



TTI Success Insights®
Customer Service Version



HUa a mIGUa d`Y

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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.

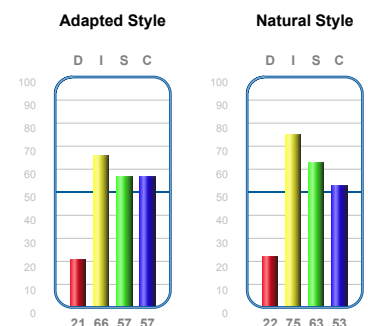
The ability to interact effectively with customers may be the critical difference between success or failure in our work life. Effective customer service begins with an accurate perception of our own work behavioral style. This report was designed to quantify information on how you see your own behavior 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.



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.

Tammy can be friendly with others in many situations, but primarily with groups of established friends and associates. She is sociable and enjoys the uniqueness of each human being. She can combine and balance enthusiasm and patience. She likes feedback from her manager on how she is doing. She prefers working for a participative manager. She does her best work in this kind of environment. Tammy influences most people with her warmth. She can be seen as a person of good will. She is approachable, affectionate and understanding. She is optimistic and usually has a positive sense of humor. Tammy is most likely to be at her best in situations where important things, such as values, judgments, feelings and emotions are involved. She prides herself on her "intuition." She wants to know what others think of her. She wants and tries to please. She seeks popularity and social recognition. She likes to deal with people in a favorable social environment. Her goal is to have and make many friends. At work, she is good at maintaining friendly public relations.

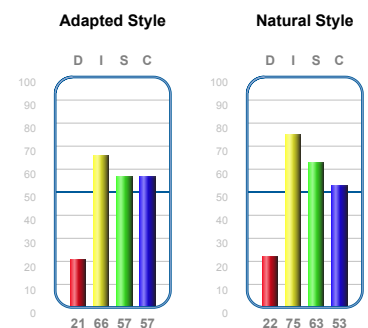
Tammy prefers not disciplining people. She may sidestep direct disciplinary action because she wants to maintain the friendly relationship. Decisions are made after gathering facts and supportive data. She is good at solving problems that deal with people. When she has strong feelings about a particular problem, you should expect to hear these feelings, and they will probably be expressed in an emotional manner. Tammy likes working for managers who make quick decisions. She likes to participate in decision making. Because of her trust and willing acceptance of people, she may misjudge the





abilities of others. She is good at giving verbal and nonverbal feedback that serves to encourage people to be open, to trust her and to see her as receptive and helpful.

Tammy is always concerned with other people's feelings and thoughts. She is comfortable with most people and can be quite informal and relaxed with them. Even when dealing with strangers, Tammy will attempt to put them at ease. She usually uses many gestures when talking. She often makes suggestions to others, but rarely attempts to force her ideas on them. It is important for Tammy to use her people skills to "facilitate" agreement between people. She tends to look at all the things the group has in common, rather than key in on the differences. She will optimistically interact with people in an assured, diplomatic and poised manner. She tends to influence people to her way of thinking by using verbiage as compared with others who like to use reports. She judges others by their verbal skills and warmth.





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.

"See Yourself As Others See You"

SELF-PERCEPTION

You usually see yourself as being:

Enthusiastic
Charming
Persuasive

Outgoing
Inspiring
Optimistic

OTHERS' PERCEPTION

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

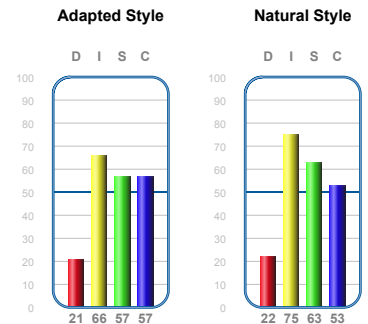
Self-Promoting
Overly Optimistic

Glib
Unrealistic

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

Overly Confident
Poor Listener

Talkative
Self-Promoter





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.

Dominance	Influencing	Steadiness	Compliance
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 Passive Patient Possessive Predictable Consistent Deliberate Steady Stable	Evasive Worrisome Careful Dependent Cautious Conventional Exacting Neat Systematic Diplomatic Accurate Tactful Open-Minded Balanced Judgment
Conservative Calculating Cooperative Hesitant Low-Keyed Unsure Undemanding Cautious	Reflective Factual Calculating Skeptical Logical Undemonstrative Suspicious Matter-of-Fact Incisive Pessimistic Moody Critical	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
Mild Agreeable Modest Peaceful Unobtrusive			



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.

"Improving Your Interactive Flexibility"

When interacting with a customer who has the following characteristics:

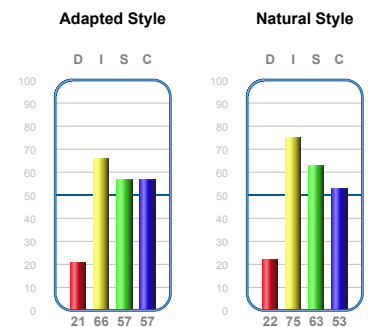
- Fast-paced speech
- Comes on strong
- Impatient
- Direct
- Tries to control the situation

Factors that will improve Service with this Style of Customer:

- Hit the high points of conversation
- Give them the "bottom line"
- Don't waste their time
- Stress Service - fast and efficient
- Stress new products and service
- Flatter their ego

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

- Talking about things that are not relevant to the issue
- Appearing disorganized
- Over use of gestures and emotion





CUSTOMER SERVICE FLEXIBILITY

"Improving Your Interactive Flexibility"

When interacting with a customer who has the following characteristics:

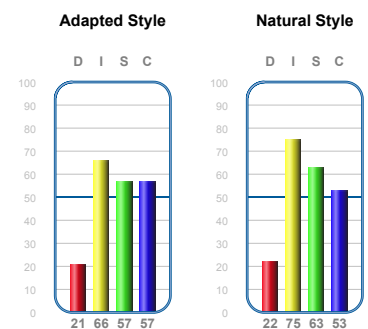
- Friendly and talkative
- Impulsive
- Uses many hand gestures while speaking
- Shows much emotion
- Imprecise about the use of time

Factors that will improve Service with this Style of Customer:

- Use emotion
- Use their words to accomplish objective
- Provide friendly environment
- Don't dwell on details
- Use flattery
- Use testimonials of experts
- Provide chance for them to verbalize

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

- Controlling the conversation
- Talking about yourself





"Improving Your Interactive Flexibility"

When interacting with a customer who has the following characteristics:

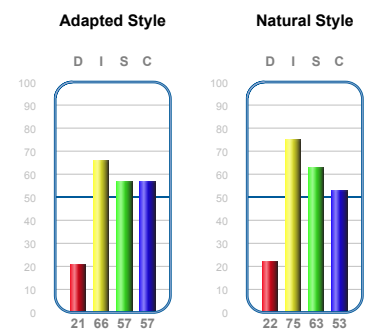
- Patient
- Easy going
- Unemotional voice
- Reserved
- Deliberate - methodical

Factors that will improve Service with this Style of Customer:

- Slow down - explain details
- Be patient
- Control body language
- Speak with sincere tone of voice
- Listen patiently
- Present in a logical order

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

- Being overly optimistic
- Talking too much and not listening





CUSTOMER SERVICE FLEXIBILITY

"Improving Your Interactive Flexibility"

When interacting with a customer who has the following characteristics:

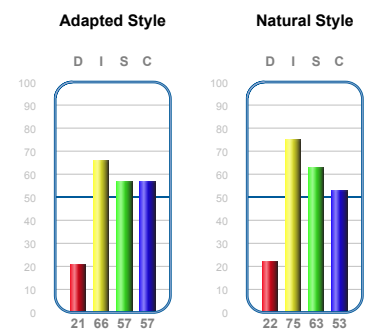
- Speaks slowly
- Asks questions about facts and data
- Deliberates
- Uses few gestures
- Skeptical
- Suspicious

Factors that will improve Service with this Style of Customer:

- Slow down and LISTEN
- Explain details
- Use restrained body language
- Give full details
- Be patient
- Control emotions - speak sincerely
- Restrain your enthusiasm
- If possible, sit down to talk

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

- Being overly optimistic
- Inability to prove what you say





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.

CUSTOMER

STRATEGY

Skeptical, Suspicious

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

Nervous, irritable, high strung

Use a quiet, tactful, soothing manner.

Pessimistic, grouchy, complaining

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

Egotistical, opinionated, high hat

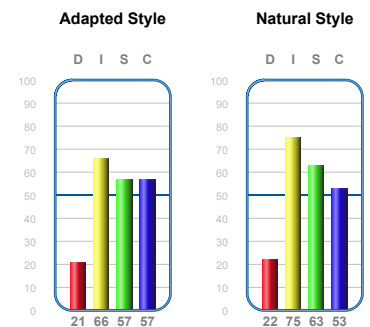
Flatter their ego. Concentrate on getting results.

Argumentative, blustering

Create response by challenging in a sincere manner.

Silent, secretive

Be more personal than usual to draw them out.



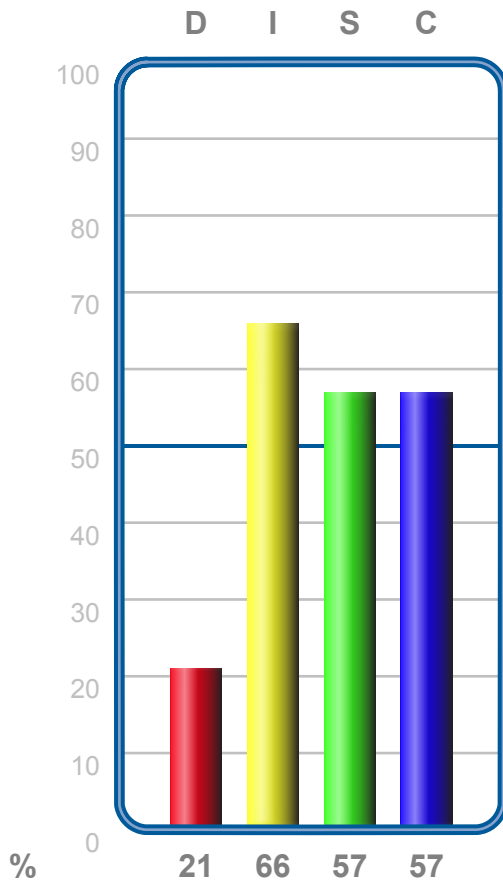


Tammy Sample

MOST

Graph I

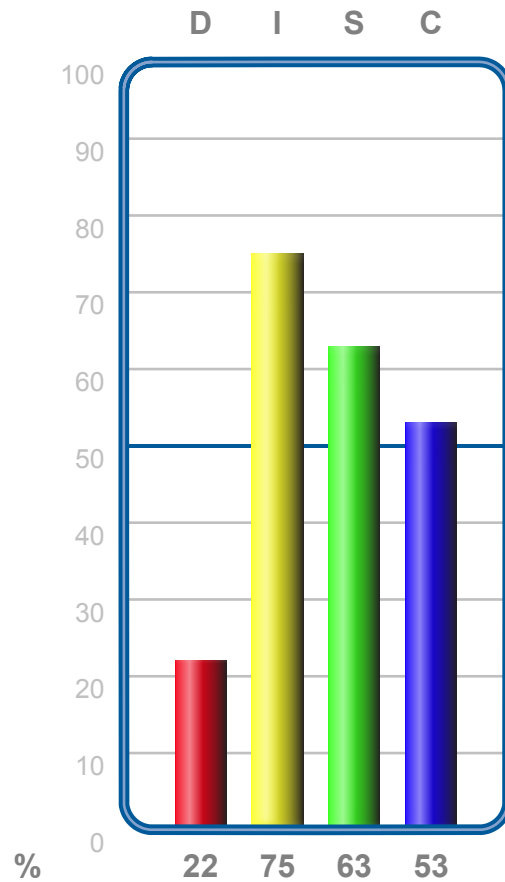
Adapted Style



LEAST

Graph II

Natural Style



Norm 2011 R4



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:

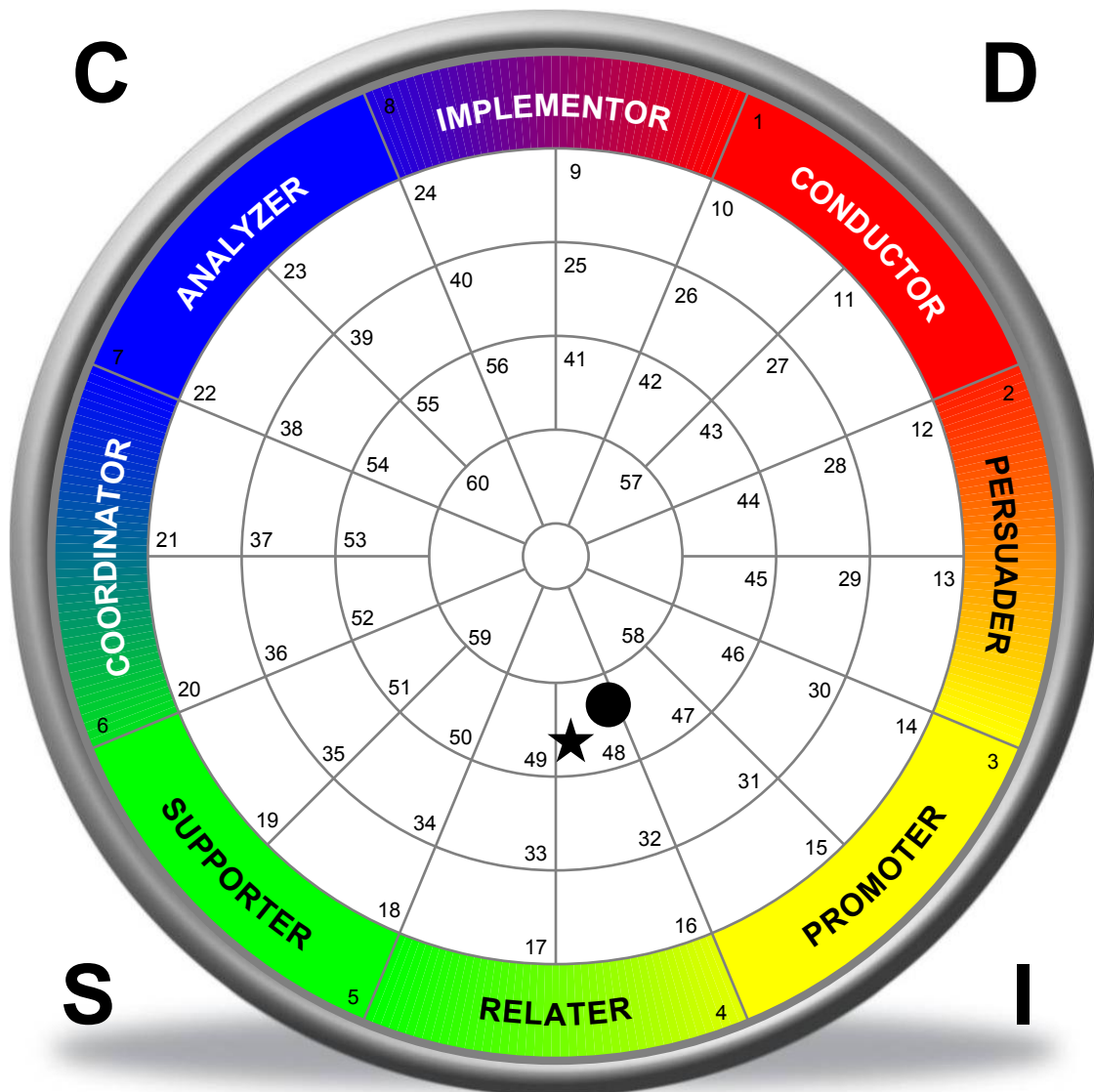
- View your natural behavioral style (circle).
- View your adapted behavioral style (star).
- Note the degree you are adapting your behavior.
- If you filled out the Work Environment Analysis, view the relationship of your behavior to your job.

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.



Tammy Sample



Adapted: ★ (48) PROMOTING RELATER (ACROSS)
 Natural: ● (48) PROMOTING RELATER (ACROSS)

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