

# Thinking Pattern Reports

Customer Service Synopsis

Prepared for

## Demo Sample

Thinking is the doorway

  
OD Consultant | Facilitator & Coach

www.adinaborta.com  
adina@adinaborta.com  
+40 745 265 945

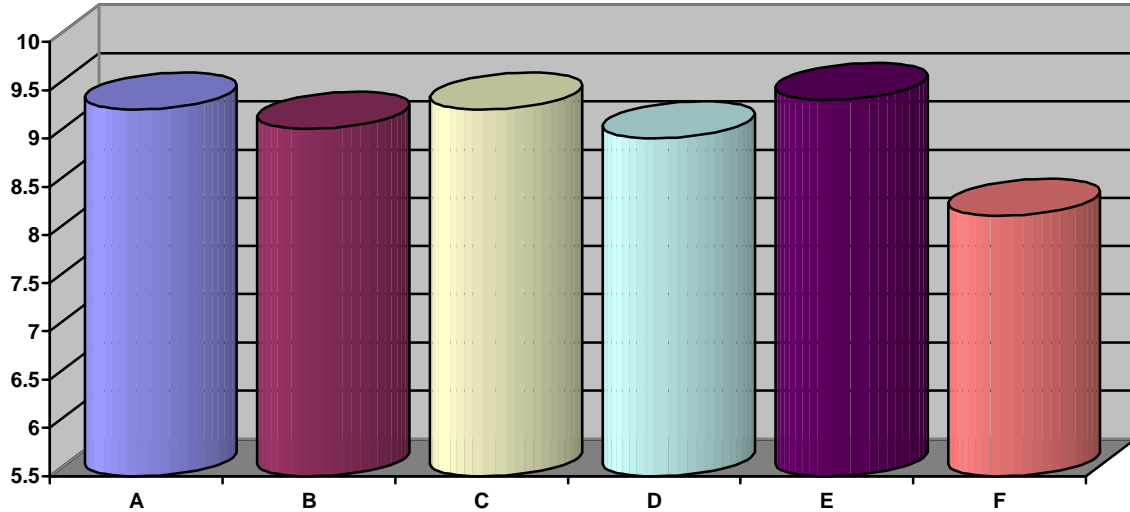
- *This material is confidential and personal.*
- *Please do not read this report unless authorized to do so.*
- *The content should not be used as the sole source for decisions regarding hiring, placement, career moves or termination.*

0B49\_69281\_\*\_\* 12/17/2012 2:37:00 PM

**This entire document is subject to the following statement:**  
Copyright © 2002- 2012 – Axiometrics International, Inc. All rights reserved.

## Customer Service Synopsis

### OVERVIEW GRAPH



<b>Primary Strengths</b>	<b>9.4 to 10.0</b>
<b>Secondary Strengths</b>	<b>8.9 to 9.39</b>
<b>Secondary Development</b>	<b>8.3 to 8.89</b>
<b>Primary Development</b>	<b>6.0 to 8.29</b>

<b>A) Relating With Customers (Secondary Strength)</b> — The ability to see, understand and relate with customers in an objective, unbiased manner.
<b>B) Communicating With Customers (Secondary Strength)</b> — The ability to listen to customers, evaluate what is important and respond effectively.
<b>C) Handling Customer Rejection (Secondary Strength)</b> — The ability to maintain a strong sense of inner self worth regardless of circumstances.
<b>D) Job Related Attitudes (Secondary Strength)</b> — The ability to work within the organizational guidelines, policies and procedures to get things done.
<b>E) Problem Solving Capacity (Primary Strength)</b> — The ability to identify potential customer problems and generate effective solutions.
<b>F) Personal Work Attitudes (Primary Development)</b> — The ability to feel a sense of purpose and satisfaction in one's work.

## **Customer Service Synopsis** **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.

#### **Reading Customer Needs:**

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

#### **Patience With Customers:**

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

#### **Prejudice/Bias Index:**

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

#### **Valuing Future Business:**

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

**Customer Service Synopsis**  
**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 Synopsis**  
**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 Synopsis**  
**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.

**Attention to Policies and Procedures:**

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

**Attitude Toward Authority:**

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

**Doing Things Right:**

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

**Meeting Deadlines and Schedules:**

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

**Customer Service Synopsis**  
**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.

**Using Common Sense:**

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

**Seeing Potential Problems:**

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

**Attention To Concrete Detail:**

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

**Intuitive Insight:**

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

**Customer Service Synopsis**  
**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 Synopsis*** **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.

### **Self Confidence: (Ability To Handle Rejection)**

You have the ability to develop and maintain realistic confidence in your capacity to perform and to live up to social and role images and expectations. Rely on the strength and realistic nature of your confidence to get things done and promote optimism around you.

### **Using Common Sense: (Problem Solving Capacity)**

You have a well developed ability to see and understand how to get things done in a practical, common sense way and to understand what is important and needs your immediate attention. You may not always rely on or utilize your common sense ability, making this capacity a source of potentially untapped strength.

### **Seeing Potential Problems: (Problem Solving Capacity)**

You have a good capacity for identifying 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.

### **Role Satisfaction: (Personal Work Attitudes)**

You are confident that what you are doing not only is what is best for you but also that your social/role accomplishments will serve a useful function for yourself and for society. This confidence and feeling of personal competence will build an urgency to get things done and to push ahead with energy and commitment.

---

## **Customer Service Synopsis**

### **SECONDARY STRENGTH COMMENTS**

---

#### **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.

#### **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.

#### **Developing A Good Response: (Communicating With Customers)**

You have the ability to identify and understand the consequences of what and how you respond to others. Moreover, you are concerned about making certain that what you say has a positive effect and that what you say is understood by others. As a result, you are likely to be concerned about limiting the effect of impulsive responses.

#### **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. As a result, you are likely to readily see what the crucial issues are and direct your attention to responding to those issues.

---

## **Customer Service Synopsis**

### **SECONDARY STRENGTH COMMENTS**

---

#### **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.

#### **Self Esteem: (Ability To Handle Rejection)**

You have a keen appreciation of your uniqueness and individuality and a realistic assessment of your ability to perform, your strengths and talent, as well as your limitations. Your self awareness and self worth can act as an anchor in difficult times and can help you maintain your worth even when things do not work out as expected.

#### **Self Assessment: (Ability To Handle Rejection)**

You have the capacity to realistically see and accept your strengths and limitations. You know what you are capable of doing, what it will take to accomplish your goals, and what will give you both a sense of contribution as well as a sense of satisfaction.

#### **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 and realistically evaluate both the positive and negative potential of others and the positive or negative consequences of your relationships with others. Moreover, you have the capacity to be open and available without risking becoming too trusting and too involved.

#### **Meeting Established Standards: (Job Related Attitudes)**

Your strong sense of individualistic thinking combined with a cautious, skeptical attitude toward authority, structure and conformity can lead you to covertly or overtly challenge existing standards and to spend your time and energy looking for innovative, novel norms and rules and developing a flexible attitude toward standards or working to get around them.

---

## ***Customer Service Synopsis*** **SECONDARY STRENGTH COMMENTS**

---

### **Doing Things Right: (Job Related Attitudes)**

You have the ability to understand the need for doing things right but this capacity is combined with a strong sense of individualism which can lead you to covertly or overtly challenge existing ways of doing things and spend your time and energy looking for novel, unique ways of getting things done.

### **Meeting Schedules And Deadlines: (Job Related Attitudes)**

You have the ability to understand the importance of schedules and deadlines and the ability to build timetables which reflect your personal expectations as well as expectations and standards set in the world around you. However, you are uncertain about which direction or set of standards is best and this may build an indecisiveness about when to act.

### **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 the ability to see and understand what is worth your personal commitment and energy. Moreover, you have a willingness to see and accept the mistakes that you make and the ability to change direction when you do not attain the results which you desire.

### **Consistency: (Personal Work Attitudes)**

You have the ability to see and understand what course of action is best for you; however, you are uncertain about which steps to take. This combination of clarity about goals and uncertainty about when to act can lead you to shift from being inner directed, energetic and filled with an urgency to act to delaying your decisions and actions.

---

## **Customer Service Synopsis**

### **SECONDARY DEVELOPMENT COMMENTS**

---

#### **Valuing Future Business: (Relating With Customers)**

Your strong insistence that things need to be ordered and structured according to a preset strategy and plan can lead you to overlook the potential of future business which does not meet your expectations. Take time to examine all perspectives and seek out assistance from others to check the flexibility of your expectations.

#### **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.

#### **Attention To Policies And Procedures: (Job Related Attitudes)**

Your individualistic need to challenge existing rules, standards and expectations will likely lead you to disregard policies and procedures which do not meet your needs. Make certain that your natural need for challenging and rebelling does not interfere with what common sense and the rule of good service dictate.

#### **Attitude Toward Authority: (Job Related Attitudes)**

Your strong individualism will lead you to covertly or overtly disregard existing authority. You feel the need to challenge authority simply for the sake of doing so. Seek help from others to evaluate your biases against authority and to help you evaluate whether your rejection of authority is based on logic or emotion.

#### **Attention To Concrete Detail: (Problem Solving Capacity)**

You may not always see what is happening around you and as a result you can overlook concrete detail. Utilize other people to help keep a sense of balance in your decisions. Build a checklist which will help you analyze your priorities for your actions prior to making a decision.

---

## ***Customer Service Synopsis*** **PRIMARY DEVELOPMENT COMMENTS**

---

### **Health Tension Index: (Personal Work Attitudes)**

You currently do not see or value your self as well as you do the world around you and as a result you are subject to anxiety and stress effects. Seek assistance to identify development steps to reduce this stress and spend time and energy doing things you like to do, which can help to relieve the anxiety and stress symptoms.

### **Persistence: (Personal Work Attitudes)**

You are feeling indecisive and uncertain about which course of action is best for you and as a result will not likely feel an urgency to push ahead. Seek help from others privately or in a course on self development to identify what you want to do and what you are willing to commit your time and energy to accomplish.