



TTI Fit™

Multiple Respondent Job Report

Customer Service
ABC Company, Inc.

TTI Fit Job benchmarking process

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INTRODUCTION

If the job could talk, it would clearly define the knowledge, hard skills, people skills, behavior and culture needed for superior performance. Your unbiased input regarding the specific requirements of the job in question has been applied to the TTI Fit Job benchmarking process. The result is an evaluative report that analyzes a total of 17 separate areas in Sections 1, 2 and 3. Additional feedback on each area is presented in Sections 4, 5 and 6. Suggested interview questions that pertain to each area are listed in Sections 6, 7 and 8. Finally, Section 10 contains composite rankings in all areas.

SECTION 1: REWARDS/CULTURE HIERARCHY (6 AREAS)

This section clearly identifies the rewards/culture of the job, which defines its sources of motivation. It clarifies "why" and "in what kind of environment" this job will produce success.

SECTION 2: BEHAVIORAL HIERARCHY (8 AREAS)

This section explores the behavioral traits demanded of the job. The higher the ranking, the more important the behavioral trait will be to the job for stress reduction and superior performance.

The results of each area are ranked on a scale, reflecting the unique levels of applicability and importance to the job. These rankings illustrate what is essential for this job to deliver superior performance and maximum value to your organization.

SECTION 3: TASK QUOTIENT (3 AREAS)

TQ™ defines the ideal mixture of task types (Routine, Troubleshooting and Project) that provide an individual the most intrinsic motivation, or personal satisfaction. William Daniels, in his book **Breakthrough Performance** defines 4 types of tasks that we perform:

- A) **Routine Tasks** -highly predictable and have a low delay tolerance (must be accomplished immediately)
- B) **Troubleshooting Tasks** -highly unpredictable and have a low delay tolerance (must be accomplished immediately)
- C) **Project Tasks** -highly predictable and have a high delay tolerance (do not have to be accomplished immediately)
- D) **Negotiable Tasks** -low predictability and have a high delay tolerance (do not have to be accomplished immediately). Daniels states that these tasks when they are frequent should be considered as Troubleshooting Tasks, and when they are infrequent they should be considered Project Tasks.



INTRODUCTION

SECTION 4: REWARDS/CULTURE FEEDBACK

This section expands on the fact that every job in every organization has its own culture. The culture of any job is clearly defined by how it rewards superior performance.

SECTION 5: BEHAVIORAL FEEDBACK

This section clarifies the nature of the behavioral traits demanded by the job.

SECTION 6: TASK QUOTIENT FEEDBACK

This section clarifies the three task types found in combination in most jobs.

SECTION 7: REWARDS/CULTURE INTERVIEW QUESTIONS

This section contains suggested interview questions that pertain specifically to the rewards/culture of the job.

SECTION 8: BEHAVIORAL INTERVIEW QUESTIONS

This section contains suggested interview questions that pertain specifically to the behavioral traits required by the job.

SECTION 9: TASK QUOTIENT INTERVIEW QUESTIONS

This section contains suggested interview questions that pertain specifically to the task types required by the job.

SECTION 10: COMPOSITE RANKINGS

This last section details the individual input contributed by each respondent and shows the final composite rankings (averages of all responses) in Rewards/Culture, Behaviors and Task Quotient.

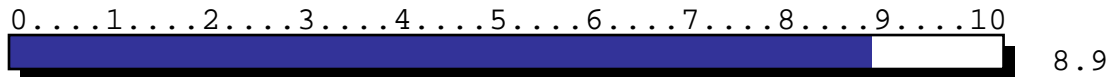


Section 1

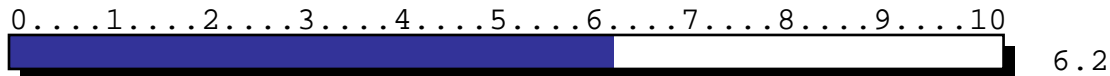
JOB REWARDS/CULTURE HIERARCHY

This section identifies the rewards/culture system of a specific job. Matching a person's passion to a job that rewards that passion always enhances performance. The graphs below are in descending order from the highest rewards/culture required by the job to the lowest.

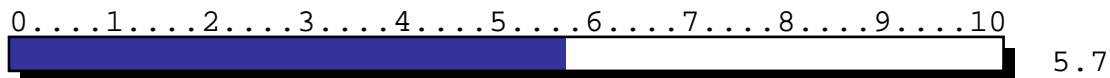
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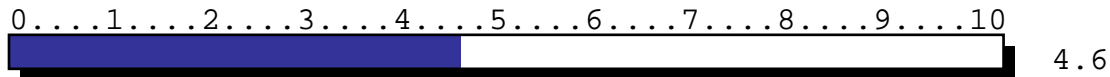
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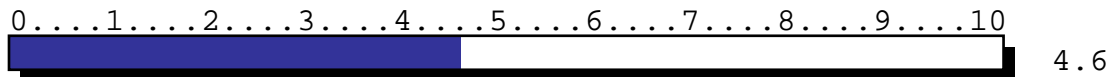
3. INDIVIDUALISTIC/POLITICAL



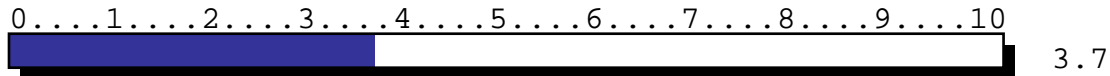
4. SOCIAL



5. TRADITIONAL/REGULATORY



6. AESTHETIC



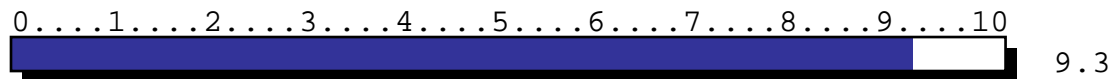


Section 1

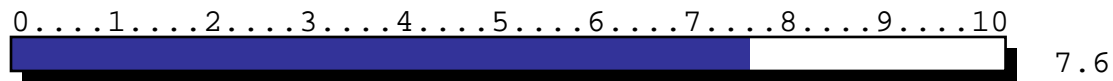
ORGANIZATIONAL REWARDS/CULTURE HIERARCHY

This section identifies the rewards/culture system of a specific organization. Matching a person's passion to an organization that rewards that passion always enhances performance. The graphs below are in descending order from the highest rewards/culture required by the organization to the lowest.

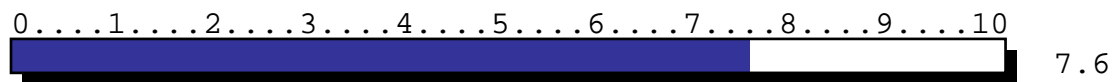
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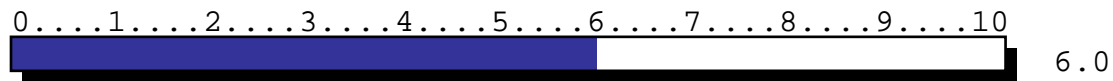
2. UTILITARIAN/ECONOMIC



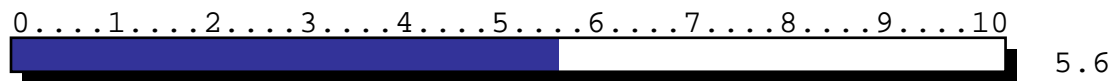
3. AESTHETIC



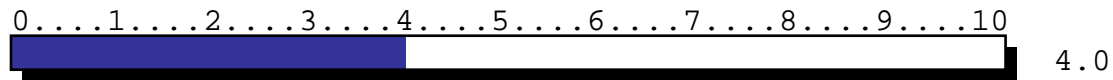
4. TRADITIONAL/REGULATORY



5. SOCIAL



6. INDIVIDUALISTIC/POLITICAL



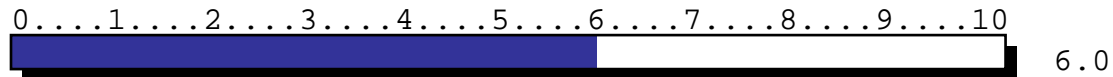


Section 2

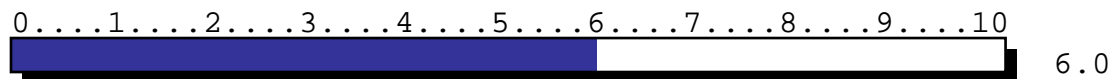
BEHAVIORAL HIERARCHY

This section is designed to give a visual understanding of the behavioral traits demanded of the position. The graphs below are in descending order from the highest rated behavioral traits required by the job to the lowest. This means the higher the score the more important that behavioral trait is to stress reduction and superior job performance.

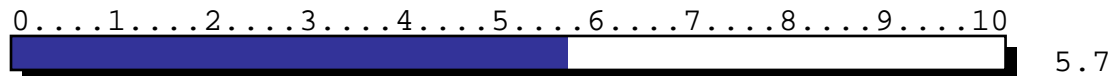
1. COMPETITIVENESS



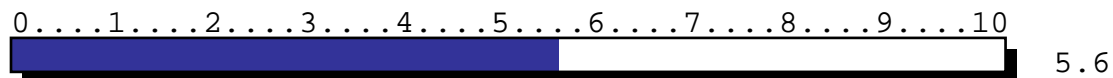
2. CUSTOMER ORIENTED



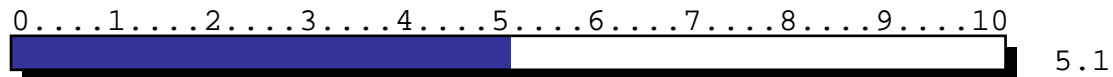
3. FREQUENT CHANGE



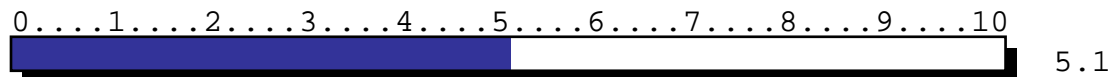
4. FREQUENT INTERACTION WITH OTHERS



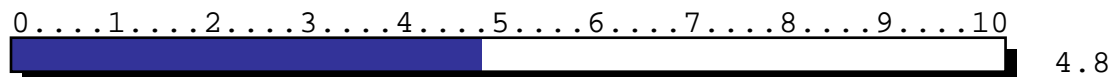
5. URGENCY



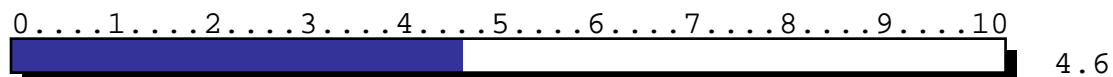
6. VERSATILITY



7. ORGANIZED WORKPLACE



8. ANALYSIS OF DATA





Section 3

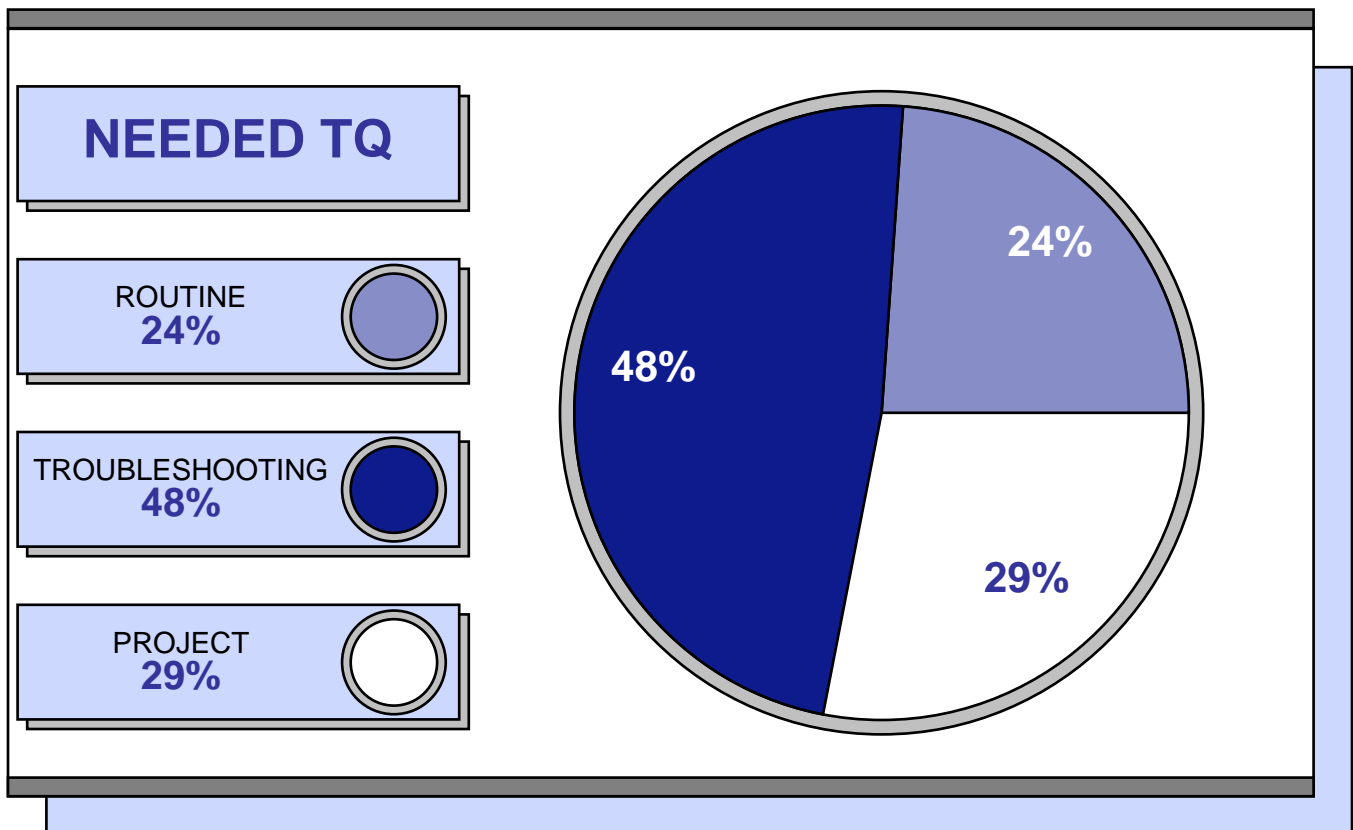
JOB WORK DISTRIBUTION

This graph describes your view of what the desired work distribution would be needed to optimize the current work environment.

The optimized work distribution would include:

- 24% routine tasks. This work is highly predictable and needs to be accomplished immediately
- 48% troubleshooting tasks. This work is highly unpredictable and needs to be accomplished immediately
- 29% project tasks. This work is highly predictable and does not have to be accomplished immediately

A person with a Task Quotient of 24-48-29 would be needed to work in the current work environment if it was optimized.





Section 4

JOB REWARDS/CULTURE FEEDBACK

1. THEORETICAL

- Rewards those who value knowledge for knowledge's sake, continuing education and intellectual growth.

2. UTILITARIAN/ECONOMIC

- Rewards those who value practical accomplishments, results and rewards for their investments of time, resources and energy.

3. INDIVIDUALISTIC/POLITICAL

- Rewards those who value personal recognition, freedom and control over their own destiny and others.



Section 5

BEHAVIORAL FEEDBACK

1. COMPETITIVENESS

- The job exists within a demanding environment where consistently winning is critical. The job demands tenacity, boldness, assertiveness and a "will to win" in dealing with highly competitive situations.

2. CUSTOMER ORIENTED

- The job demands a positive and constructive view of working with others. There will be a high percentage of time spent in listening to, understanding and successfully working with a wide range of people from diverse backgrounds to achieve "win-win" outcomes.

3. FREQUENT CHANGE

- The job requires a comfort level with "juggling many balls in the air at the same time!" It will be asked to leave several tasks unfinished, and easily move on to new tasks with little or no notice.



Section 6

TASK QUOTIENT FEEDBACK

1. ROUTINE TASKS

- Require performing the same tasks over and over. These tasks must be done immediately.

2. TROUBLE SHOOTING TASKS

- Require solving problems which often arise unpredictably and must be done immediately.

3. PROJECT TASKS

- Require planning and are done over time to reach an end goal.



Section 7

JOB REWARDS/CULTURE QUESTIONS

Read the following suggested interview questions as they relate to the rewards/culture environment of the job. Modify the questions to be more job-specific and assure that all candidates are asked the same questions.

1. THEORETICAL

- Which is more important, action or knowledge?
- Would you consider yourself to be an expert in something? What is it? How did you go about gaining the knowledge?
- Tell me what you especially like or enjoy about learning things. What topics or subjects do you enjoy?
- How comfortable are you in taking the time, energy and effort required to master a subject or topic you currently know very little about? How about one in which you have very little interest?

2. UTILITARIAN/ECONOMIC

- How important is earning a lot of money to you? What do you consider to be a "lot of money"?
- Where would you like to be, financially, in 5 years? 10 years? Why?
- What role does earning a significant income play in your job choices? In staying in a job?
- Would you consider yourself to be a bottom line, practical thinker or are you more theoretical or philosophical? Why do you say that?

3. INDIVIDUALISTIC/POLITICAL

- What role does being in control of a situation play in your job satisfaction? How important is it for you to control your own destiny?
- How important is independence to you? Power? Influencing others? What would be your level of satisfaction with a job if you had none of these?
- How good are you in taking directions from others? How much do you like doing so?
- How do you go about influencing others to act? Give me a concrete, real-world example of a time when you were able to move a group of people to action and exactly how you did it.



Section 8

BEHAVIORAL QUESTIONS

Read the following suggested interview questions as they relate to the most desired behavioral traits to perform the job. Modify the questions to be more job-specific and assure that all candidates are asked the same questions.

1. COMPETITIVENESS

- How demanding are you of yourself and others? Do you think you are sometimes too demanding? Give me an example of a job situation where being demanding helped achieve the goal. Did it lead to other problems? Would others ever describe you as aggressive? Pushy? Why?
- How important is winning to you? How do you define winning? Give me an example of a situation where you felt you were going to lose. How did it feel? How did you handle it?

2. CUSTOMER ORIENTED

- How important is it for people to like you? Which is more important, being trusted or liked? Why do you say that?
- Do you stop and listen to others or express your opinions quickly? Give me examples and situations where both of these situations occurred. What was the outcome?

3. FREQUENT CHANGE

- When you are forced to change priorities or direction, how do you respond?
- When things keep coming at you and nothing seems to get completed, how do you feel? When this happens, how do you handle the situation?



Section 9

TASK QUOTIENT INTERVIEW QUESTIONS

Read the following suggested interview questions as they relate to the Task Quotient mixture required by the job. A job may require a blend of all three tasks types or may have one or two strong task type requirements, with the remaining task type requirement being relatively low. Modify the questions to be more job-specific and assure that all candidates are asked the same questions.

1. ROUTINE

- Give me an example of a time when you worked on something in a repetitious way so that you got continually better.
- Describe a situation when you got many things completed, that you knew how to do, in a short period of time.
- Give me an example of a time when you were part of either an information or manual assembly process.
- Tell me about a time when you had short-term deliverables where you could see quantities of items done at the end of the day or week.

2. TROUBLE-SHOOTING

- Describe a situation when you were fighting fires or solving urgent unplanned issues.
- Tell me about a time when you had to solve problems that occurred unexpectedly.
- Give me an example of a time when you were provided with problem solving challenges outside of what you were normally expected to do.
- Tell me how you felt when you did not know ahead of time what you would have to do for the day or for the week.

3. PROJECT

- Give me an example of a time when you were a part of a team that you could work on independently, or collaboratively, for a bigger picture activity.
- Describe a situation when you had a clear plan with a long-term goal and deliverables.
- Tell me about a time when you had to work on activities that have a specific goal but required a non-routine set of tasks to complete.
- Describe a situation when you had to work in an environment where your contribution is a part of a larger activity, and you could plan to contribute.



Section 10

JOB REWARDS/CULTURE COMPOSITE

	REWARDS/CULTURE	C	R1	R2	R3
1	THEORETICAL	8.9	9.2	9.6	8.0
2	UTILITARIAN/ECONOMIC	6.2	7.2	7.2	4.4
3	INDIVIDUALISTIC/POLITICAL	5.7	6.4	7.2	3.6
4	SOCIAL	4.6	6.0	5.6	2.4
5	TRADITIONAL/REGULATORY	4.6	6.0	5.2	2.8
6	AESTHETIC	3.7	5.6	3.6	2.0



Section 10

BEHAVIORS COMPOSITE

	BEHAVIORS	C	R1	R2	R3
1	COMPETITIVENESS	6.0	7.0	7.0	4.0
2	CUSTOMER ORIENTED	6.0	5.5	6.0	6.5
3	FREQUENT CHANGE	5.7	5.8	5.5	6.0
4	FREQUENT INTERACTION WITH OTHERS	5.6	5.0	5.0	7.0
5	URGENCY	5.1	6.0	5.0	4.5
6	VERSATILITY	5.1	5.0	4.5	6.0
7	ORGANIZED WORKPLACE	4.8	5.5	5.5	3.5
8	ANALYSIS OF DATA	4.6	5.0	5.0	4.0



Section 10

TASK QUOTIENT COMPOSITE

	TASK TYPE	C	R1	R2	R3
1	ROUTINE	24%	18%	21%	32%
2	TROUBLESHOOTING	48%	55%	46%	42%
3	PROJECT	29%	27%	33%	26%



Section 10

RESPONDENT KEY

R1: JANE ALLEN

R2: JILL SMITH

R3: JUSTIN GRODY