



TTI Success Insights[®]
Workplace Behaviors™ Version



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INTRODUCTION

Jobs today are forever changing and people have to adapt to these changes at a faster rate than ever before. The changes may be the job skills needed, the working environment, the technical skills needed or simply the way in which the job needs to be done. Jobs are also becoming more complex. One job description today may encompass the duties of three or four jobs ten years ago. Therefore people in the positions need to be able to perform a variety of functions that call for different ways of getting things done.

The TTI Success Insights Workplace Behaviors report is designed to give an overview of how the job needs to be done. This will allow an organization to determine the type of individual that would be most successful in a given position. Some jobs require the incumbent to be all things to all people. This can cause extreme stress for an individual. Often times, an organization can reevaluate the position in order to make it more realistic for one person to perform successfully. Doing so will lead to increased retention, productivity and job satisfaction.

As you read through this report, remember to think of the job, not the person!



JOB CHARACTERISTICS

Dominance—Problems—Challenges

Our changing work environments require the need to clearly focus on the different behavioral demands of the job. The Job Characteristics section of this report describes the behavioral demands of the position. The report breaks down the job into four behavioral groups for the ease of matching people to the job.

This job calls for an individual

- Who needs some rules and procedures to follow.
- Who places more emphasis on quality than on efficiency.
- With the ability to adapt.
- Who leads by example.
- Who desires a limited scope of activities.
- Who analyzes data before making a decision.
- Who exhibits patience.



JOB CHARACTERISTICS

Influence—People—Contact

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This job calls for an individual

- Who enjoys working with things.
- Who demonstrates a sincere approach to helping others.
- Who will consider facts and data in making decisions.
- Who takes time to react to change.
- With a logical approach to problem solving but who doesn't ignore the needs of people.
- Who will give coaching and counseling.
- Who has a reflective approach to work activities.
- Who enjoys participatory management.



JOB CHARACTERISTICS

Steadiness—Pace—Consistency

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This job calls for an individual

- With patience.
- With the ability to listen.
- Who enjoys working within the system.
- Who has a task oriented concentration.
- Who follows through on tasks.
- Who desires limited change in work activities.
- Who enjoys team participation.
- Who desires security for self and others.
- Who works best with a job description in writing.
- Who exhibits consistent performance.
- Who demonstrates a sincere approach to working with people.
- Who desires a friendly environment.



JOB CHARACTERISTICS

Compliance—Procedures—Constraints

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This job calls for an individual

- With awareness and sensitivity to rules and procedures.
- Who desires practical work.
- Who demonstrates persistence in getting the job completed.
- Who desires freedom from direct control and supervision.
- Who can express new ideas.
- Who desires limited independence to question procedures.
- Who has the ability to test new ideas and procedures.
- Who takes calculated risks.
- Who questions the status quo.



CONFLICTING JOB REQUIREMENTS

The TTI Success Insights Workplace Behaviors assessment is designed to analyze the job by letting the job talk. This section describes the potential conflicts or concerns for people in this position. In some cases an organization may choose to re-evaluate the position or its key accountabilities.

Congratulations! Based on the information analyzed, this position does not have immediate potential for internal behavioral conflicts. Please be aware that any variance from how the position was described in the assessment responses could lead to me-me conflicts or behavioral stress.



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. ORGANIZED WORKPLACE



2. CUSTOMER ORIENTED



3. FREQUENT INTERACTION WITH OTHERS



4. ANALYSIS OF DATA



5. VERSATILITY



6. FREQUENT CHANGE



7. URGENCY



8. COMPETITIVENESS





INTERVIEW 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. ORGANIZED WORKPLACE

- How systematic are you? Tell me about how you organize activities, tasks and projects. Explain your system for keeping organized.
- How effective are you when you face repetitive tasks? Tell me about jobs you have had that required diligent record keeping and systematic planning. Describe the job. Describe your level of satisfaction with that job. What was your level of success.

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 INTERACTION WITH OTHERS

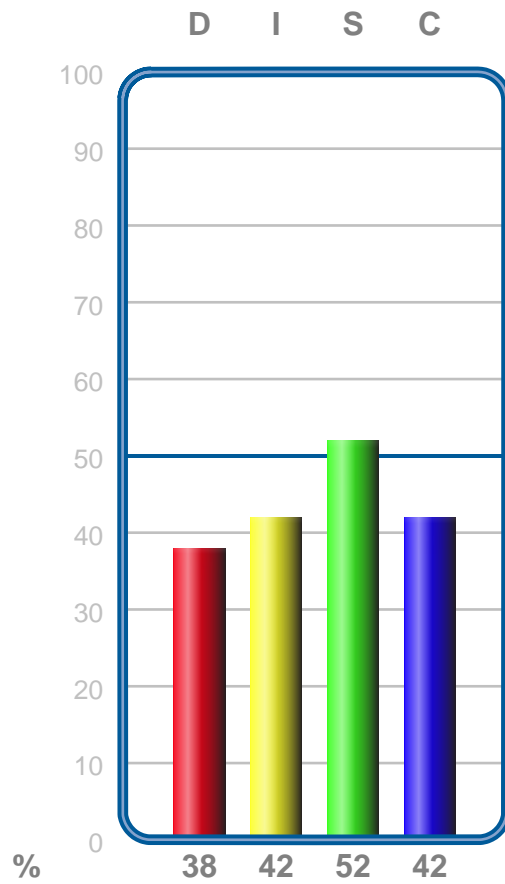
- How do you handle frequent interruptions by other people? How about your response to people who ask you question after question?
- Are you more comfortable with details or people with the big picture or with bits of data?



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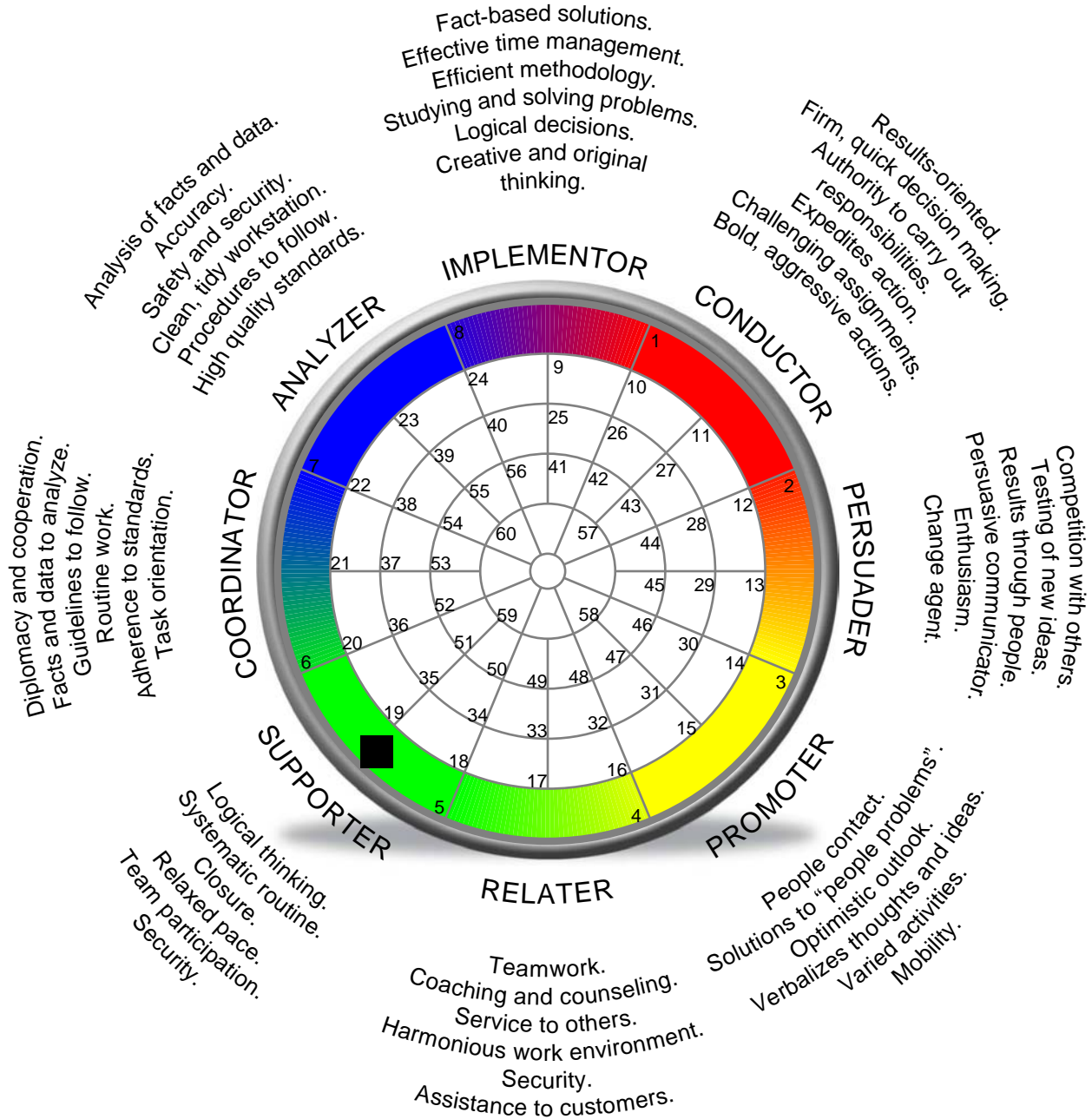


THE SUCCESS INSIGHTS® WHEEL

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Workplace Behaviors: ■ (5) SUPPORTER

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