



Report designed for Performance Model

Widget Bender

CONFIDENTIAL

Customer Service Profile™ Performance Model Description

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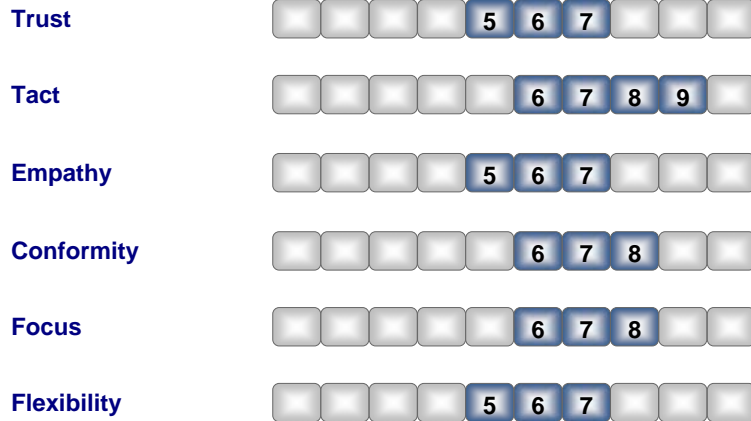
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Introduction

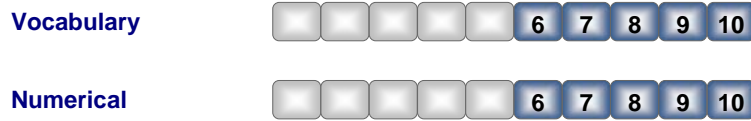
This report describes the employee whose scores are within the Performance Model for each scale. The Scale Description provides insight into the type of individual who will fit well into the Widget Bender position.

Summary Graph

The shaded boxes represent the Performance Model for this position.



Behavioral Characteristics



Proficiencies

Employee Descriptions

Trust

Those who should be willing to give customers the benefit of the doubt unless there are strong reasons for not doing so.

Tact

Individuals who are likely to be concerned that they be regarded as tactful and considerate.

Empathy

Individuals who demonstrate a need to be considered compassionate and kind but may occasionally resist the temptation to publicly demonstrate sympathy.

Conformity

Individuals who express a view implying that people should abide by the rules and regulations of the organization where they work.

Focus

People who demonstrate a strong level of concentration, yet a change of priorities should not be too disrupting.

Flexibility

Individuals who may accept new ideas and procedures when they are perceived as important or necessary; avoid unnecessary changes.