Schedules			ü	
Attitude Toward Authority	ü			

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.

Meeting Established Standards :

This component measures one's respect for and conformity to established norms and principles.

Doing Things Right :

This component measures one's insistence on doing things right.

Attention to Policies and Procedures :

This component measures one's sense of respect for and commitment to organizational policies and procedures.

Meeting Deadlines and Schedules :

This component measures one's attention to and urgency to meet schedules and deadlines.

Attitude Toward Authority :

This component measures the degree of attention to and respect for organizational and social sources or authority.

Customer Service Assessment PROBLEM SOLVING CAPACITIES

Capacity	Primary Strengths	Secondary Strengths	Secondary Development	Primary Development
Evaluating What To Do			ü	
Attention To Concrete Detail				ü
Using Common Sense		ü		
Intuitive Insight	ü			
Seeing Potential Problems		ü		

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.

Evaluating What To Do :

This component measures one's ability to identify issues and allocate resources to solve the problem.

Attention To Concrete Detail :

This component measures one's ability to see and pay attention to concrete detail, recognizing flaws in things and situations.

Using Common Sense :

This component measures one's ability to use practical, common sense in problem solving situations.

Intuitive Insight :

This component measures one's ability to rely on intuitive inner feelings for identifying problems and deciding on a fruitful direction.

Seeing Potential Problems :

This component measures one's ability to size up situations and identify causes and solutions for problems.

Customer Service Assessment PERSONAL WORK ATTITUDES

Capacity	Primary Strengths	Secondary Strengths	Secondary Development	Primary Development
Role Satisfaction				ü
Flexibility/Adaptability	ü			
Health-Tension Index		ü		
Persistence	ü			
Consistency, Reliability				ü

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.

Role Satisfaction :

This component measures one's ability to feel confident and competent.

Flexibility/Adaptability :

This component measures the effect of dogmatic, rigid and black and white attitudes toward oneself and the world.

Health-Tension Index :

This component measures one's ability to balance tensions and anxieties.

Persistence :

This component measures one's ability to maintain direction in spite of obstacles and regardless of any circumstances.

Consistency, Reliability :

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.

Customer Service Assessment

PRIMARY STRENGTH COMMENTS

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.

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.

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.

Customer Service Assessment

PRIMARY STRENGTH COMMENTS

Self Confidence: (Ability To Handle Rejection)

Even though you are currently feeling uncertain and extremely frustrated in your current social/role environment, you can use this opportunity to identify new opportunities for personal development. Stop, look and listen to opportunities around you before you are ready to look for greener pastures.

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.

Sensitivity To Others: (Ability To Handle Rejection)

You have the ability to objectively assess not only the positive and negative potential of others but also the risk to you of becoming involved with others in personal, social and role relationships. You have the capacity to develop cautiously optimistic relationships without either becoming overly critical or too involved.

Meeting Established Standards: (Job Related Attitudes)

Your strong sense of perfectionism generates attention to making certain that things are done right. As a result, you have a keen appreciation of the need for standards and norms as well as a willingness to make certain that standards and preorganized strategies and expectations are met.

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.

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.

Customer Service Assessment

PRIMARY STRENGTH COMMENTS

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.

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.

Persistence: (Personal Work Attitudes)

Your strong commitment to your inner ideals, your personal goals and beliefs about the future and your sense of what is right provides a compulsive need to push ahead and will also act as a beacon to keep you on track in difficult and confusing situations.

Customer Service Assessment

SECONDARY STRENGTH COMMENTS

Talking At The Right Time: (Communicating With Customers)

You have the ability to correctly and immediately identify both what is the correct or appropriate response and when the time is right to make your point. Moreover, you have a strong commitment to what you believe is right, which will give you the confidence and assurance to say what you believe you need to say.

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.

Sensitivity To Others: (Ability To Handle Rejection)

You have the ability to objectively assess not only the positive and negative potential of others but also the risk to you of becoming involved with others in personal, social and role relationships. You have the capacity to develop cautiously optimistic relationships without either becoming overly critical or too involved.

Using Common Sense: (Problem Solving Capacity)

You have the potential for a very unconventional, novel view of practical common sense issues. This capacity can develop the ability to be creative in your thinking seeing ways of doing things which others tend to overlook and can build a strongly individualistic drive to do things in your own unique way.

Seeing Potential Problems: (Problem Solving Capacity)

You have a good capacity for identifying what the crucial issues in complex and confusing situations and how these issues are integrated into the overall perspective of the problem situation. You know what is important and needs attention, can see the heart of the problem and can identify alternatives for resolving the problem in an effective manner.

Health-Tension Index: (Personal Work Attitudes)

You have a unique combination of clear personal identity and an excellent sense of balance in your life. You also have the ability to see and accept not only your personal successes and but also the successes and mistakes which happen in the world in a realistic way. You will likely maintain your belief that things will work for the best.

Customer Service Assessment

SECONDARY DEVELOPMENT COMMENTS

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.

Developing A Response: (Communicating With Customers)

Your strong sense of compassion and concern for others can cause you to be subjective in your judgments, to be too concerned about meeting the needs and interests of others, and to expect more out others than they can give. Rely on your common sense to develop techniques to remind you that you are being too trusting and sympathetic.

Self Esteem: (Handling Customer Rejection)

You are currently depreciating your own inner worth, measuring yourself against ideals and expectations and blowing up your imperfections. As a result, you may have difficulty keeping control and promise more than can be delivered or more than is necessary.

Self Assessment: (Handling Customer Rejection)

You may have difficulty clearly and realistically assessing your strengths and limitations. As a result, you may bite off more than you can chew, overlook your own potential for mistakes and have difficulty maintaining consistent confidence in your ability to perform.

Sensitivity To Others (Handling Customer Rejection)

You are extremely concerned about meeting the needs and interests of prospects and clients and as a result can become overly sensitive about what others think or say. As a result you may have difficulty handling objections and dealing with difficult situations.

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.

Customer Service Assessment **SECONDARY DEVELOPMENT COMMENTS**

Meeting Schedules And Deadlines: (Job Related Attitudes)

You have a strong sense of perfection and idealism which can lead you to very perfectionistic 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.

Customer Service Assessment

PRIMARY DEVELOPMENT COMMENTS

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.

Role Satisfaction: (Personal Work Attitudes)

You are currently in social/role transition uncertain about what you want to do and feeling frustrated and dissatisfied about your current circumstances. Seek feedback either individually or in a course on self development to evaluate what you want to do, what you feel you should do, and what opportunities for action exist around you.

Consistency: (Personal Work Attitudes)

A combination of a compulsive need to push ahead and a feeling of frustration and dissatisfaction about your current circumstances can lead to inconsistencies in your decisions and actions. Take the time to examine your priorities and expectations to make certain that you can realistically accomplish what you set out to do.

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

Intuitive Insight

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 very good 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.

Customer Service Assessment

IDENTIFYING VALUE TALENT

BUILDING VALUES

(Sources of Flow)

Innovative, Inventive Practical Thinking

Your individualistic, unconventional practical thinking ability gives you the capacity to create ways of seeing and doing things which others are likely to overlook because they think in more habitual ways. You can readily identify crucial issues and generate ways of solving problems which are innovative and practical. Your individualism can lead you to spend too much time and energy trying to challenge existing ways of doing things and to develop novel ideas and solutions to problems.

You have very strong intuitive insights and hunches about what is a fruitful direction. Your individualism can generate novel, creative solutions to problems but can also lead you to spend too much time and energy looking for new ideas and ways to solve problems. In any case, you will overtly or covertly seek to get things done in the way which you feel is most practical even when you must find ways around accepted practices.

Excellent 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 an excellent ability for seeing and appreciating the need for order, structure and conceptual meaning. You have a keen appreciation of 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.

Customer Service Assessment

IDENTIFYING VALUE TALENT

BUILDING VALUES

(Sources of Flow)

Self Direction and Self Determination

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 are extremely fortunate to have a powerful combination of insight into inner ideals and a strong commitment to self direction, to the creation and fulfillment of your goals. This combination gives you the capacity to be very goal directed, capable of seeing goals and driving toward them with persistence. Your commitment to personal ideals gives you a sense of self excellence and perfection which can lead you to demand the best out of yourself and a strong moral code which instills a sense of responsibility for your conduct. Your persistence, however, can turn into insistence that your way is right regardless of circumstances.

Dynamic, Positive Self Attitude

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 do not always occur 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 yourself. You genuinely believe that, regardless of the circumstances, you will be able to find a way out of your difficulties. You can see opportunities for development and ways to utilize your mistakes as learning experiences. You have the inner courage to keep trying even when things do not work out for you. The best is possible for you because you believe that the best is possible.

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

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.

Creative, Individualistic Problem Solving Ability

Problem solving is typically seen as a three stage process recognizing what the problem is, identifying alternatives for solving the problem and developing potential solutions. Within the boundaries of these problem solving stages, there are three general types of problems or issues problems which deal with individuals, practical, concrete problems, and problems which deal with thinking and planning for the consequences of decisions. Moreover, there are three corresponding types of problem solving skills intuitive insight, practical, common sense thinking, and conceptual, analytical thinking and planning.

You have a powerful combination of gifts for problem solving. You are a highly creative, innovative thinker and problem solver. You have the ability to have insight into problems which others are likely to miss because they think more habitually. You will likely be an individualist who will covertly or overtly get things done regardless of circumstances. Your potential creativity can generate spontaneity and energy in your problem solving activities.

Customer Service Assessment

IDENTIFYING VALUE TALENT

BLOCKING VALUES

(Sources of Interference)

A Need For Self Affirmation

One of the most consistent factors we have seen in over seventy percent of all individuals is a tendency to not give themselves enough credit. We have seen this factor in individuals who are top achievers as well as individuals who are not achieving any success in their careers. We call this factor a need for self affirmation, that is, a need to do something such that other people will affirm that you are worthy and have value.

You are currently experiencing this common need for self affirmation. As a result, you will tend to measure yourself against what you think you ought to be or against what others think you ought to be. You may feel frustrated and disappointed in yourself even when you are achieving success. Moreover, you tend to be too sensitive to what others think or say about you. Because you do have a good understanding of your inner self worth, the need for self affirmation will likely function as a motivating factor building a strong need to achieve recognition and attention to your worth.

Perfectionistic Self Image and Expectations

Sometimes the strength which results from our focused attention and energy can become a blocking, restrictive force. We are all familiar with examples of persons of enormous talent in sports, academics, or politics who are highly successful in their work but have difficulty handling relationships, running their businesses or simply coping with normal problems. These individuals act as though they have blinders on seeing only what is in front of them.

Your commitment to personal goals and ideals which produces drive and persistence can potentially lead you to put blinders on and become too focused on what you think is right for you. As a result, you can become stubborn about what you must do turning persistence into insistence that your way is right regardless of circumstances. You tend to set goals which are challenging but are not rewarding leading you to either lose interest in them or not feel satisfied when you achieve them. Moreover, you may feel that you have no choice but to 'do what you have to do', leading to frustration and anxiety when things do not work out exactly as you expect.

Customer Service Assessment

IDENTIFYING VALUE TALENT

BLOCKING VALUES

(Sources of Interference)

Social and Role Transition

We tend to spend so much of our time focusing on what we believe we have to do that we do not stop to ask ourselves whether what we are doing is best for us. As a result, there never seems to be enough time or the right opportunity for us to redefine our goals and ideals and to probe what we really want to do with our lives. You are currently experiencing a feeling of frustration and dissatisfaction about where you are and what you are doing which will lead you to ask questions about what is best for you, what you really want to do with your life, and what are you willing to consistently commit your time and energy to accomplish.

The uncertainty about what is best in your current situation can generate a sense of caution or hesitancy about pushing ahead until you are certain which steps are best, a sense of doubt about whether your current situation will allow you to perform to your potential or whether you can measure up to what you believe is your best, and a restless, dissatisfied feeling which can lead you to overlook opportunities for development in your current environment.

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.

Customer Service Assessment
VALUE STRUCTURE OVERVIEW
WORLD

EMPATHY
(CRYSTAL CLEAR)

You are a keenly perceptive individual who has an excellent capacity for seeing and appreciating the inner worth and individuality of others. You are optimistic and concerned about others but may tend to become too personally involved with others, to become too sensitive about what others think or say. You tend to open more readily to those who meet your idealistic and preset ideas and expectations.

PRACTICAL THINKING
(UNCONVENTIONAL)

You are a very unconventional, non-conformist thinker who tends to see practical, concrete values in patterns which others, because of a more traditional way of thinking, are likely to miss. You tend to be somewhat skeptical and hesitant in your thinking about practical matters and can develop a 'chip on the shoulder' attitude when things do not work out as planned.

SYSTEM JUDGMENT
(CRYSTAL CLEAR)

You are a perfectionist who has strong expectations that things be done right. You are a structured, analytical thinker and planner focusing on organizing things into a preset plan. You are an integrative thinker and planner who has an excellent ability to see how things fit together into a total picture and are a proactive thinker and planner who likes to plan ahead.

Customer Service Assessment
VALUE STRUCTURE OVERVIEW
SELF

SELF ESTEEM
(CLEAR)

You have the ability to understand your inner self worth but you are currently depreciating your own inner worth. You do not give yourself as much credit as you should measuring yourself either against your own idealistic and perfectionistic expectations or against the expectations of others. In either case, you will tend to blow up your imperfections and become sensitive to what others think or say about you.

ROLE AWARENESS
(VISIBLE)

You have the ability to understand your social/role image but are currently in social/role transition feeling doubts and uncertainty either about your ability to perform to potential or about your social/role image. As a result, you are likely to feel frustration and dissatisfaction in your current situation. Your actions and decisions are likely to be inconsistent shifting from uncertainty to a feeling of confidence.

SELF DIRECTION
(CLEAR)

You are an extremely goal directed person who has a strong sense of commitment to inner ideals and principles, to what you think is right. You are a very persistent person who is likely to remain on target regardless of circumstances; however, this persistence can turn into insistence that your way is right regardless of circumstances and into a compulsive need to push ahead.

COMPOSITE ATTITUDE SURVEY

WORLD CLARITY	INATTENTIVE TO THE CAPACITY	CAUTIOUS ABOUT THE CAPACITY	ATTENTIVE TO THE CAPACITY	OVERATTENTIVE TO THE CAPACITY
EMPATHY (CRYSTAL CLEAR)				KEENLY PERCEPTIVE CAUTIOUSLY OPTIMISTIC PRESET
PRACTICAL JUDGMENT (UNCONVENTIONAL)	INDIVIDUALISTIC ORIGINAL INVENTIVE SKEPTICAL PRAGMATIC			
SYSTEM JUDGMENT (CRYSTAL CLEAR)			KEENLY PERCEPTIVE IDEALISTIC PROACTIVE INTERACTIVE	

- **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 CLARITY	INATTENTIVE TO THE CAPACITY	CAUTIOUS ABOUT THE CAPACITY	ATTENTIVE TO THE CAPACITY	OVERATTENTIVE TO THE CAPACITY
SELF ESTEEM (CLEAR)	INATTENTIVE TO INNER SELF TOO DEMANDING ON AND CRITICAL OF THEMSELVES			
ROLE AWARENESS (VISIBLE)	SOCIAL/ROLE TRANSITION QUESTIONING DISSATISFIED INCONSISTENT			
SELF DIRECTION (CLEAR)				PERCEPTIVE PERFECTIONISTIC IDEALISTIC PERSISTENT INSISTENT

- **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.

COMPOSITE ATTITUDE SURVEY

WORLD

DIMENSION	CLARITY	LEVEL OF ATTENTION	DESCRIPTION
EMPATHY	CRYSTAL CLEAR	OVERATTENTIVE TO THE CAPACITY	KEENLY PERCEPTIVE CAUTIOUSLY OPTIMISTIC PRESET
PRACTICAL JUDGMENT	UNCONVENTIONAL	INATTENTIVE TO THE CAPACITY	INDIVIDUALISTIC ORIGINAL INVENTIVE SKEPTICAL PRAGMATIC
SYSTEM JUDGMENT	CRYSTAL CLEAR	ATTENTIVE TO THE CAPACITY	KEENLY PERCEPTIVE IDEALISTIC PROACTIVE INTERACTIVE

- **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

DIMENSION	CLARITY	LEVEL OF ATTENTION	DESCRIPTION
SELF ESTEEM	CLEAR	INATTENTIVE TO THE CAPACITY	INATTENTIVE TO INNER SELF TOO DEMANDING ON AND CRITICAL OF THEMSELVES
ROLE AWARENESS	VISIBLE	INATTENTIVE TO THE CAPACITY	SOCIAL/ROLE TRANSITION QUESTIONING DISSATISFIED INCONSISTENT
SELF DIRECTION	CLEAR	OVERATTENTIVE TO THE CAPACITY	PERCEPTIVE PERFECTIONISTIC IDEALISTIC PERSISTENT INSISTENT

- **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.