



TTI Personal Talent Skills Inventory[®]

Customer Service version

Martha Demo

Sample

7-31-2007



INTRODUCTION

Research suggests that the most effective people are those who understand themselves, both their strengths and weaknesses, so they can develop strategies to meet the demands of their environment.

An individual's talents and personal skills are a fundamental and integral part of who they are.

In this report we are measuring three dimensions of thought. They are:

- * Intrinsic - People
- * Extrinsic - Tasks or things
- * Systemic - Systems

This report analyzes talents; that is, a person's ability to do things. Is the report 100% true? Yes, no and maybe. As you review your report, please determine which items are job related. This will give you insight as to where to begin development.



WORLD VIEW

This is how Martha sees the world around her. This view measures her clarity and understanding of people, tasks and systems. It could also be looked at in terms of feeling, doing and thinking from an external standpoint. The statements below are based primarily on the 3 dimensions on the left side of the dimensional balance page and are in a random order.

- Martha tends to underemphasize systems, which includes rules and policies.
- She tends to utilize others as a part of the process of getting things done.
- She has the capacity to be empathic and sensitive to people.
- She tends to involve others in the completion of tasks or projects.
- Martha could benefit from making a conscious effort to develop better two-way communication with authority figures.
- She may benefit from asking authority figures to explain the reason for certain rules or systems to better understand them.
- She could benefit by having more balance between the understanding of others and activities, compared to structure or systems.
- She tends to view rules and systems as flexible guidelines, versus being set in stone.
- Martha generally relates to work or tasks from both practical and interpersonal perspectives.



SELF VIEW

This is how Martha sees herself. This view measures her clarity and understanding of herself, her roles in life and her direction for the future. The internal dimensions are a reflection of her from both personal and professional viewpoints. The statements below are based primarily on the 3 dimensions on the right side of the dimensional balance page and are in a random order.

- Martha is aware of her strengths and gets involved in roles that will utilize her talents or help to further develop her potential.
- She shows a strong and equally developed focus on who she is and her life roles.
- She is not strict about concepts or images that guide her forward and shape her future.
- She has an unclear picture of the future since her focus is on her current roles and responsibilities.
- Martha sees the future as a process of discovery, rather than being clear-cut and definite.
- She uses her understanding of herself and her roles to overcome difficult situations.
- She is open to future possibilities and opportunities.
- She puts less emphasis on planning her future.
- Martha feels her own worth is equally based on her sense of self and her roles in life.



CRITICAL SUCCESS SKILLS

ATTITUDE TOWARD OTHERS: The general capacity one has for relating with other people.

0 1 2 3 4 5 6 7 8 9 10



EMOTIONAL CONTROL: The ability to appear to be rational and in-control when facing problems or crises.

0 1 2 3 4 5 6 7 8 9 10



EMPATHETIC OUTLOOK: The capacity to perceive and understand the individuality in others.

0 1 2 3 4 5 6 7 8 9 10



JOB ETHIC: The capacity to fulfill the professional responsibilities with a strong sense of moral duty and obligation they have been given.

0 1 2 3 4 5 6 7 8 9 10



PERSONAL ACCOUNTABILITY: The capacity to take responsibility for one's own actions, conduct, obligations and decisions without excuses.

0 1 2 3 4 5 6 7 8 9 10



PROBLEM SOLVING: The ability to identify key components of the problem, possible solutions and the action plan to obtain the desired result.

0 1 2 3 4 5 6 7 8 9 10



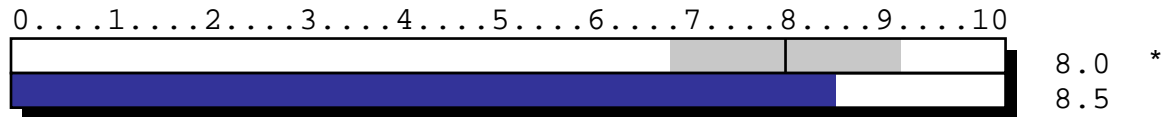
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* 68% of the population falls within the shaded area.

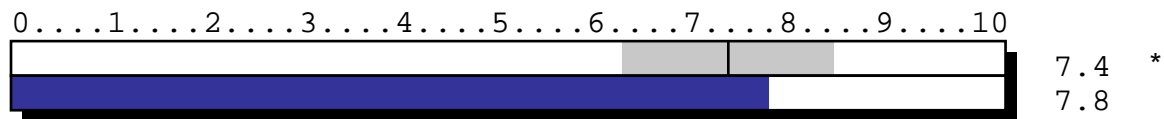


CRITICAL SUCCESS SKILLS

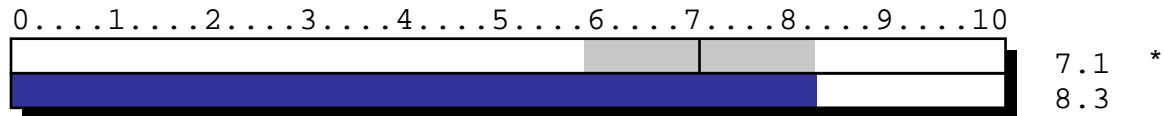
RESPECT FOR POLICIES: The ability to understand, appreciate and have high regard for the rules, policies and procedures of the company.



SELF CONFIDENCE: A measure of a person's assured self-reliance in his or her abilities.



PERSONAL DRIVE: A gauge of personal motivation to achieve, accomplish or complete tasks, goals or missions.



* 68% of the population falls within the shaded area.



THE CUSTOMER SERVICE SKILLS SUMMARY

This summary is a brief overview of the pages that follow. These scores provide a window into the respondent's abilities. This window will open even further as you progress through this report.

COMMUNICATING WITH CUSTOMERS

0 . . . 1 . . . 2 . . . 3 . . . 4 . . . 5 . . . 6 . . . 7 . . . 8 . . . 9 . . . 10



8.2

CONFLICT AND PROBLEM RESOLUTION

0 . . . 1 . . . 2 . . . 3 . . . 4 . . . 5 . . . 6 . . . 7 . . . 8 . . . 9 . . . 10



8.6

RELATING WITH OTHERS

0 . . . 1 . . . 2 . . . 3 . . . 4 . . . 5 . . . 6 . . . 7 . . . 8 . . . 9 . . . 10



8.6

SELF MANAGEMENT

0 . . . 1 . . . 2 . . . 3 . . . 4 . . . 5 . . . 6 . . . 7 . . . 8 . . . 9 . . . 10



8.3

WORK ATTITUDE

0 . . . 1 . . . 2 . . . 3 . . . 4 . . . 5 . . . 6 . . . 7 . . . 8 . . . 9 . . . 10



8.1

WORK ETHIC

0 . . . 1 . . . 2 . . . 3 . . . 4 . . . 5 . . . 6 . . . 7 . . . 8 . . . 9 . . . 10



7.9



COMMUNICATING WITH CUSTOMERS

This is a reflection of Martha's abilities to communicate in a fair, effective and accurate manner with customers or clients.

EVALUATING WHAT IS SAID: The capacity to objectively listen, understand and accurately interpret what someone else is saying.

0 1 2 3 4 5 6 7 8 9 10



SENSE OF TIMING: The ability to do the correct thing at the correct time.

0 1 2 3 4 5 6 7 8 9 10



SURRENDERING CONTROL: The capacity of a person to voluntarily surrender control and accept the authority of another person or group.

0 1 2 3 4 5 6 7 8 9 10



EMPATHETIC OUTLOOK: The capacity to perceive and understand the individuality in others.

0 1 2 3 4 5 6 7 8 9 10



* 68% of the population falls within the shaded area.



CONFLICT AND PROBLEM RESOLUTION

These scores reveal how Martha is likely to respond to conflicts and problems that arise from or involve customers or others.

EMOTIONAL CONTROL: The ability to appear to be rational and in-control when facing problems or crises.

0 1 2 3 4 5 6 7 8 9 10



7.9 *
8.5

INTEGRATIVE ABILITY: The capacity to see different components of a situation and tie them together to see the situation as a whole.

0 1 2 3 4 5 6 7 8 9 10



7.6 *
8.7

INTUITIVE DECISION MAKING: The capacity to make decisions by looking at the most essential elements and without all the facts or data.

0 1 2 3 4 5 6 7 8 9 10



7.0 *
9.0

PROBLEM SOLVING: The ability to identify key components of the problem, possible solutions and the action plan to obtain the desired result.

0 1 2 3 4 5 6 7 8 9 10



7.5 *
8.5

USING COMMON SENSE: The capacity to be resourceful and apply good, practical, ordinary sense in whatever situations arise.

0 1 2 3 4 5 6 7 8 9 10



7.6 *
8.5

* 68% of the population falls within the shaded area.



RELATING WITH OTHERS

This is a measure of Martha's abilities related to understanding, appreciating and considering customers' needs or wants. It also reveals Martha's genuine compassion for customers.

ATTITUDE TOWARD OTHERS: The general capacity one has for relating with other people.

0 1 2 3 4 5 6 7 8 9 10



EMOTIONAL CONTROL: The ability to appear to be rational and in-control when facing problems or crises.

0 1 2 3 4 5 6 7 8 9 10



FREEDOM FROM PREJUDICES: The ability to maintain objectivity when relating to other people.

0 1 2 3 4 5 6 7 8 9 10



HANDLING REJECTION: The capacity to exhibit persistence and strong will in the face of objections.

0 1 2 3 4 5 6 7 8 9 10



RELATING TO OTHERS: The capacity to understand and relate to others when communicating with them.

0 1 2 3 4 5 6 7 8 9 10



EMPATHETIC OUTLOOK: The capacity to perceive and understand the individuality in others.

0 1 2 3 4 5 6 7 8 9 10



* 68% of the population falls within the shaded area.



SELF MANAGEMENT

In order to be successful, Martha must manage herself. This area reveals Martha's ability to manage time, tasks, activities and projects. It also reveals her ability to deliver results.

HANDLING STRESS: The ability to maintain composure and internal strength when coping with external and internal pressures.

0 1 2 3 4 5 6 7 8 9 10



PERSONAL ACCOUNTABILITY: The capacity to take responsibility for one's own actions, conduct, obligations and decisions without excuses.

0 1 2 3 4 5 6 7 8 9 10



SELF ASSESSMENT: The capacity to objectively understand and evaluate one's self.

0 1 2 3 4 5 6 7 8 9 10



SELF CONFIDENCE: A measure of a person's assured self-reliance in his or her abilities.

0 1 2 3 4 5 6 7 8 9 10



INTERNAL SELF CONTROL: The ability to remain in conscious command of one's internal emotions when confronted with difficult circumstances and to respond rationally.

0 1 2 3 4 5 6 7 8 9 10



PERSONAL DRIVE: A gauge of personal motivation to achieve, accomplish or complete tasks, goals or missions.

0 1 2 3 4 5 6 7 8 9 10



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WORK ATTITUDE

This reveals Martha's attitude toward her current work environment. This measure also shows the degree to which Martha feels she is able to do her job consistently and correctly.

CONSISTENCY AND RELIABILITY: The capacity to regularly and dependably engage in and complete tasks or processes.

0 1 2 3 4 5 6 7 8 9 10



7.3 *
7.7

FOLLOWING DIRECTIONS: The capacity to hear, understand and follow instructions.

0 1 2 3 4 5 6 7 8 9 10



8.0 *
8.5

HANDLING STRESS: The ability to maintain composure and internal strength when coping with external and internal pressures.

0 1 2 3 4 5 6 7 8 9 10



7.0 *
9.1

PERSISTENCE: The capacity to steadily pursue any project or goal that a person is committed to in spite of difficulty, opposition or discouragement.

0 1 2 3 4 5 6 7 8 9 10



7.2 *
8.2

PERSONAL ACCOUNTABILITY: The capacity to take responsibility for one's own actions, conduct, obligations and decisions without excuses.

0 1 2 3 4 5 6 7 8 9 10



7.2 *
8.1

ROLE CONFIDENCE: The capacity of maintaining confidence and self-reliance for fulfilling various professional and personal roles.

0 1 2 3 4 5 6 7 8 9 10



7.1 *
7.5

* 68% of the population falls within the shaded area.



WORK ETHIC

These scores reveal how hard Martha likes to work. It is also a measure of just how respectful Martha is of company property and policies.

BALANCED DECISION MAKING: The ability to make consistently sound and timely decisions in one's personal and professional life.

0 1 2 3 4 5 6 7 8 9 10



7.0 *
7.9

JOB ETHIC: The capacity to fulfill the professional responsibilities with a strong sense of moral duty and obligation they have been given.

0 1 2 3 4 5 6 7 8 9 10



7.3 *
7.7

MEETING STANDARDS: The ability to perform work according to precise specifications.

0 1 2 3 4 5 6 7 8 9 10



6.9 *
7.6

RESPECT FOR POLICIES: The ability to understand, appreciate and have high regard for the rules, policies and procedures of the company.

0 1 2 3 4 5 6 7 8 9 10



8.0 *
8.5

RESPECT FOR PROPERTY: A measure of the level of respect and appreciation for the property that belongs to others or the company.

0 1 2 3 4 5 6 7 8 9 10



8.2 *
7.9

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DIMENSIONAL BALANCE

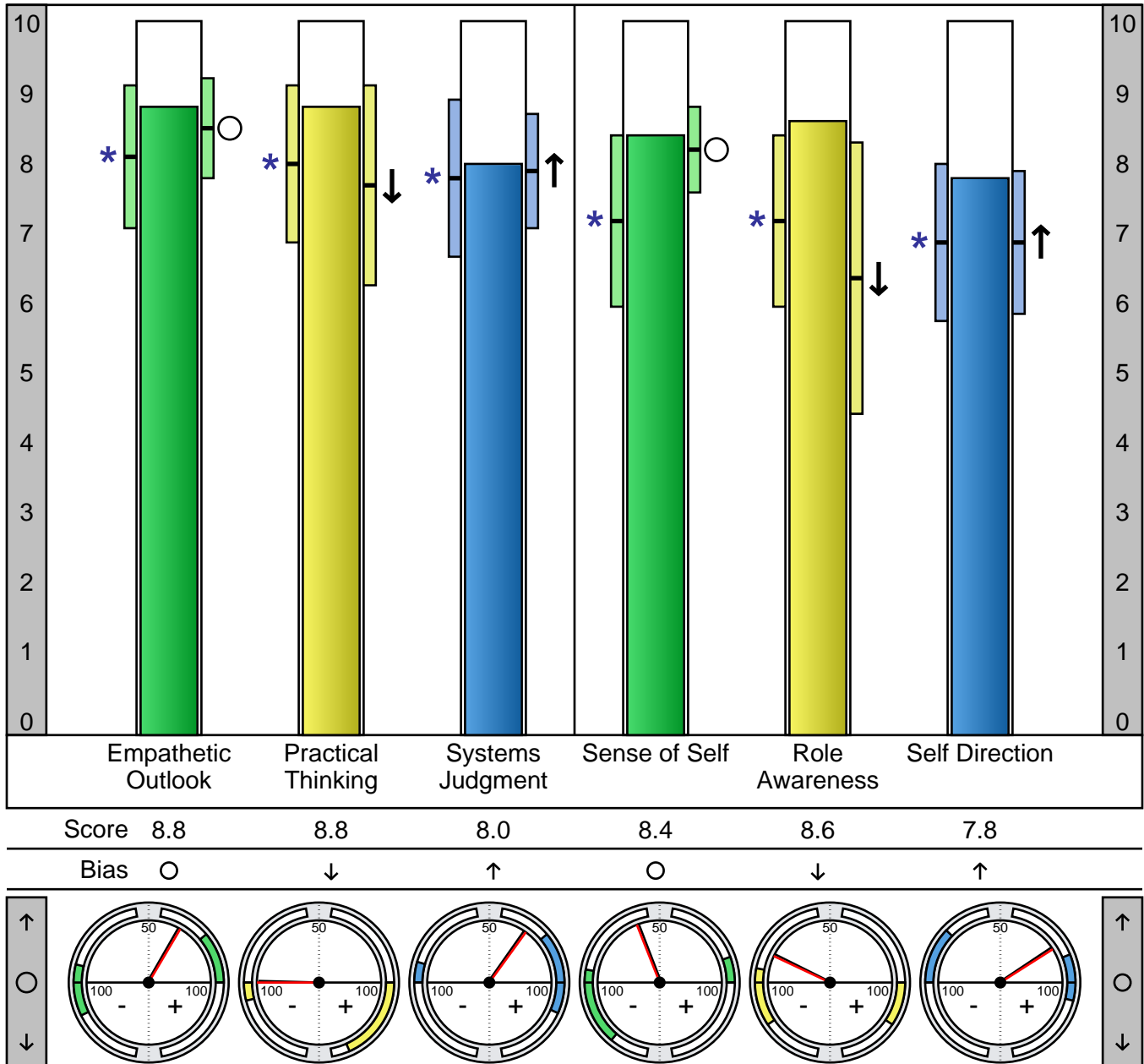
For consulting and coaching

7-31-2007

- * Population mean
- ↑ Overvaluation
- Neutral valuation
- ↓ Undervaluation

EXTERNAL FACTORS (Part 1)

INTERNAL FACTORS (Part 2)





CORE SKILLS LIST

For consulting and coaching

Score	Mean	Description	Score	Mean	Description
9.2	8.3	Theoretical Problem Solving	8.2	7.7	Sense of Belonging
9.2	7.9	Proactive Thinking	8.1	7.2	Personal Accountability
9.1	7.0	Handling Stress	8.1	7.4	Enjoyment of the Job
9.0	7.0	Intuitive Decision Making	8.1	7.2	Taking Responsibility
9.0	7.9	Leading Others	8.0	7.8	Systems Judgment
8.9	7.7	Realistic Expectations	7.9	7.6	Concrete Organization
8.9	7.6	Realistic Personal Goal Setting	7.9	7.5	Accountability for Others
8.9	7.8	Persuading Others	7.9	7.3	Surrendering Control
8.8	8.0	Attention to Detail	7.9	7.0	Balanced Decision Making
8.8	7.9	Attitude Toward Others	7.9	7.1	Gaining Commitment
8.8	7.8	Freedom from Prejudices	7.9	8.2	Respect for Property
8.8	7.7	Evaluating Others	7.8	7.4	Self Confidence
8.8	7.9	Sensitivity to Others	7.8	6.9	Self Direction
8.8	8.1	Empathetic Outlook	7.7	7.3	Consistency and Reliability
8.8	8.1	Personal Relationships	7.7	7.3	Results Orientation
8.8	8.0	Practical Thinking	7.7	7.5	Quality Orientation
8.7	8.2	Realistic Goal Setting for Others	7.7	7.3	Job Ethic
8.7	7.6	Integrative Ability	7.7	7.5	Sense of Timing
8.7	7.6	Status and Recognition	7.6	6.9	Meeting Standards
8.6	7.6	Long Range Planning	7.6	7.3	Sense of Mission
8.6	7.4	Handling Rejection	7.5	7.3	Project Scheduling
8.6	7.8	Relating to Others	7.5	7.1	Role Confidence
8.6	7.1	Role Awareness	7.3	7.3	Conceptual Thinking
8.5	8.0	Following Directions			
8.5	7.5	Problem Solving			
8.5	8.1	Understanding Motivational Needs			
8.5	8.0	Respect for Policies			
8.5	7.6	Using Common Sense			
8.5	7.9	Emotional Control			
8.4	6.7	Self Assessment			
8.4	7.9	Correcting Others			
8.4	7.3	Sense of Self			
8.4	7.7	Evaluating What is Said			
8.4	8.1	Self Improvement			
8.4	8.0	Material Possessions			
8.4	7.4	Self Management			
8.3	7.1	Personal Drive			
8.3	7.8	Monitoring Others			
8.2	7.4	Project And Goal Focus			
8.2	7.4	Developing Others			
8.2	7.9	Conveying Role Value			
8.2	7.1	Internal Self Control			
8.2	6.9	Initiative			
8.2	7.2	Persistence			



CORE SKILLS LIST

For consulting and coaching

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7.9	7.5	Accountability for Others	8.6	7.8	Relating to Others
8.8	8.0	Attention to Detail	8.5	8.0	Respect for Policies
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8.2	7.9	Conveying Role Value	7.8	7.4	Self Confidence
8.4	7.9	Correcting Others	7.8	6.9	Self Direction
8.2	7.4	Developing Others	8.4	8.1	Self Improvement
8.5	7.9	Emotional Control	8.4	7.4	Self Management
8.8	8.1	Empathetic Outlook	8.2	7.7	Sense of Belonging
8.1	7.4	Enjoyment of the Job	7.6	7.3	Sense of Mission
8.8	7.7	Evaluating Others	8.4	7.3	Sense of Self
8.4	7.7	Evaluating What is Said	7.7	7.5	Sense of Timing
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8.2	7.2	Persistence			
8.1	7.2	Personal Accountability			
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