



# TTI Personal Talent Skills Inventory®

Customer Service Version



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Company Inc.  
5-5-2010



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## INTRODUCTION

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

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

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

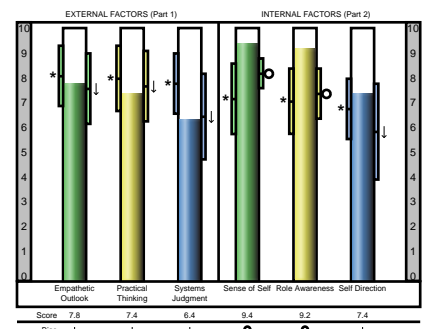
- Intrinsic - People
- Extrinsic - Tasks or things
- Systemic - Systems

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



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

- Gina would benefit from asking the reason for certain rules or systems, to better understand them.
- She could benefit from making a conscious effort to develop better two-way communication with authority figures.
- She should practice better balance between the value placed on others and activities compared to structure or systems.
- She would benefit from gaining a clearer understanding of people and activities.
- Gina likes to be a part of the process of getting things done together with others.
- She performs best in positions with hands-on management.
- She needs an atmosphere that has a clear structure and a well-defined chain of command.
- She tends to view processes and systems as flexible guidelines for others.
- Gina will enjoy an environment in which contributions are recognized, properly rewarded, and appreciated.

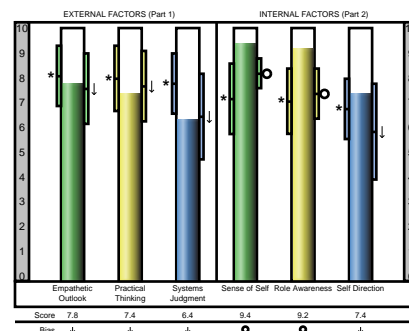




## SELF VIEW

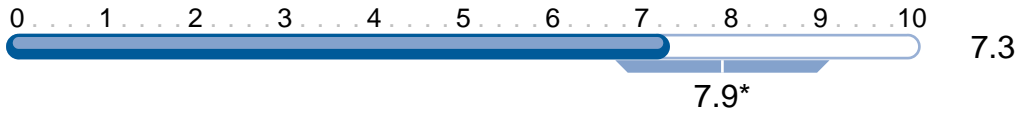
This is how Gina sees herself. This view measures her clarity and understanding of herself, her roles in life and her direction for the future. The internal dimensions are a reflection of her from both personal and professional viewpoints. The statements below are based primarily on the 3 dimensions on the right side of the dimensional balance page and are in a random order.

- Gina is confident in her abilities to perform and fulfill her roles and responsibilities.
- She sees the future as a process of discovery, rather than being clear-cut and definite.
- She uses her understanding of herself and her roles to overcome difficult situations.
- She is open to future possibilities and opportunities.
- Gina shows a strong and equally developed focus on who she is and her life roles.
- She is not strict about concepts or images that guide her forward and shape her future.
- She is more concerned about what is happening in the present than with planning a clear and definite future.
- She is flexible about her long term future which should help her to take advantage of the best opportunities.
- Gina does not have a strong appreciation for planning her future.

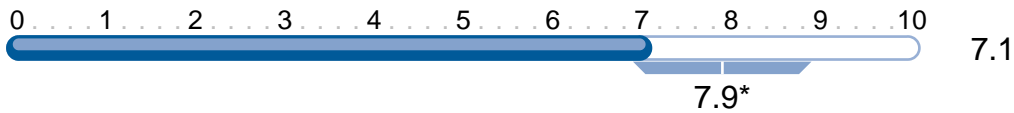




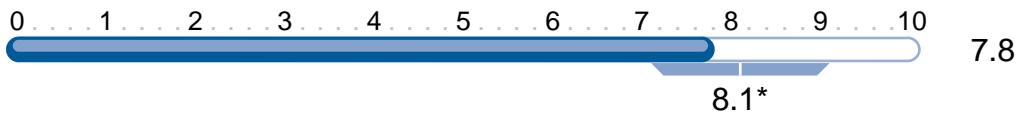
**ATTITUDE TOWARD OTHERS:** The general capacity one has for relating with other people.



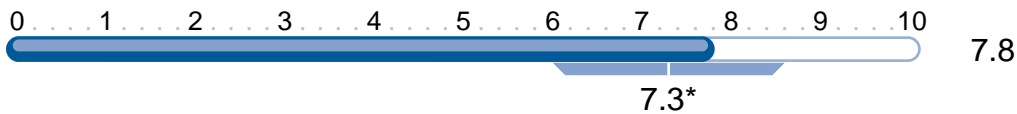
**EMOTIONAL CONTROL:** The ability to appear to be rational and in-control when facing problems or crises.



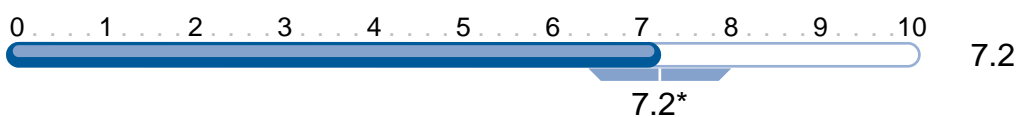
**EMPATHETIC OUTLOOK:** The capacity to perceive and understand the individuality in others.



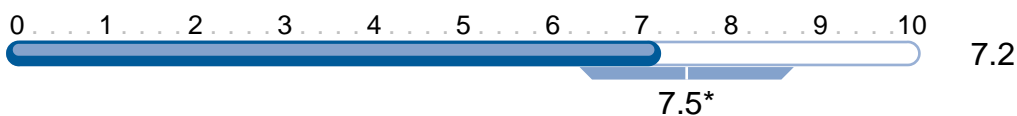
**JOB ETHIC:** The capacity to fulfill the professional responsibilities with a strong sense of moral duty and obligation they have been given.



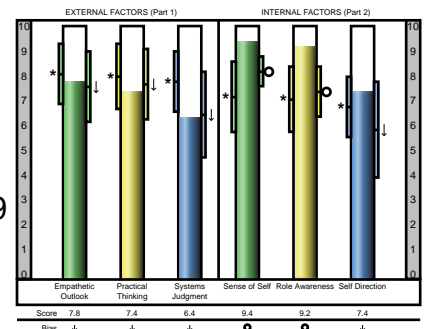
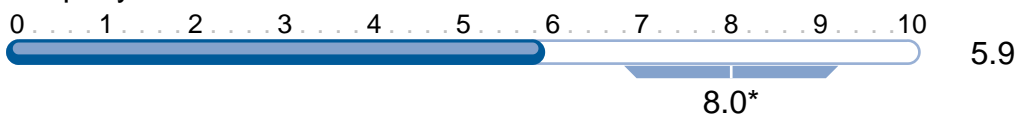
**PERSONAL ACCOUNTABILITY:** The capacity to take responsibility for one's own actions, conduct, obligations and decisions without excuses.



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



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

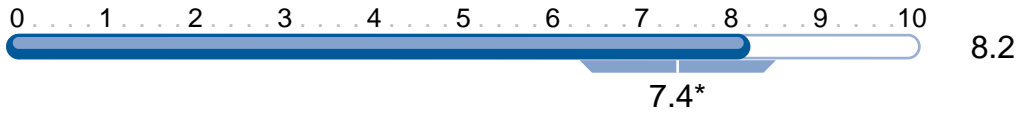


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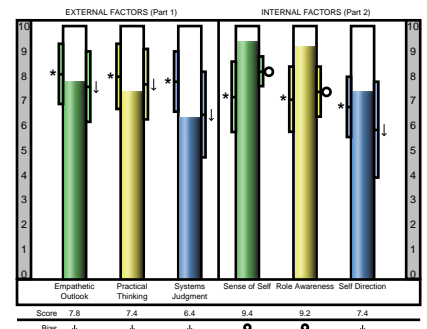
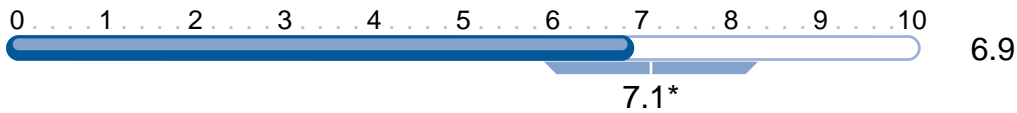
\* 68% of the population falls within the shaded area.



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



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



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



# THE CUSTOMER SERVICE SKILLS SUMMARY

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

## COMMUNICATING WITH CUSTOMERS



## CONFLICT AND PROBLEM RESOLUTION



## RELATING WITH OTHERS



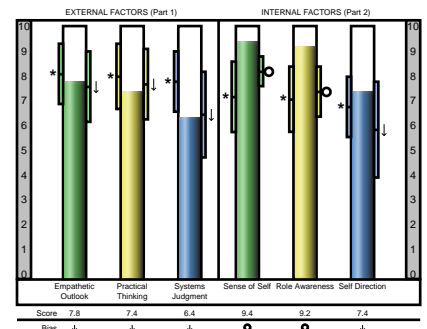
## SELF MANAGEMENT



## WORK ATTITUDE



## WORK ETHIC

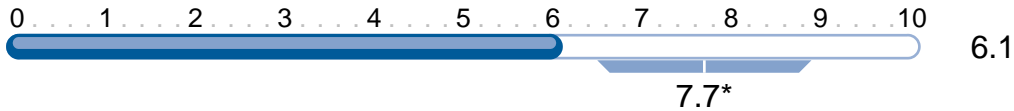




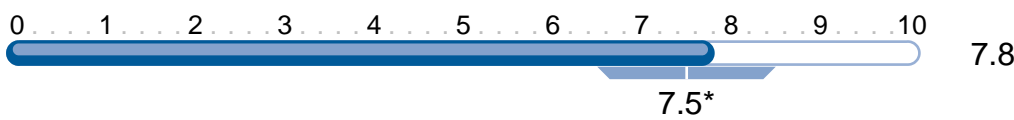
# COMMUNICATING WITH CUSTOMERS

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

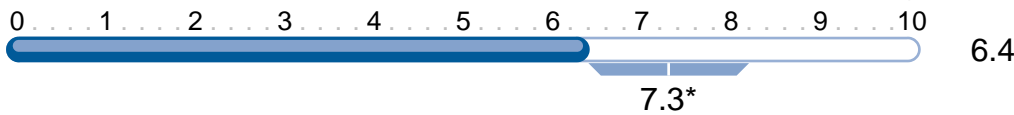
**EVALUATING WHAT IS SAID:** The capacity to objectively listen, understand and accurately interpret what someone else is saying.



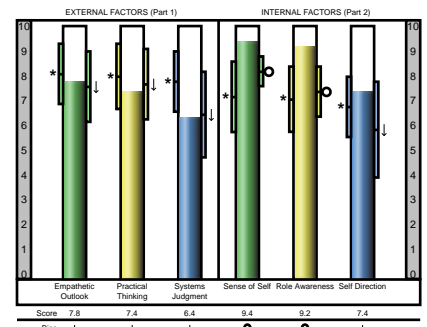
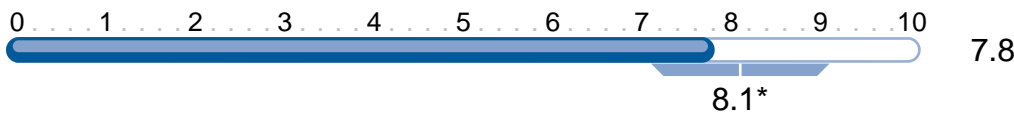
**SENSE OF TIMING:** The ability to do the correct thing at the correct time.



**SURRENDERING CONTROL:** The capacity of a person to voluntarily surrender control and accept the authority of another person or group.



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



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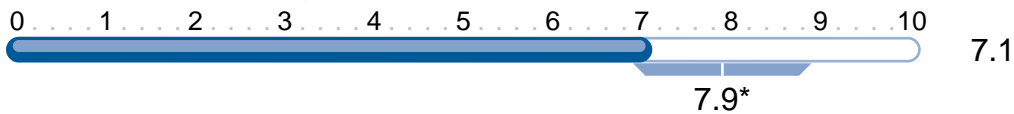




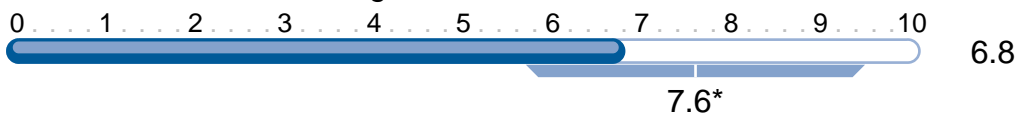
# CONFLICT AND PROBLEM RESOLUTION

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

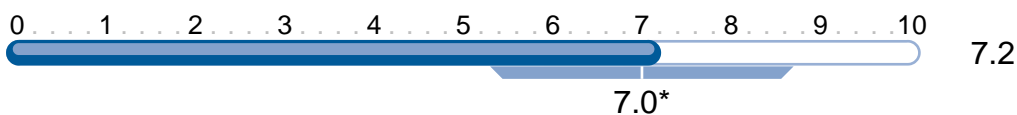
**EMOTIONAL CONTROL:** The ability to appear to be rational and in-control when facing problems or crises.



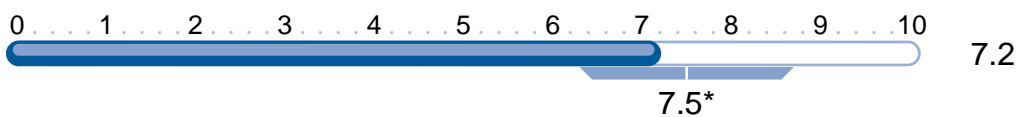
**INTEGRATIVE ABILITY:** The capacity to see different components of a situation and tie them together to see the situation as a whole.



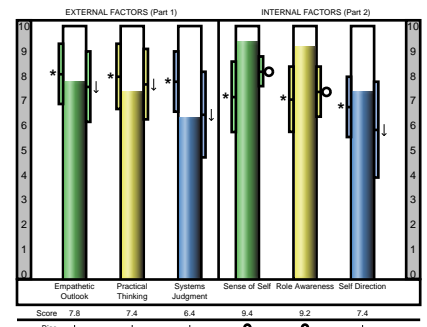
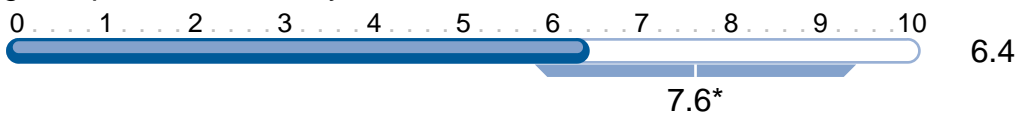
**INTUITIVE DECISION MAKING:** The capacity to make decisions by looking at the most essential elements and without all the facts or data.



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



**USING COMMON SENSE:** The capacity to be resourceful and apply good, practical, ordinary sense in whatever situations arise.



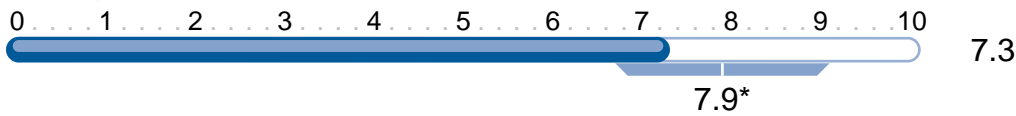
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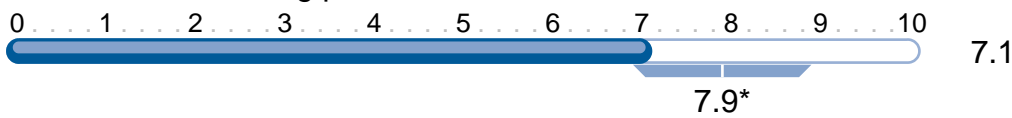
# RELATING WITH OTHERS

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

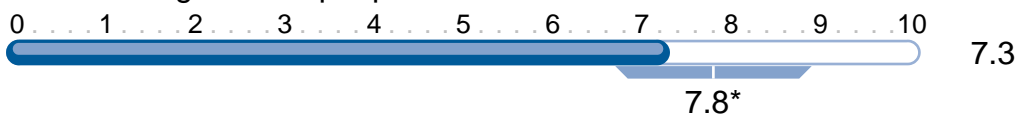
**ATTITUDE TOWARD OTHERS:** The general capacity one has for relating with other people.



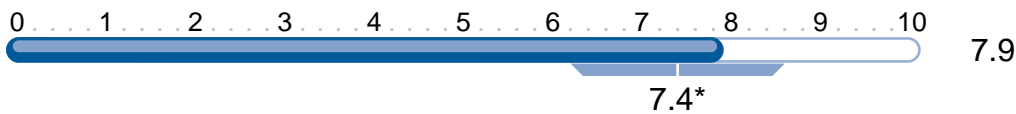
**EMOTIONAL CONTROL:** The ability to appear to be rational and in-control when facing problems or crises.



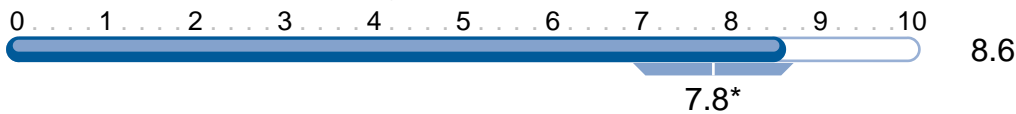
**FREEDOM FROM PREJUDICES:** The ability to maintain objectivity when relating to other people.



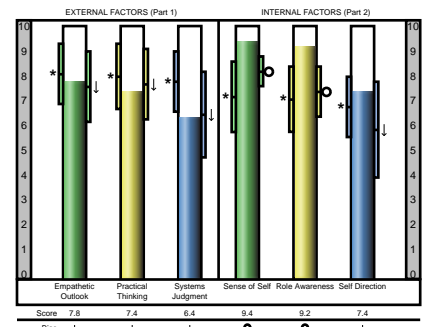
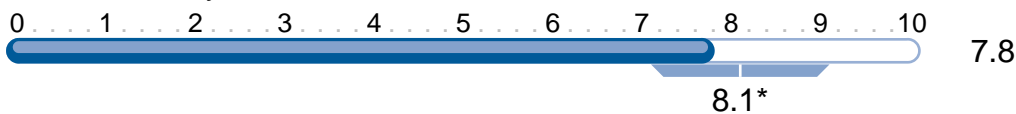
**HANDLING REJECTION:** The capacity to exhibit persistence and strong will in the face of objections.



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



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

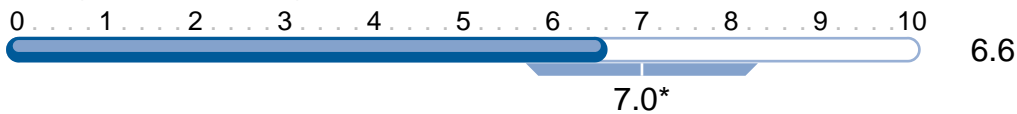


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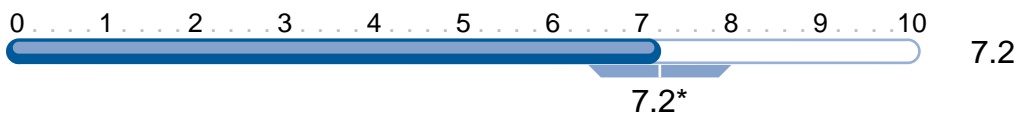


In order to be successful, Gina must manage herself. This area reveals Gina's ability to manage time, tasks, activities and projects. It also reveals her ability to deliver results.

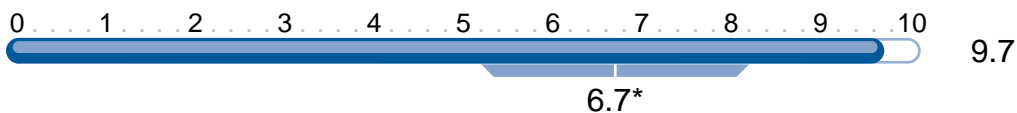
**HANDLING STRESS:** The ability to maintain composure and internal strength when coping with external and internal pressures.



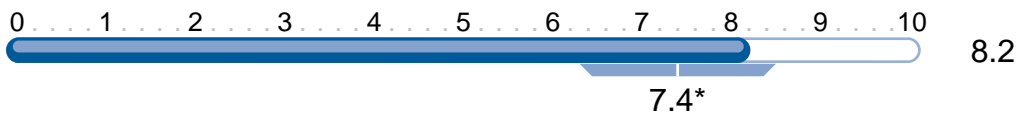
**PERSONAL ACCOUNTABILITY:** The capacity to take responsibility for one's own actions, conduct, obligations and decisions without excuses.



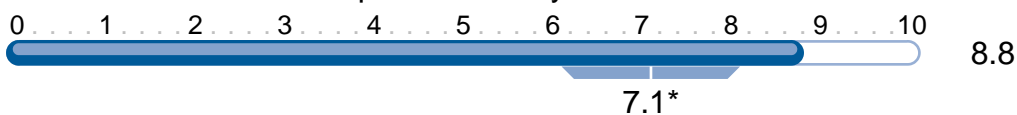
**SELF ASSESSMENT:** The capacity to objectively understand and evaluate one's self.



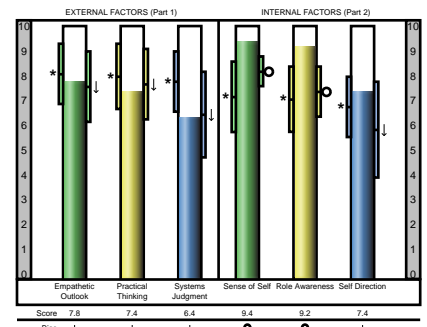
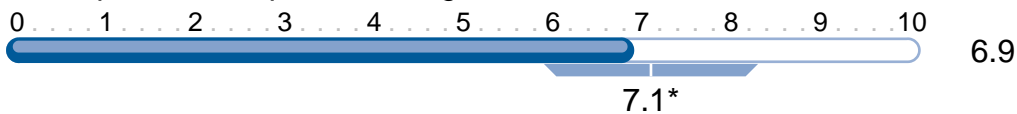
**SELF CONFIDENCE:** A measure of a person's assured self-reliance in his or her abilities.



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



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

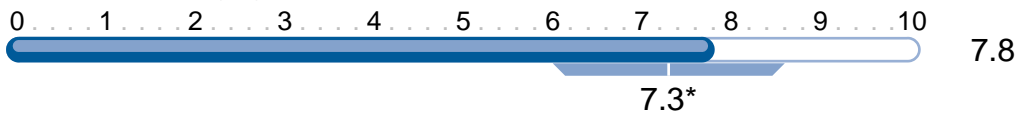


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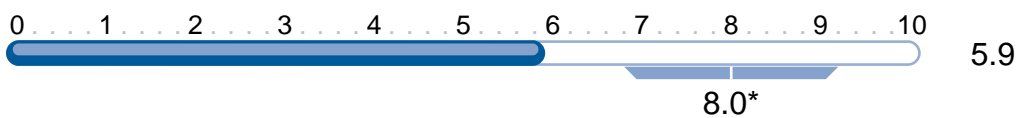


This reveals Gina's attitude toward her current work environment. This measure also shows the degree to which Gina feels she is able to do her job consistently and correctly.

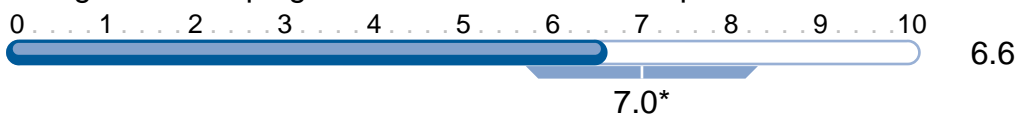
**CONSISTENCY AND RELIABILITY:** The capacity to regularly and dependably engage in and complete tasks or processes.



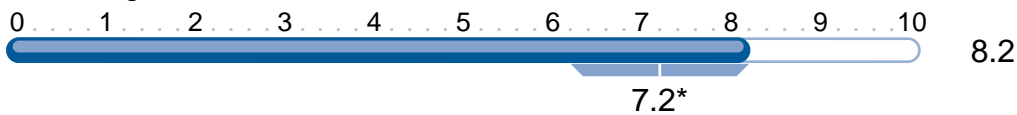
**FOLLOWING DIRECTIONS:** The capacity to hear, understand and follow instructions.



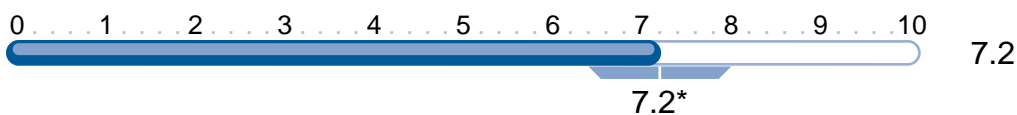
**HANDLING STRESS:** The ability to maintain composure and internal strength when coping with external and internal pressures.



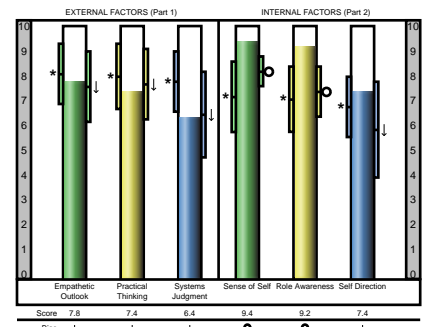
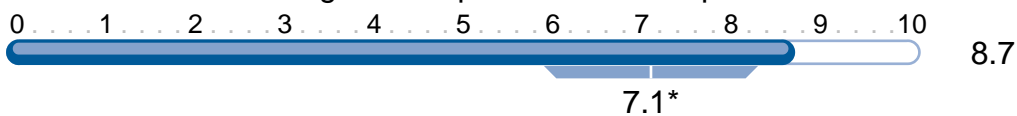
**PERSISTENCE:** The capacity to steadily pursue any project or goal that a person is committed to in spite of difficulty, opposition or discouragement.



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



**ROLE CONFIDENCE:** The capacity of maintaining confidence and self-reliance for fulfilling various professional and personal roles.

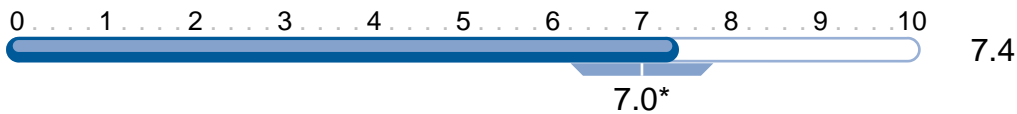


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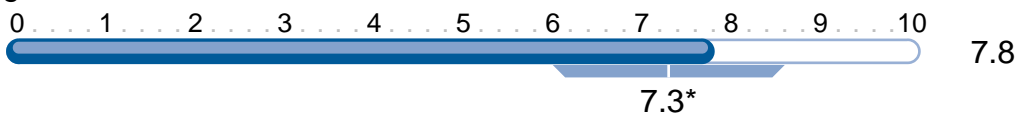


These scores reveal how hard Gina likes to work. It is also a measure of just how respectful Gina is of company property and policies.

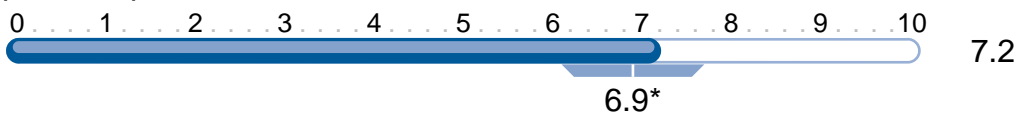
**BALANCED DECISION MAKING:** The ability to make consistently sound and timely decisions in one's personal and professional life.



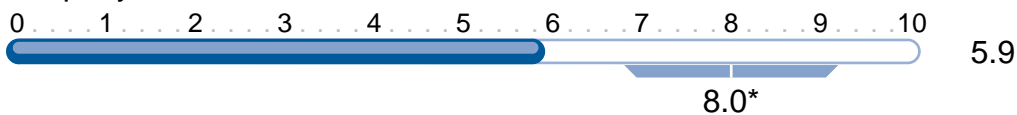
**JOB ETHIC:** The capacity to fulfill the professional responsibilities with a strong sense of moral duty and obligation they have been given.



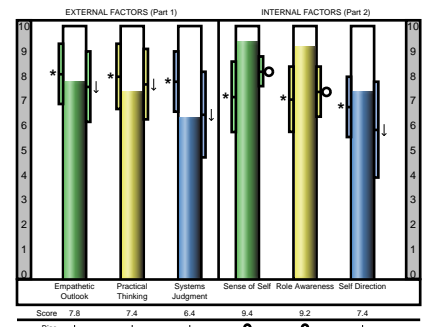
**MEETING STANDARDS:** The ability to perform work according to precise specifications.



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



**RESPECT FOR PROPERTY:** A measure of the level of respect and appreciation for the property that belongs to others or the company.



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



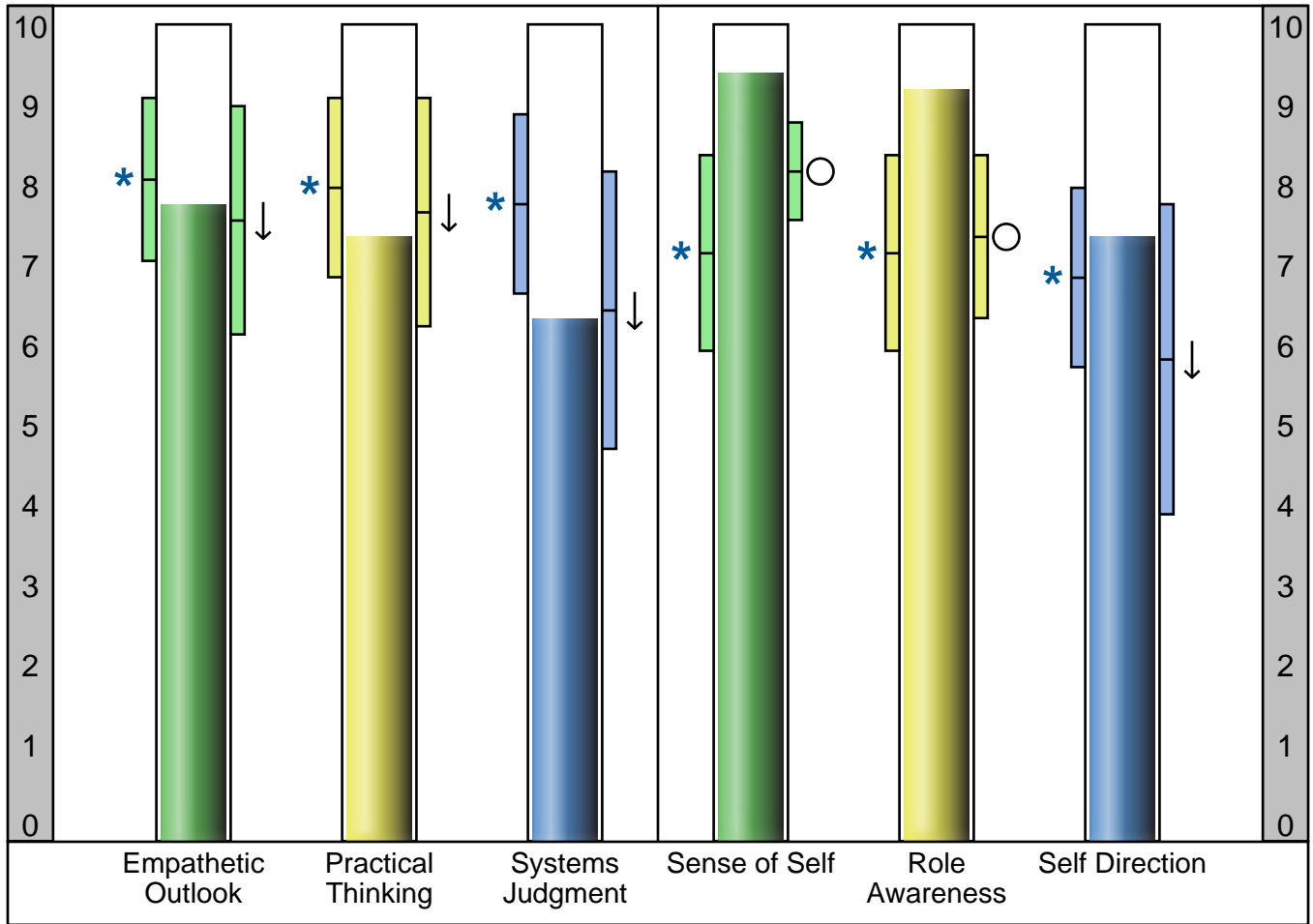
# CUSTOMER SERVICE-DIMENSIONAL BALANCE

For consulting and coaching

\* Population mean  
 ↑ Overvaluation  
 ○ Neutral valuation  
 ↓ Undervaluation

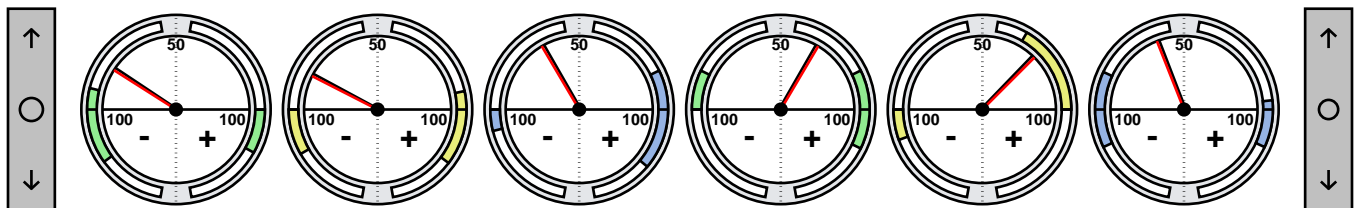
## EXTERNAL FACTORS (Part 1)

## INTERNAL FACTORS (Part 2)



Score 7.8      7.4      6.4      9.4      9.2      7.4

Bias ↓      ↓      ↓      ○      ○      ↓



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Score	Mean	Description	Score	Mean	Description
9.7	6.7	Self Assessment	6.9	7.1	Personal Drive
9.4	7.3	Sense of Self	6.8	7.7	Evaluating Others
9.4	8.1	Self Improvement	6.8	7.6	Integrative Ability
9.4	7.4	Enjoyment of the Job	6.7	7.4	Developing Others
9.2	7.1	Role Awareness	6.7	7.6	Long Range Planning
8.8	7.1	Internal Self Control	6.7	8.2	Respect for Property
8.7	7.1	Role Confidence	6.6	7.3	Results Orientation
8.6	7.8	Relating to Others	6.6	7.0	Handling Stress
8.3	7.6	Status and Recognition	6.4	7.3	Surrendering Control
8.2	7.4	Self Confidence	6.4	7.6	Using Common Sense
8.2	7.5	Quality Orientation	6.4	7.8	Systems Judgment
8.2	7.2	Persistence	6.3	8.3	Theoretical Problem Solving
8.1	7.5	Accountability for Others	6.2	7.3	Conceptual Thinking
8.1	7.9	Conveying Role Value	6.1	7.4	Project and Goal Focus
8.1	7.8	Persuading Others	6.1	7.9	Correcting Others
7.9	8.2	Realistic Goal Setting for Others	6.1	7.7	Evaluating What is Said
7.9	7.4	Handling Rejection	5.9	8.0	Following Directions
7.8	7.3	Consistency and Reliability	5.9	7.6	Concrete Organization
7.8	7.3	Job Ethic	5.9	7.7	Realistic Expectations
7.8	6.9	Initiative	5.9	8.0	Respect for Policies
7.8	7.5	Sense of Timing			
7.8	8.1	Empathetic Outlook			
7.8	7.7	Sense of Belonging			
7.6	7.1	Gaining Commitment			
7.6	8.1	Understanding Motivational Needs			
7.5	7.6	Realistic Personal Goal Setting			
7.5	7.3	Sense of Mission			
7.5	7.4	Self Management			
7.4	7.0	Balanced Decision Making			
7.4	6.9	Self Direction			
7.4	8.0	Practical Thinking			
7.3	7.9	Attitude Toward Others			
7.3	7.8	Freedom from Prejudices			
7.3	7.9	Leading Others			
7.3	7.9	Sensitivity to Others			
7.3	8.1	Personal Relationships			
7.2	7.0	Intuitive Decision Making			
7.2	7.2	Personal Accountability			
7.2	7.3	Project Scheduling			
7.2	7.5	Problem Solving			
7.2	6.9	Meeting Standards			
7.2	8.0	Material Possessions			
7.2	7.2	Taking Responsibility			
7.1	7.9	Proactive Thinking			
7.1	7.9	Emotional Control			
7.1	7.8	Monitoring Others			
7.0	8.0	Attention to Detail			



Score	Mean	Description	Score	Mean	Description
8.1	7.5	Accountability for Others	6.6	7.3	Results Orientation
7.0	8.0	Attention to Detail	9.2	7.1	Role Awareness
7.3	7.9	Attitude Toward Others	8.7	7.1	Role Confidence
7.4	7.0	Balanced Decision Making	9.7	6.7	Self Assessment
6.2	7.3	Conceptual Thinking	8.2	7.4	Self Confidence
5.9	7.6	Concrete Organization	7.4	6.9	Self Direction
7.8	7.3	Consistency and Reliability	9.4	8.1	Self Improvement
8.1	7.9	Conveying Role Value	7.5	7.4	Self Management
6.1	7.9	Correcting Others	7.8	7.7	Sense of Belonging
6.7	7.4	Developing Others	7.5	7.3	Sense of Mission
7.1	7.9	Emotional Control	9.4	7.3	Sense of Self
7.8	8.1	Empathetic Outlook	7.8	7.5	Sense of Timing
9.4	7.4	Enjoyment of the Job	7.3	7.9	Sensitivity to Others
6.8	7.7	Evaluating Others	8.3	7.6	Status and Recognition
6.1	7.7	Evaluating What is Said	6.4	7.3	Surrendering Control
5.9	8.0	Following Directions	6.4	7.8	Systems Judgment
7.3	7.8	Freedom from Prejudices	7.2	7.2	Taking Responsibility
7.6	7.1	Gaining Commitment	6.3	8.3	Theoretical Problem Solving
7.9	7.4	Handling Rejection	7.6	8.1	Understanding Motivational Needs
6.6	7.0	Handling Stress	6.4	7.6	Using Common Sense
7.8	6.9	Initiative			
6.8	7.6	Integrative Ability			
8.8	7.1	Internal Self Control			
7.2	7.0	Intuitive Decision Making			
7.8	7.3	Job Ethic			
7.3	7.9	Leading Others			
6.7	7.6	Long Range Planning			
7.2	8.0	Material Possessions			
7.2	6.9	Meeting Standards			
7.1	7.8	Monitoring Others			
8.2	7.2	Persistence			
7.2	7.2	Personal Accountability			
6.9	7.1	Personal Drive			
7.3	8.1	Personal Relationships			
8.1	7.8	Persuading Others			
7.4	8.0	Practical Thinking			
7.1	7.9	Proactive Thinking			
7.2	7.5	Problem Solving			
6.1	7.4	Project and Goal Focus			
7.2	7.3	Project Scheduling			
8.2	7.5	Quality Orientation			
5.9	7.7	Realistic Expectations			
7.9	8.2	Realistic Goal Setting for Others			
7.5	7.6	Realistic Personal Goal Setting			
8.6	7.8	Relating to Others			
5.9	8.0	Respect for Policies			
6.7	8.2	Respect for Property			