



**TTI SUCCESS INSIGHTS®**

Customer Service Version

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*"He who knows others is learned.  
He who knows himself is wise."  
—Lao Tse*

**Nicole Nicoleson**

Employment General

Candidate Pool

5-23-2007

Where Opportunity Meets Talent

BethAnn Neynaber  
16020 North 77th Street  
Scottsdale, AZ 85260  
1-800-869-6908  
bethann@ttitld.com



## INTRODUCTION

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Successful business depends on Customer Service. It is essential to understand that every employee is involved in customer service. Everyone in every organization is a customer of some kind. It has been proven that customers would rather switch to another company than tolerate poor service. Research indicates, even if there is no conflict, over 60% of all customers quit dealing with a business because of indifference on the part of some employee.

The ability to interact effectively with customers may be the critical difference between success or failure in our work life. Effective customer service begins with an accurate perception of our own work behavioral style. This report was designed to quantify information on how you see your own behavior in the workplace. That information may then be used for you to learn how others perceive your behavior. This knowledge will assist you in formulating strategies in meeting customer needs.



## GENERAL CHARACTERISTICS

*Based on your responses, the report has selected general statements to provide you with a broad understanding of your Customer Service Style. This section of the report identifies the natural customer service style you bring to the job.*

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Nicole prides herself on being incisive. She wants to get things done by proceeding with the facts that are at hand. She may have a low trust level of others. Once Nicole has started a project, she dislikes interruptions. Rules and procedures provide security for her job performance. Nicole can devote all her energy to the job, and that offers security to her work situation. Nicole can be sensitive about any comments regarding the quality of her work. She strives forward constantly to improvement in everything she does. She is good at work that requires attention to detail and accuracy. In conflict situations, Nicole usually remains calm and cool-headed. When things calm down, however, she may suffer some delayed reaction. Some people see her as being fussy and meticulous. She takes much pride in precise and accurate work, but others may not always understand her attention to details. Nicole is a seemingly inexhaustible investigator of facts, and will pursue all possible avenues for a solution to a problem. She can overanalyze a problem which tends to slow down the decision-making process. She prefers doing the job right the first time, rather than taking shortcuts that may lessen the quality of work. She sees it as the efficient way of task completion. She is task-oriented; however, she can still maintain good working relationships with others as long as they share her concern for excellence.



## GENERAL CHARACTERISTICS

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Nicole uses data and facts to support the big decisions, because it makes her feel more confident that her decisions are correct. Because she knows that she can rely on the "tried and true," Nicole places high value on tradition and traditional things. She is skilled at observing and collecting data on different subjects. If she has a real passion for a given subject, she will read and listen to all the available information on the subject. She tends to make her decisions after deliberation and gives weight to all the pros and cons. Nicole likes to assemble facts and data before making decisions. This allows her time to review the facts and think about the decision to be made. She has an acute awareness of social, economic and political implications of her decisions. She is a critical and systematic thinker, and this strength may not be easily recognized by others. She places an emphasis on the cognitive process and logic when making decisions.

Nicole is usually slow to anger, but when "enough is enough" she may tend to explode. People will then have no doubt about her feelings. Whenever possible, Nicole avoids face-to-face conflict. People who show up early or late for appointments may upset her, since her work plans are disrupted. Nicole makes an agenda and prefers that others not change it. She enjoys analyzing the motives of others. This allows her to develop her intuitive skills. People may often see Nicole as formal and reserved. She may be assessing the situation before "letting her guard down" and may do so only when she feels



## GENERAL CHARACTERISTICS

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comfortable with the circumstances. She can be outgoing at times. Basically introverted, she will engage in social conversation when the occasion warrants. She is usually soft-spoken, but her demeanor may be deceptive to those who work with her. She may possess strong and unwavering convictions that are not always apparent to others. Because Nicole wants to be certain she is performing her work assignments correctly, she enjoys working for a manager who explains what is expected of her.



## PERCEPTIONS

*A person's behavior and feelings may be quickly telegraphed to others. This section provides additional information on your self-perception and how, under certain conditions, others may perceive your behavior. Understanding this section will empower you to project the image that will allow you to control the situation.*

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### "See Yourself As Others See You"

#### SELF-PERCEPTION

You usually see yourself as being:

Precise  
Moderate  
Knowledgeable

Thorough  
Diplomatic  
Analytical

#### OTHERS' PERCEPTION

Under moderate pressure, tension, stress or fatigue, others may see you as being:

Pessimistic  
Worrisome

Picky  
Fussy

And, under extreme pressure, stress or fatigue, others may see you as being:

Perfectionistic  
Strict

Hard-to-Please  
Defensive

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# DESCRIPTORS

Based on your responses, the report has marked those words that describe your personal behavior. They describe how you solve problems and meet challenges, influence people, respond to the pace of the environment and how you respond to rules and procedures set by others.

<b>Dominance</b>	<b>Influencing</b>	<b>Steadiness</b>	<b>Compliance</b>
Demanding Egocentric Driving Ambitious Pioneering Strong-Willed Forceful Determined Aggressive Competitive Decisive Venturesome Inquisitive Responsible	Effusive Inspiring Magnetic Political Enthusiastic Demonstrative Persuasive Warm Convincing Polished Poised Optimistic Trusting Sociable	Phlegmatic Relaxed Resistant to Change Nondemonstrative <b>Passive</b> <b>Patient</b> <b>Possessive</b> <b>Predictable</b> <b>Consistent</b> <b>Deliberate</b> <b>Steady</b> <b>Stable</b>	<b>Evasive</b> <b>Worrisome</b> <b>Careful</b> <b>Dependent</b> <b>Cautious</b> <b>Conventional</b> <b>Exacting</b> <b>Neat</b> <b>Systematic</b> <b>Diplomatic</b> <b>Accurate</b> <b>Tactful</b> <b>Open-Minded</b> <b>Balanced Judgment</b>
<b>Conservative</b> <b>Calculating</b> <b>Cooperative</b> <b>Hesitant</b> <b>Low-Keyed</b> <b>Unsure</b> <b>Undemanding</b> <b>Cautious</b>	<b>Reflective</b> <b>Factual</b> <b>Calculating</b> <b>Skeptical</b> <b>Logical</b> <b>Undemonstrative</b> <b>Suspicious</b> <b>Matter-of-Fact</b> <b>Incisive</b> <b>Pessimistic</b> <b>Moody</b>	Mobile Active Restless Alert Variety-Oriented Demonstrative Impatient Pressure-Oriented Eager Flexible Impulsive Impetuous Hypertense	Firm Independent Self-Willed Stubborn Obstinate Opinionated Unsystematic Self-Righteous Uninhibited Arbitrary Unbending Careless with Details
<b>Mild</b> Agreeable Modest Peaceful Unobtrusive	Critical		



## CUSTOMER SERVICE FLEXIBILITY

*Since customers are different, the needs they have, and that must be met, are also different. The information in this section will help you identify types of customers and provide you with the strategies to meet their needs.*

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### "Improving Your Interactive Flexibility"

When interacting with a customer who has the following characteristics:

- Fast-paced speech
- Comes on strong
- Impatient
- Direct
- Tries to control the situation

Factors that will improve Service with this Style of Customer:

- Speed up your rate of speaking
- Recognize that they are risk-takers
- Don't let them dominate you
- Flatter their ego
- Be efficient
- Give direct answers
- Be positive
- Stress how your product/service will save time

Factors that will create tension or dissatisfaction with this Style of Customer:

- Being indecisive
- Explaining too many details



## CUSTOMER SERVICE FLEXIBILITY

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### "Improving Your Interactive Flexibility"

When interacting with a customer who has the following characteristics:

- Friendly and talkative
- Impulsive
- Uses many hand gestures while speaking
- Gets emotional
- Imprecise about the use of time

Factors that will improve Service with this Style of Customer:

- Smile and talk more than you usually do
- Give fewer details than you normally would
- Exhibit more confidence than you really feel
- Use more gestures and active body language
- Don't ask many personal questions
- Don't worry about presenting all the data you have to this customer

Factors that will create tension or dissatisfaction with this Style of Customer:

- Your attention to details
- Your "follow the book" approach



## CUSTOMER SERVICE FLEXIBILITY

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### "Improving Your Interactive Flexibility"

When interacting with a customer who has the following characteristics:

- Patient
- Easy going
- Uses an unemotional voice
- Reserved
- Deliberate - methodical

Factors that will improve Service with this Style of Customer:

- Be patient and sincere
- Maintain a friendly environment
- Present information in a systematic fashion
- Give many reasons if any changes have to be made
- Show them you are as dependable as they are
- Help them establish priorities, and a sense of urgency, if needed
- Stress quality and reliability of your organization

Factors that will create tension or dissatisfaction with this Style of Customer:

- Strong adherence to company rules
- Appearing to be cool and distant



## CUSTOMER SERVICE FLEXIBILITY

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### "Improving Your Interactive Flexibility"

When interacting with a customer who has the following characteristics:

- Speaks slowly
- Asks questions about facts and data
- Is very deliberate
- Uses few gestures
- Skeptical
- Suspicious

Factors that will improve Service with this Style of Customer:

- Be diplomatic and courteous
- Avoid criticism of their work
- Give assurances of correct decisions
- Don't ask many personal questions
- Avoid sudden, abrupt changes

Factors that will create tension or dissatisfaction with this Style of Customer:

- Desire to be more correct than others
- Slow response time to their needs



## SITUATIONAL STRATEGIES

*Use this page for ideas on how to control the interaction between yourself and a customer when the following situations arise. When a customer is upset, you must first gain control of the situation - then read the customer's style and apply the appropriate strategy.*

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### CUSTOMER

Skeptical, Suspicious

Nervous, irritable, high strung

Pessimistic, grouchy, complaining

Egotistical, opinionated, high hat

Argumentative, blustering

Silent, secretive

### STRATEGY

Agree on minor points and expand. Be conservative in assertions.

Use a quiet, tactful, soothing manner.

Listen patiently, ask questions to find out their real concerns.

Flatter their ego. Concentrate on getting results.

Create response by challenging in a sincere manner.

Be more personal than usual to draw them out.



## ACTION PLAN

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Customers I have the most difficult time relating to could be described as:

- 1.
- 2.
- 3.
- 4.

To improve my Customer Service with them, I need to work on the following:

- 1.
- 2.
- 3.
- 4.

Other Customers who cause me discomfort are:

- 1.
- 2.
- 3.
- 4.

To improve my Customer Service with them, I need to work on the following:

- 1.
- 2.
- 3.
- 4.

Date \_\_\_\_\_ Signature \_\_\_\_\_

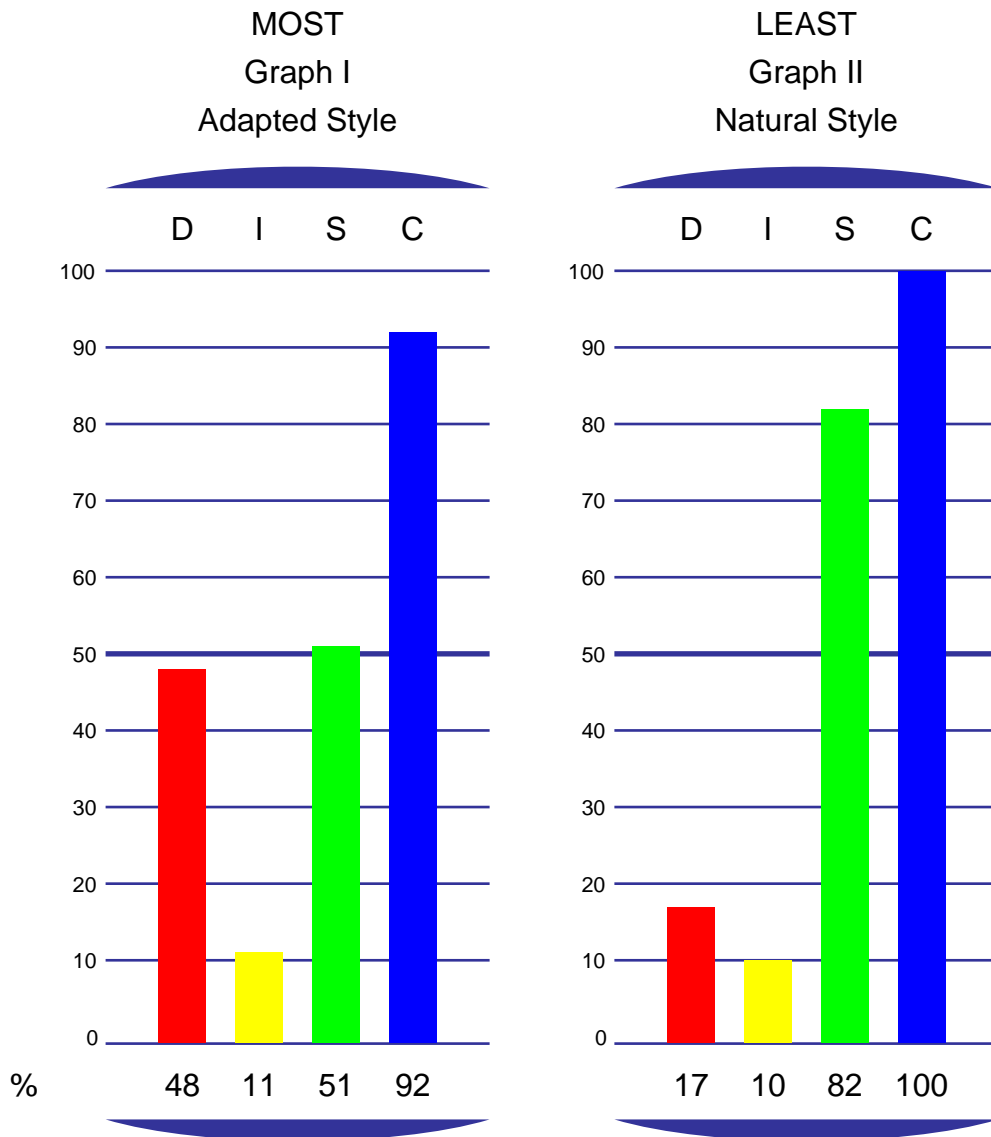
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# STYLE INSIGHTS® GRAPHS

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bethann@ttitld.com



## THE SUCCESS INSIGHTS® WHEEL

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The Success Insights® Wheel is a powerful tool popularized in Europe. In addition to the text you have received about your behavioral style, the Wheel adds a visual representation that allows you to:

- View your natural behavioral style (circle).
- View your adapted behavioral style (star).
- Note the degree you are adapting your behavior.
- If you filled out the Work Environment Analysis, view the relationship of your behavior to your job.

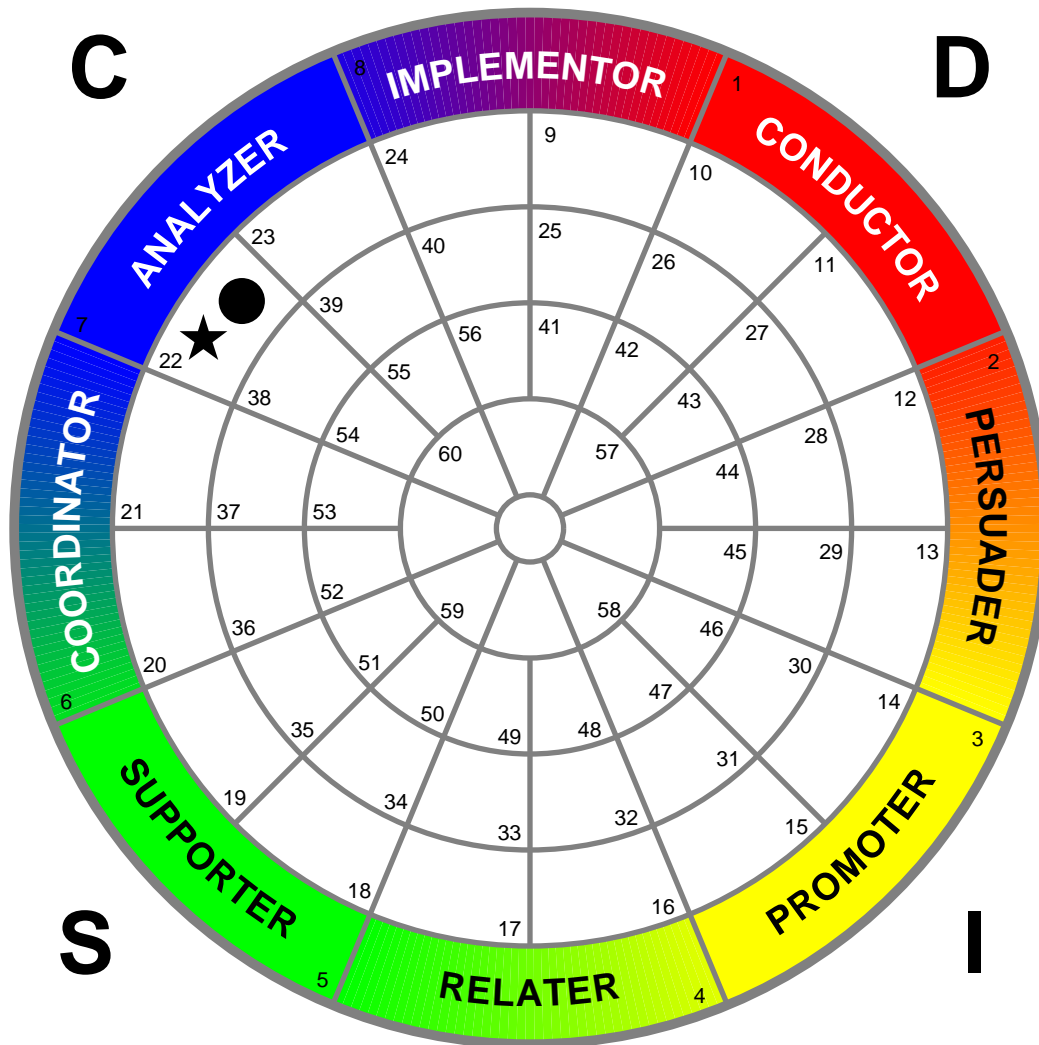
Notice on the next page that your Natural style (circle) and your Adapted style (star) are plotted on the Wheel. If they are plotted in different boxes, then you are adapting your behavior. The further the two plotting points are from each other, the more you are adapting your behavior.

If you are part of a group or team who also took the behavioral assessment, it would be advantageous to get together, using each person's Wheel, and make a master Wheel that contains each person's Natural and Adapted style. This allows you to quickly see where conflict can occur. You will also be able to identify where communication, understanding and appreciation can be increased.



# THE SUCCESS INSIGHTS® WHEEL

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Adapted: ★ (22) COORDINATING ANALYZER  
Natural: ● (22) COORDINATING ANALYZER  
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