



Axiometrics International, Inc.
“Changing the World and the Future”

Customer Service Assessment

Prepared for:

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Axiometrics International, Inc.

Congratulations

Arthur Albert Charles George Saxe-Coburg

You are now in possession of your Value Analysis from Axiometrics International, Inc.

Axiometrics International, Inc., is an organization that utilizes the practical application of the life's work of Dr. Robert S. Hartman, the discoverer of a new mathematical science called Axiology.

Axiology measures your ability to value. Your capacity to value is a talent or ability by which you organize your thinking and emotions to make decisions or value judgments. Your value talent is a measure of your ability to:

- 1) see and filter what is happening around you, and in yourself
- 2) build concepts and ideas by focusing on what is important to you
- 3) translate your ideas and expectations into decisions.

These three activities are the keys to understanding how we all make decisions.

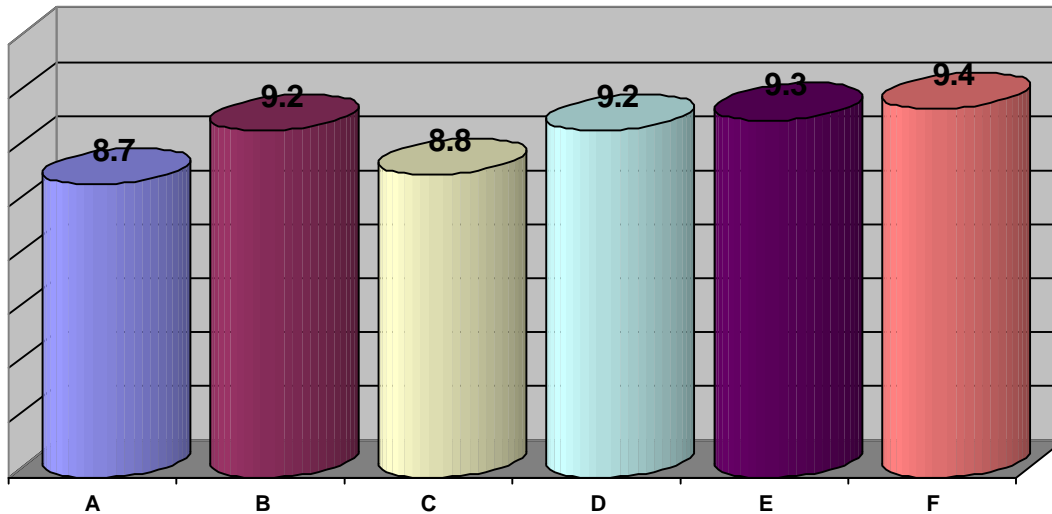
Artie, your ability to make value judgments is a natural activity of the mind and is similar to musical talent and ability. Each person has certain inborn skills or aptitudes. Some individuals have an ear for musical notes; others can be taught to recognize the notes. Both types of individuals can develop their natural talent and apply this talent as musicians. In the same way, some individuals have better developed natural talent for making value judgments and can make better decisions. These individuals have a clearer idea of what is important, can see things which other miss, are very creative problem solvers, make decisions which always seem to be on target, and are sensitive to the needs and concerns of others.

Value talent, like musical talent or sports talent, can be learned and improved. The first step in developing your value talent is to identify your level of development, and to find out what specific types of talent you have. The value analysis is designed to let you come into contact with your ability to think and make value judgments about yourself and the world around you. This analysis will give you an opportunity to experience the biases which focus your thinking, the natural skills which your mind uses on a day to day basis to make decisions, the strengths which belong to you, the areas for development which can improve your ability to be you, and the combination of talent which defines your uniqueness.

Remember that your value analysis is not a psychological, intelligence, or aptitude test. Your value talent is a measure of your ability to utilize your intelligence, access your natural and learned skills, and control your emotions. Your value profile describes the unique patterns that belong to you and capture both the unique structure of the way you think as well as the way you change as you grow and develop. Your value profile is a slice out of time, a cross section of your life's history showing where you are, how well you are using your talent, and the stresses and strains which you are experiencing.

Customer Service Assessment

OVERVIEW GRAPH

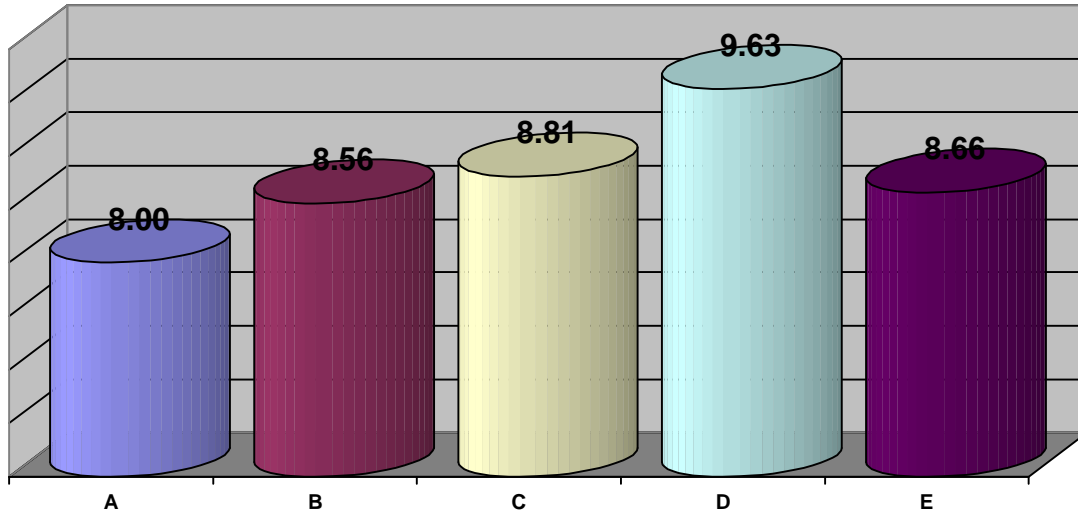


Primary Strengths	9.5 to 10.0
Secondary Strengths	8.9 to 9.49
Secondary Development	8.3 to 8.89
Primary Development	6.0 to 8.29

- A) Relating With Customers(8.7)** -- The ability to see, understand and relate with customers in an objective, unbiased manner.
- B) Communicating With Customers(9.2)** -- The ability to listen to customers, evaluate what is important and respond effectively.
- C) Handling Customer Rejection(8.8)** -- The ability to maintain a strong sense of inner self worth regardless of circumstances.
- D) Job Related Attitudes(9.2)** -- The ability to work within the organizational guidelines, policies and procedures to get things done.
- E) Problem Solving Capacity(9.3)** -- The ability to identify potential customer problems and generate effective solutions.
- F) Personal Work Attitudes(9.4)** -- The ability to feel a sense of purpose and satisfaction in one's work.

Customer Service Assessment

RELATING WITH CUSTOMERS



Primary Strengths	9.5 to 10.0
Secondary Strengths	8.9 to 9.49
Secondary Development	8.3 to 8.89
Primary Development	less than 8.3

A) Attitude Toward Customers(8.00) -- This component measures one's ability to be positive, objective and tolerant with customers.

B) Prejudice/Bias Index(8.56) -- This component measures the degree of prejudice and bias in attitudes towards others.

C) Reading Customer Needs(8.81) -- This component measures one's ability to see and understand the needs and interests of customers.

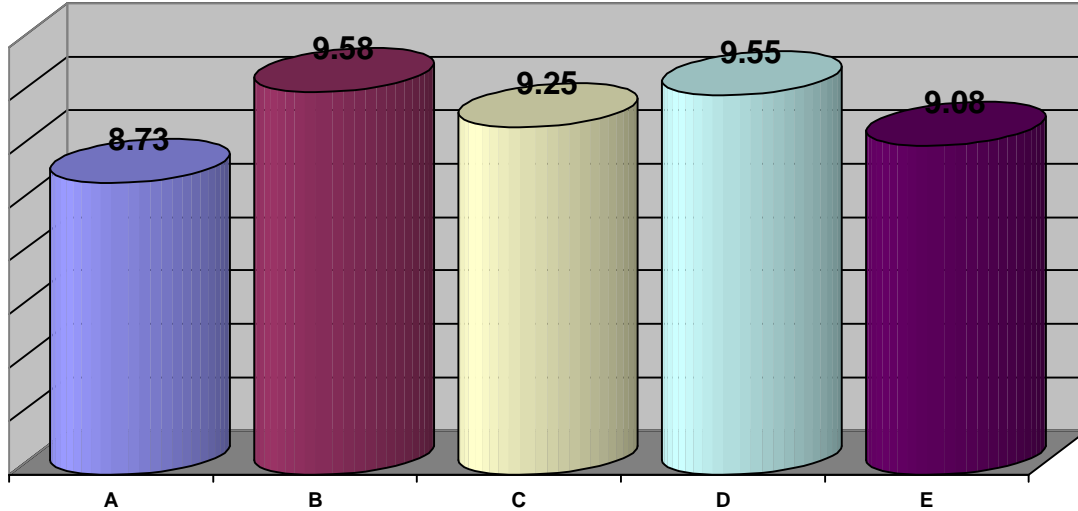
D) Valuing Future Business(9.63) -- This component measures one's ability to develop and maintain a positive, realistic attitude about future business with customers.

E) Patience With Customers(8.66) -- This capacity measures one's ability to see and accept customers as they are.

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.

Customer Service Assessment

COMMUNICATING WITH CUSTOMERS



Primary Strengths	9.5 to 10.0
Secondary Strengths	8.9 to 9.49
Secondary Development	8.3 to 8.89
Primary Development	less than 8.3

A) Listening To Customers(8.73) -- This component measures how well an individual listens without imposing personal biases and expectations.

B) Evaluating What Is Said(9.58) -- This component measures the ability to focus on crucial issues in an objective manner.

C) Developing A Response(9.25) -- This component measures how well one can construct alternatives which address issues in a clear, understandable manner.

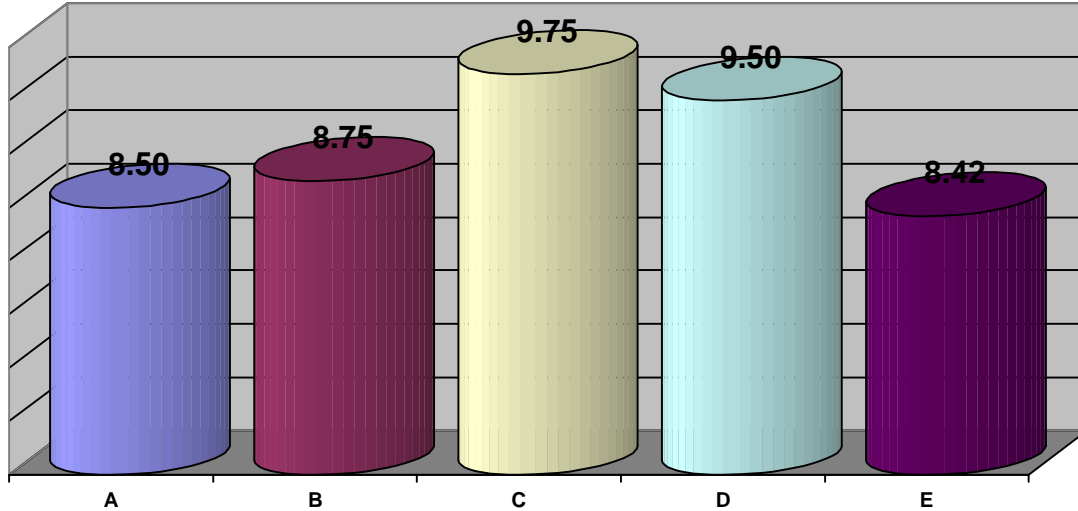
D) Talking At The Right Time(9.55) -- This component measures how well one can decide what to say and when to say it.

E) Understanding Attitudes(9.08) -- This component measures one's ability to be tolerant and understanding of other viewpoints.

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.

Customer Service Assessment

HANDLING CUSTOMER REJECTION



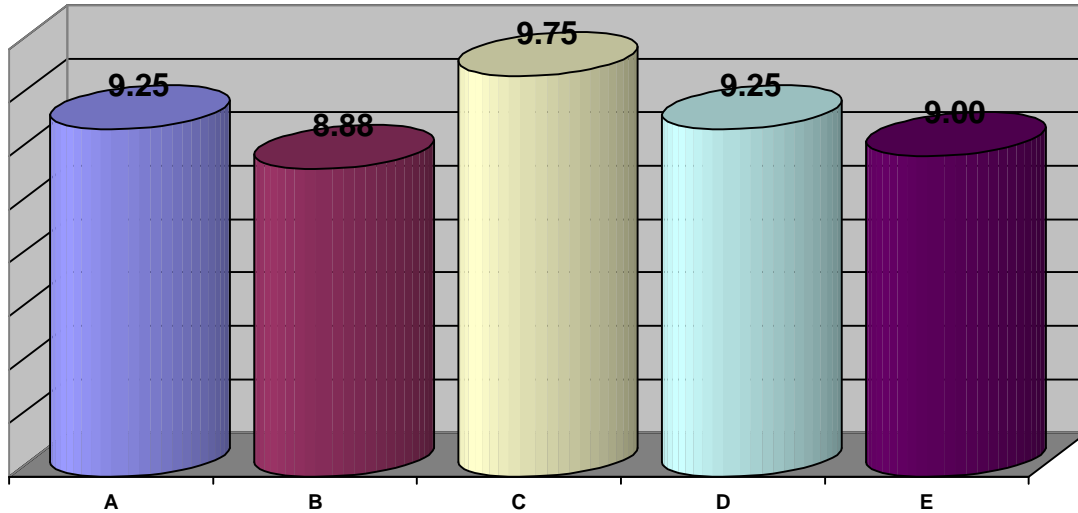
Primary Strengths	9.5 to 10.0
Secondary Strengths	8.9 to 9.49
Secondary Development	8.3 to 8.89
Primary Development	less than 8.3

- A) Self Esteem(8.50)** -- 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.
- B) Self Assessment(8.75)** -- 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.
- C) Self Confidence(9.75)** -- The ability to develop and maintain inner strength based on the belief that one will succeed.
- D) Self Control(9.50)** -- The ability to maintain self composure in difficult situations, to think and act objectively rather than impulsively and emotionally.
- E) Sensitivity To Others(8.42)** -- 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.

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.

Customer Service Assessment

JOB RELATED ATTITUDES



Primary Strengths	9.5 to 10.0
Secondary Strengths	8.9 to 9.49
Secondary Development	8.3 to 8.89
Primary Development	less than 8.3

A) Meeting Established Standards(9.25) -- This component measures one's respect for and conformity to established norms and principles.

B) Doing Things Right(8.88) -- This component measures one's insistence on doing things right.

C) Attention to Policies and Procedures(9.75) -- This component measures one's sense of respect for and commitment to organizational policies and procedures.

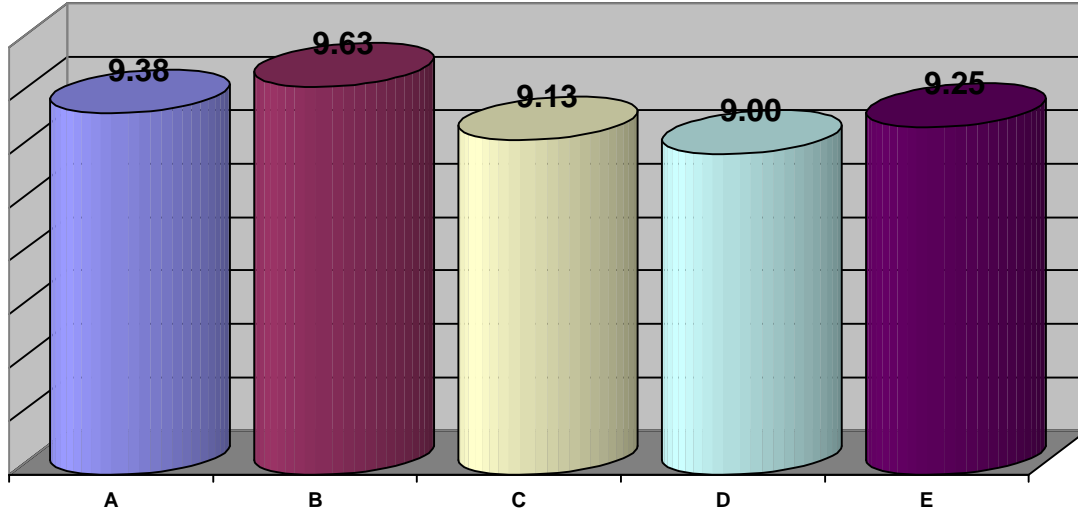
D) Meeting Deadlines and Schedules(9.25) -- This component measures one's attention to and urgency to meet schedules and deadlines.

E) Attitude Toward Authority(9.00) -- This component measures the degree of attention to and respect for organizational and social sources or authority.

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.

Customer Service Assessment

PROBLEM SOLVING CAPACITIES



Primary Strengths	9.5 to 10.0
Secondary Strengths	8.9 to 9.49
Secondary Development	8.3 to 8.89
Primary Development	less than 8.3

A) Evaluating What To Do(9.38) -- This component measures one's ability to identify issues and allocate resources to the solve the problem.

B) Attention To Concrete Detail(9.63) -- This component measures one's ability to see and pay attention to concrete detail, recognizing flaws in things and situations.

C) Using Common Sense(9.13) -- This component measures one's ability to use practical, common sense in problem solving situations.

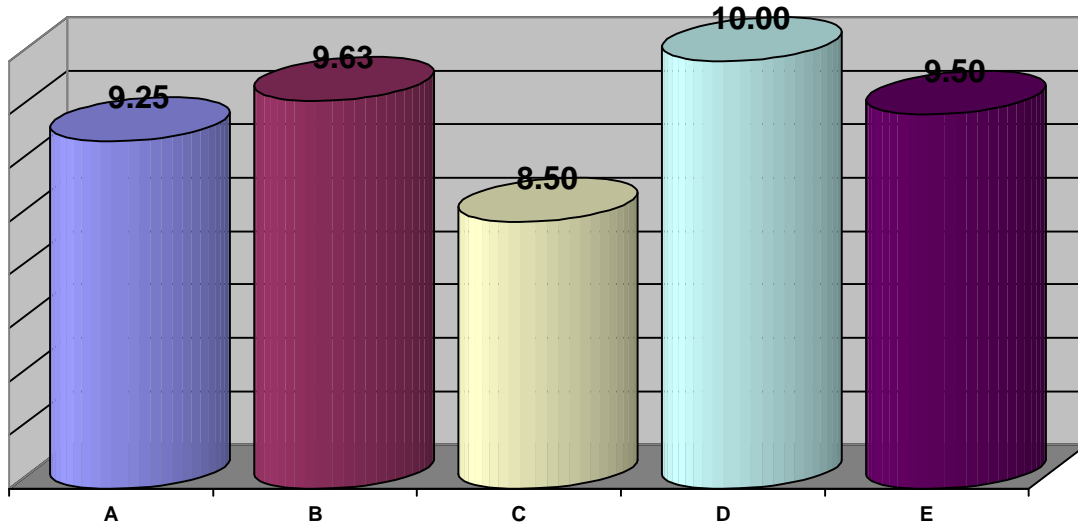
D) Intuitive Insight(9.00) -- This component measures one's ability to rely on intuitive inner feelings for identifying problems and deciding on a fruitful direction.

E) Seeing Potential Problems(9.25) -- This component measures one's ability to size up situations and identify causes and solutions for problems.

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.

Customer Service Assessment

PERSONAL WORK ATTITUDES



Primary Strengths	9.5 to 10.0
Secondary Strengths	8.9 to 9.49
Secondary Development	8.3 to 8.89
Primary Development	less than 8.3

A) Role Satisfaction(9.25) -- This component measures one's ability to feel confident and competent.

B) Flexibility/Adaptability(9.63) -- This component measures the effect of dogmatic, rigid and black and white attitudes toward oneself and the world.

C) Health-Tension Index(8.50) -- This component measures one's ability to balance tensions and anxieties.

D) Persistence(10.00) -- This component measures one's ability to maintain direction in spite of obstacles and regardless of any circumstances.

E) Consistency, Reliability(9.50) -- 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.

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.

Customer Service Assessment PRIMARY STRENGTH COMMENTS

Valuing Future Business: (Relating With Customers)

Your individualism leads you to challenge existing ways of thinking and to anticipate consequences which others may not be willing or able to see. Use your individualism to help your customers cautiously and realistically examine the consequences of their decisions.

Evaluating What Is Said:(Communicating With Customers)

You have the ability to realistically and objectively evaluate what others are saying identifying any potential problem areas, generating constructive alternatives for solutions, maintaining an openness to viewpoints even when they are contrary to your own and seeing all sides of an issue.

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. Moreover, you have a strong commitment to what you believe is right, which will give you the confidence and assurance to say what you believe you need to say.

Self Confidence: (Ability To Handle Rejection)

You believe very strongly in your capacity to perform to potential and rely on social\role accomplishments as a key source for strength and drive. Remember that you need recognition and attention for your accomplishments and that you may expect more from yourself that you can give.

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.

Attention To Policies And Procedures: (Job Related Attitudes)

You have a deep sense of respect for and a need to implement organizational polices, plans and programs. Your strong sense of doing things right will help you make certain that customers are aware of their rights and privileges as as well the consequences of their actions.

Customer Service Assessment

PRIMARY STRENGTH COMMENTS

Attention To Concrete Detail: (Problem Solving Capacity)

Your perfectionistic drive and analytical thinking ability as well as your strong concentration on doing things right will likely build a compulsion for focusing on concrete, practical situations and on the immediate translation of your expectations into decisions and actions.

Flexibility, Adaptability: (Personal Work Attitudes)

You have a strong sense of personal commitment to what you believe is right. You also have the ability to redirect your energy and direction when you discover that what you are doing is not working and to see and accept your mistakes and use them as opportunities for pushing ahead.

Persistence: (Personal Work Attitudes)

Your strong commitment to your inner ideals, your personal goals and beliefs about the future and your sense of what is right provides a compulsive need to push ahead and will also act as a beacon to keep you on track in difficult and confusing situations.

Consistency: (Personal Work Attitudes)

You have strong confidence about what you can do which leads to a sense of comfort and acceptance with your current circumstances. Your confidence gives you a sense of personal competence and satisfaction with what you are doing and acts as a springboard to action as well as personal justification that what you are doing is right for you.

Customer Service Assessment

SECONDARY STRENGTH COMMENTS

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.

Developing A Good Response:(Communicating With Customers)

You have the ability to identify and understand the consequences of your responses on others and are likely to take this information into consideration when you are developing a response. Your responses are likely to be objective but cautious and critical, especially in situations when you are dealing with opposing points of view.

Understands Attitudes:(Communicating With Customers)

You have both the ability to see and understand the attitudes and viewpoints of others but you also have a willingness to spend the time and energy making certain that you have clearly understood what others are saying as well as making certain that you are maintaining openness and concern in your actions and decisions.

Sensitivity To Others: (Ability To Handle Rejection)

You have the ability to objectively assess not only the positive and negative potential of others but also the risk to you of becoming involved with others in personal, social and role relationships. You have the capacity to develop cautiously optimistic relationships without either becoming overly critical or too involved.

Meeting Established Standards: (Job Related Attitudes)

Your strong sense of perfectionism generates attention to making certain that things are done right. As a result, you have a keen appreciation of the need for standards and norms as well as a willingness to make certain that standards and preorganized strategies and expectations are met.

Doing Things Right: (Job Related Attitudes)

You are a perfectionistic thinker who pays attention to making certain that things are done right. As a result, you are likely to spend time and energy developing respect for accepted standards and ways of getting things done.

Customer Service Assessment SECONDARY STRENGTH COMMENTS

Meeting Schedules And Deadlines: (Job Related Attitudes)

Your strong sense of perfectionism both about what is right for you and about what is right for the world around you generates an approach to schedules and deadlines which is based on preset, preorganized plans and programs. You have a well developed capacity for turning timetables into expectations and standards for actions and decisions.

Attitude Toward Authority: (Job Related Attitudes)

Your strong sense of perfectionism and drive toward making certain that things are done right will build a strong sense of belief in and loyalty to authority and a willingness to work to maintain consistency and constancy in actions and decisions.

Evaluating What To Do: (Problem Solving Capacity)

You have an excellent ability for sizing up situations, for identifying problems, especially in difficult or confusing situations and for generating constructive alternatives for resolving problems. This ability is a combination of practical, common sense thinking and conceptual, analytical thinking ability.

Using Common Sense: (Problem Solving Capacity)

You have the ability to see and pay attention to things in a practical, common sense way giving you the ability to see and understand what needs to be done and to understand how to get things done in a practical way. You tend to be 'now' oriented and to stay focused on the need for results and immediate action.

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.

Seeing Potential Problems: (Problem Solving Capacity)

You have a good capacity for identifying what the crucial issues are 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.

Customer Service Assessment
SECONDARY STRENGTH COMMENTS

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 Assessment

SECONDARY DEVELOPMENT COMMENTS

Prejudice/Bias Index: (Relating With Customers)

You tend to develop very skeptical, critical biases about others which concentrate on criticizing what is wrong rather than identifying what is right with others. Attend a course on building personal relationships which will help you identify the negative effect of biases and provide techniques for being more open and accepting of others.

Patience With Customers: (Relating With Customers)

You tend to constantly measure others against your practical or preset biases and expectations and to be very impatient when they do not measure up. Attend a course on building personal relationships which will help you identify the source of your impatience and develop techniques for seeing and accepting others as they are.

Listening To Customers: (Communicating With Customers)

You tend to be overly skeptical and critical listening, measuring, and critiquing everything that is said against a preset standard. Attend a communication workshop which will teach you the value of listening to the other person's point of view and provide practical techniques for listening in a balanced and objective manner.

Self Esteem: (Handling Customer Rejection)

You are currently depreciating your own inner worth, measuring yourself against ideals and expectations and blowing up your imperfections. As a result, you may have difficulty keeping control and promise more than can be delivered or more than is necessary.

Self Assessment: (Handling Customer Rejection)

You may have difficulty clearly and realistically assessing your strengths and limitations. As a result, you may bite off more than you can chew, overlook your own potential for mistakes and have difficulty maintaining consistent confidence in your ability to perform.

Sensitivity To Others (Handling Customer Rejection)

You are cautious and sometimes skeptical in your attitudes toward others. As a result, you may project an indifference or lack of attention to prospect and client needs and concerns and may become too critical and competitive when people disagree with your ideas and proposals.

Customer Service Assessment
SECONDARY DEVELOPMENT COMMENTS

Health Tension Index: (Personal Work Attitudes)

You currently do not see or value your self as well as the world around you and as a result 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.

Customer Service Assessment
PRIMARY DEVELOPMENT COMMENTS

Attitude Toward Customers: (Relating With Customers)

You tend to have an overly cautious, skeptical attitude toward others which can cause you to be too critical of others and impatient when they do not measure up. Attend a course on developing personal relationships which will provide techniques for helping you pay more attention to the needs and interests of others.

Customer Service Assessment
IDENTIFYING VALUE TALENT
BUILDING VALUES
(Sources of Flow)

Intuitive Insight

Intuitive insight and intuitive feelings provide a powerful and reliable source for problem solving. Our research has shown that entrepreneurs, artists, salespeople and crisis problem solvers have strong intuitive ability as a common strength. Intuitive insight is a legitimate source of thinking. In many circles, this talent is treated as a source of emotion rather than thinking and logic. We measure intuitive insight as the ability to readily identify a problem, a potential solution or a direction which is fruitful, and as the ability to see a person, thing, situation or idea in its total meaning.

You have very good intuitive insight. Your intuitive ability gives you knowledge that is accurate and reliable which can immediately identify when something is wrong, when someone can be trusted, when a decision is the right decision and when the direction in which you are heading is your best and most fruitful path.

Practical Problem Solving Ability

Practical problem solving ability (common sense thinking) measures the ability (1) to rely on practical, common sense thinking for identifying and solving problems, (2) to readily see crucial issues in complex, difficult and confusing situations, and (3) to see how to respond with good 'street sense' to attain practical results.

You have excellent practical, common sense ability. This key strength helps you see what is important and needs immediate attention, to identify problems and practical common sense ways for solving them and to see flaws in things and situations. Our research indicates that many individuals have this talent but either do not recognize it or do not rely on it. As a result, this strength may be a surprise to you and may not be recognized by you or by others who know you. The talent is yours, however, and is available for you to recognize and develop.

Customer Service Assessment
IDENTIFYING VALUE TALENT
BUILDING VALUES
(Sources of Flow)

Keen Insight Into Others

You have a unique and powerful gift. You are a keenly perceptive individual who has an excellent capacity to see and appreciate the worth of others. You have the ability to see both the positive character potential and the potential character flaws in others. You have a genuine gift for identifying and valuing what makes each person unique and special. Moreover, you have the ability to evaluate and understand what is being said, to identify constructive alternatives, and to organize and plan an effective response. Your keen intuitive insight can guide you toward solutions to personal problems.

Your key strength is the ability to compare and evaluate crucial issues and to organize your thinking such that you are aware of what is needed to develop and maintain relationships. You may have difficulty trusting others when you cannot determine your risk. You may also have difficulty accepting others as they are. As a result, you may spend too much time and energy trying to determine the outcome of relationships.

Excellent Practical, Common Sense Thinking

We live our daily lives in a concrete world full of things, events, circumstances, problems, details. We mark time by the passage of events, the growth and deterioration of things, the importance of events and situations. We measure each other by our physical and material successes. Although we know that there is more to us than the physical, we are constantly aware of the need to live and survive in our concrete world.

You have an excellent ability to be in touch with things and circumstances. You have the ability to readily identify what needs to be done and what is important and needs attention. You have an excellent capacity to see and appreciate common sense thinking and the need to pay attention to practical, concrete detail. You are sensitive to the need for getting things done on time and to the need to organize things and situations such that there is a practical result. You have the ability to see flaws in things and to detect concrete problems and practical solutions.

Customer Service Assessment
IDENTIFYING VALUE TALENT
BUILDING VALUES
(Sources of Flow)

Very Good Conceptual, Analytical Thinking Ability

Each morning when we get up, we believe that the sun will be in the sky and that the air we breathe will be available to us. This faith or belief factor gives meaning to our experiences. Meaning brings order to our experiences, gives us names and labels which we can use on a common basis, helps us anticipate where we will go, reinforces our beliefs and helps us form habits such that we do not have to experience each experience as totally new.

You have a very good ability for seeing and appreciating the need for order, structure and conceptual meaning. You have a keen appreciation for ideas, plans and strategies. You will likely pay attention to keeping things consistent, doing things right, focusing on clear, orderly thinking and being concerned about the results and consequences of your thinking. You understand the importance of rules, norms and authority for helping us feel secure. You may become too concerned about keeping things in order and, as a result, may feel frustrated when things do not work out as you expect.

Self Direction and Self Determination

The basic questions for all time are enduring 'Who am I?', 'What am I?' and 'What ought I to be?'. These three questions sum up our quest to be. We want to know that we have a purpose, that our lives have meaning. In fact, our research indicates that the strongest and most consistent motivating factor in all individuals is self direction and self purpose.

You are extremely fortunate to have a powerful combination of insight into inner ideals and a strong commitment to self direction, to the creation and fulfillment of your goals. This combination gives you the capacity to be very goal directed, capable of seeing goals and driving toward them with persistence. Your commitment to personal ideals gives you a sense of self excellence and perfection which can lead you to demand the best out of yourself and a strong moral code which instills a sense of responsibility for your conduct. Your persistence, however, can turn into insistence that your way is right regardless of circumstances.

Customer Service Assessment
IDENTIFYING VALUE TALENT
BUILDING VALUES
(Sources of Flow)

Social, Role Confidence

Our research identifies three key sources for motivation needs, wants and expectations. Expectations define our goals, our sense of meaning and purpose. Needs define our total, inner self including everything from fulfillment to ambition. Our wants focus on what we are doing, what satisfies us, what gives us a sense of enjoyment and makes us feel that we fit into society. Wants then define our social and role self, what we are, and bring to one point in time what we think we ought to be and who we ultimately are.

Doing well in your chosen job, being recognized for your efforts and achievements and living up to expectations of others are all extremely important to you. You have a strong sense of confidence that you can perform to expectations. Moreover, you feel satisfied with what you are doing and believe that you are performing well. You may become too focused on your social and role image leading you to expect more out of your role accomplishments than is possible or more out of yourself than you can do.

Dynamic, Positive Attitude Toward The World

Our research proves that all individuals have special talent and gifts which form the basis of their uniqueness and which can be developed and applied. Our experience also shows that most performance difficulties occur not because of lack of talent but from a lack of access to the talent. Many times individuals who succeed do not have the greatest talent. What these successful persons do have is the ability to utilize what talent they have. They believe that things can and will work out for them.

You are extremely fortunate to be one of those individuals who has a dynamic, positive overall attitude toward the world around you. Regardless of the difficulties that come your way, you believe that things can and will work out. Your trust and optimism gives you a sense of comfort in difficult situations and provides you the ability to bounce back and deal with stress, mistakes and failures.

Customer Service Assessment
IDENTIFYING VALUE TALENT
BLOCKING VALUES
(Sources of Interference)

A Need For Self Affirmation

One of the most consistent factors we have seen in over seventy percent of all individuals is a tendency to not give themselves enough credit. We have seen this factor in individuals who are top achievers as well as individuals who are not achieving any success in their careers. We call this factor a need for self affirmation, that is, a need to do something such that other people will affirm that you are worthy and have value.

You are currently experiencing this common need for self affirmation. As a result, you will tend to measure yourself against what you think you ought to be or against what others think you ought to be. You may feel frustrated and disappointed in yourself even when you are achieving success. Moreover, you tend to be too sensitive to what others think or say about you. Because you do have a good understanding of your inner self worth, the need for self affirmation will likely function as a motivating factor building a strong need to achieve recognition and attention to your worth.

Perfectionistic Self Image and Expectations

Sometimes the strength which results from our focused attention and energy can become a blocking, restrictive force. We are all familiar with examples of persons of enormous talent in sports, academics, or politics who are highly successful in their work but have difficulty handling relationships, running their businesses, or simply coping with normal problems. These individuals act as though they have blinders on seeing only what is in front of them.

Your commitment to personal goals and ideals which produces drive and persistence can potentially lead you to put blinders on and become too focused on what you think is right for you. As a result, you can become stubborn about what you must do turning persistence into insistence that your way is right regardless of circumstances. You may set goals which are challenging but are not rewarding leading you to either loose interest in them or not feel satisfied when you achieve them. Moreover, you may feel frustration and anxiety when things do not work out exactly as you expect.

Customer Service Assessment
IDENTIFYING VALUE TALENT
BLOCKING VALUES
(Sources of Interference)

Too Much Attention To Social, Role Image And Expectations

How well you perform in your role or job and how you are seen by others is extremely important to you. In fact, you tend to define your self worth through your social image and your job performance. Your concern about how well you are performing and about social recognition can act as a source of confidence and strength. You tend, however, to become too concerned about how other people see you, to place too much emphasis on status and social image, and to overestimate either how much fulfillment you can attain through your achievements or your ability to perform.

You tend to see and value yourself only through your role and through what others think or say about you. As a result, you are likely to be too sensitive to what others think or say. You tend to be overconfident about your ability to perform and are likely to overlook your potential for mistakes, to not see your mistakes and errors, and to be too quick to take on tasks before you have realistically evaluated what you can do.

Perfectionistic, Demanding Attitudes Toward Others

You tend to approach individuals through your ideas, ideals, and expectations measuring them against these filters. You can become overly critical of, demanding on, and impatient with others when they do not measure up; however, you feel a strong sense of respect for the rights of others and will likely be committed to fairness in your relationships. You tend to think when you should feel leading you to not be responsive to personal problems which are not defined as important by you.

You have the ability to see and understand what is said but will likely pay most attention to evaluating responses against your expectations. You tend to overlook, discount or criticize another person's perspective and to be impatient and demanding when you cannot get them to see and accept your point of view. You have the ability to build well organized, clear responses and explanations but you tend to be overconfident when relying on the logic of your position to persuade others to see things your way.

Customer Service Assessment
VALUE STRUCTURE OVERVIEW
WORLD

EMPATHY
(CRYSTAL CLEAR)

You are a keenly perceptive individual who has an excellent capacity to make sound judgments about others. You are an intuitive, feeling person but you tend to relate in a cautiously discrete manner. Moreover, you are likely to open up more readily to those who meet your biases and expectations and can become overly critical of and impatient with others especially when they do not measure up.

PRACTICAL THINKING
(CRYSTAL CLEAR)

You have an excellent capacity for practical, common sense thinking and for concrete organization. You are extremely attentive to concrete detail and are a very results oriented, now oriented person. You can become too results and now oriented and may become too pragmatic and critical in your thinking.

SYSTEM JUDGMENT
(CLEAR)

You have a very good capacity for seeing and appreciating the need for structure, order, consistency and authority. You tend to be a conceptual, analytical thinker and a proactive planner who likes to fit all of the pieces together before making a decision. Your strong sense of perfectionism may turn into a stubborn insistence that things be done right regardless of circumstances.

Customer Service Assessment
VALUE STRUCTURE OVERVIEW
SELF

SELF ESTEEM
(CLEAR)

You have the ability to understand your inner self worth but you are currently depreciating your own inner worth. You do not give yourself as much credit as you should measuring yourself either against your own idealistic and perfectionistic expectations or against the expectations of others. In either case, you will tend to blow up your imperfections and become sensitive to what others think or say about you.

ROLE AWARENESS
(VISIBLE)

You have the ability to understand your social/role image but tend to pay too much attention to image and role responsibilities. As a result, you tend to overestimate your ability to perform expecting more out of yourself than you can give or to overestimate the amount of self fulfillment you can attain through social status and recognition. In either case, you can be overconfident potentially overlooking your own potential for error.

SELF DIRECTION
(CLEAR)

You are an an extremely goal directed person who has a strong sense of commitment to inner ideals and principles, to what you think is right. You are a very persistent person who is likely to remain on target regardless of circumstances; however, this persistence can turn into insistence that your way is right regardless of circumstances and into a compulsive need to push ahead.

Customer Service Assessment COMPOSITE ATTITUDE SURVEY

	INATTENTIVE TO THE CAPACITY	CAUTIOUS ABOUT THE CAPACITY	ATTENTIVE TO THE CAPACITY	OVERATTENTIVE TO THE CAPACITY
EMPATHY (CRYSTAL CLEAR)	KEENLY PERCEPTIVE DISCRETE INTUITIVE PRESET			
PRACTICAL JUDGMENT (CRYSTAL CLEAR)				KEENLY PERCEPTIVE RESULTS ORIENTED PRAGMATIC
SYSTEM JUDGMENT (CLEAR)			PERFECTIONISTIC IDEALISTIC STRUCTURED ANALYTICAL	

EMPATHY:

The ability to see and accept others as they are.

PRACTICAL JUDGEMENT:

The ability to see and appreciate practical, functional, and material values.

SYSTEM JUDGEMENT:

The ability to see and appreciate system, order, conceptual and analytical thinking and planning.

Customer Service Assessment COMPOSITE ATTITUDE SURVEY

	INATTENTIVE TO THE CAPACITY	CAUTIOUS ABOUT THE CAPACITY	ATTENTIVE TO THE CAPACITY	OVERATTENTIVE TO THE CAPACITY
SELF ESTEEM (CLEAR)	INATTENTIVE TO INNER SELF TOO DEMANDING ON AND CRITICAL OF THEMSELVES			
ROLE AWARENESS (VISIBLE)			EXTREMELY ATTENTIVE TO SOCIAL/ROLE IMAGE; OVER CONFIDENT	
SELF DIRECTION (CLEAR)				PERCEPTIVE PERFECTIONISTIC IDEALISTIC PERSISTENT INSISTENT

SELF ESTEEM:

The ability to see and accept oneself as a unique and individual person.

ROLE AWARENESS:

The ability to see and appreciate one's role and/or social contribution.

SELF DIRECTION:

The ability to see where one ought to go and to feel a strong sense of persistence.