TriMetrix® DNA
Job/Talent Comparison Report

DNA Specialist-candidate comparison
Specialist
12-1-2015

Introduction

This comparison report is based on the hierarchy of the job benchmark. The report uses raw numbers generated from the job and talent scoring. The job may call for something to be very important; however, people rarely bring perfection and complete mastery to any job. The job could call for the person to be a perfect 10; however, do not exclude people from consideration based solely on the gap(s) between the job benchmark and their talent score.

If a person is poor in an area that the job benchmark has identified as "very important," you must ask the difficult questions to determine if that would keep a person from achieving and maintaining superior performance.

Note: THE ORDER IN WHICH A PERSON'S NAME APPEARS IS NOT BASED ON THE PERSON'S MATCH TO THE JOB. THE ORDER IS BASED SOLELY ON THE ORDER IN WHICH PERSONAL REPORTS WERE SELECTED BY THE ORIGINATOR OF THIS REPORT.

Introduction

Job Competencies Hierarchy (25 Areas)

This section presents the key job competencies, quantifies their importance to this specific job benchmark, and compares the personal results for each competency. The job has a unique ranking of competencies, reflecting different levels of capacities required for superior performance.

Driving Forces Hierarchy (12 Areas)

This section clearly identifies the rewards the job may provide. More specifically it identifies sources of motivation for the individual performing the job. It clarifies what is necessary for superior performance and engagement on the job.

Behavioral Hierarchy (12 Areas)

This section provides the behavioral traits demanded by the job and compares the talent for each trait. The higher the ranking, the more important the behavioral trait will be to the job for stress reduction and superior performance.

Note: Sections are presented on a 0-10 point scale to clearly illustrate the job benchmark and corresponding results of the individual personal report(s).

Job Competencies Summary

This section will assist you in understanding the type and kinds of competencies (people skills) that are needed for superior job performance.

Driving Forces Feedback

This section provides a brief description of the Primary Driving Forces in this position and expands on the fact that every job in every organization is unique. Superior performance requires an alignment between the individual's driving forces and the rewards the job can provide.

Behavioral Feedback

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

Note: The information provided above offers you a better understanding of the job requirements for superior performance based on the top seven attributes, the top three rewards/culture and the top three behavioral traits. Read each one to gain insights about the job. This information is designed to apply to coaching and other developmental activities for the person(s) selected to perform this job.

Job Competencies Hierarchy

All jobs require certain competencies. This section of the report identifies those competencies that lead to superior performance in most jobs. The graphs below are in descending order from the highest rated competency required by the job to the lowest.

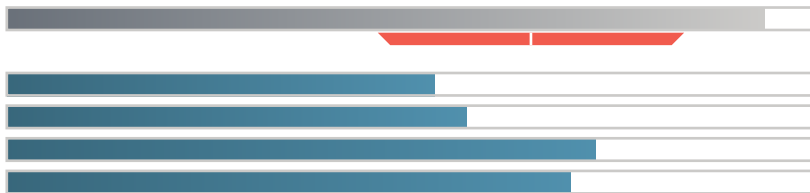## 1. Decision Making - Utilizing effective processes to make decisions.

0. . . .10. . . .20. . . .30. . . .40. . . .50. . . .60. . . .70. . . .80. . . .90. . . 100

Score	Name
94	**Job**
50	*****
43	Mike Manager
43	Tom Bowen
60	Steve Boland
50	Sylvia Smith

2. Time and Priority Management - Demonstrating self control and an ability to manage time and priorities.

0. . . .10. . . .20. . . .30. . . .40. . . .50. . . .60. . . .70. . . .80. . . .90. . . 100

Score	Name
94	**Job**
65	*****
53	Mike Manager
57	Tom Bowen
73	Steve Boland
70	Sylvia Smith

3. Resiliency - The ability to quickly recover from adversity.

0. . . .10. . . .20. . . .30. . . .40. . . .50. . . .60. . . .70. . . .80. . . .90. . . 100

Score	Name
81	**Job**
63	*****
77	Mike Manager
73	Tom Bowen
73	Steve Boland
57	Sylvia Smith

4. Planning and Organizing - Utilizing logical, systematic and orderly procedures to meet objectives.

0. . . .10. . . .20. . . .30. . . .40. . . .50. . . .60. . . .70. . . .80. . . .90. . . 100
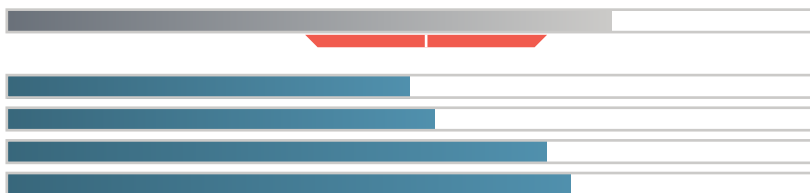
Score	Name
75	**Job**
52	*****
50	Mike Manager
53	Tom Bowen
67	Steve Boland
70	Sylvia Smith

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

Job Competencies Hierarchy

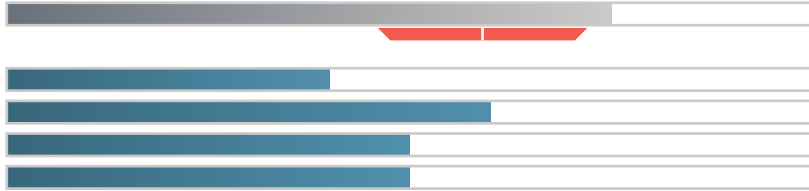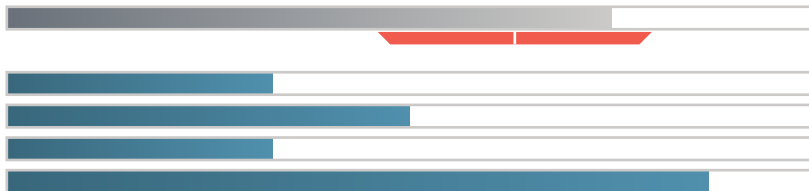**5. Conceptual Thinking** - The ability to analyze hypothetical situations or abstract concepts to compile insight.

0. . . .10. . . .20. . . .30. . . .40. . . .50. . . .60. . . .70. . . .80. . . .90. . . 100

75	**Job**
59	*
40	Mike Manager
60	Tom Bowen
50	Steve Boland
50	Sylvia Smith

6. Teamwork - Working effectively and productively with others.

0. . . .10. . . .20. . . .30. . . .40. . . .50. . . .60. . . .70. . . .80. . . .90. . . 100

75	**Job**
63	*
33	Mike Manager
50	Tom Bowen
33	Steve Boland
87	Sylvia Smith

7. Customer Focus - Anticipating, meeting and/or exceeding customer needs, wants and expectations.

0. . . .10. . . .20. . . .30. . . .40. . . .50. . . .60. . . .70. . . .80. . . .90. . . 100

75	**Job**
69	*
63	Mike Manager
100	Tom Bowen
100	Steve Boland
80	Sylvia Smith

8. Flexibility - Agility in adapting to change.

0. . . .10. . . .20. . . .30. . . .40. . . .50. . . .60. . . .70. . . .80. . . .90. . . 100
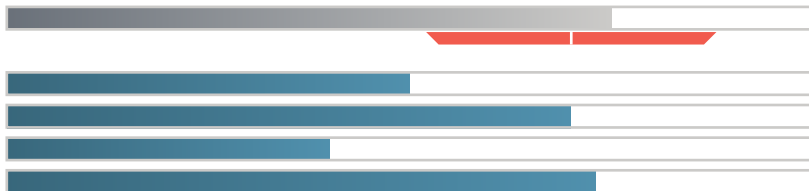
75	**Job**
70	*
50	Mike Manager
70	Tom Bowen
40	Steve Boland
73	Sylvia Smith

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

Job Competencies Hierarchy

9. Leadership - Achieving extraordinary business results through people.

0. . . .10. . . .20. . . .30. . . .40. . . .50. . . .60. . . .70. . . .80. . . .90. . . 100

69	**Job**
62	*
53	Mike Manager
77	Tom Bowen
47	Steve Boland
80	Sylvia Smith

10. Personal Accountability - A measure of the capacity to be answerable for personal actions.

0. . . .10. . . .20. . . .30. . . .40. . . .50. . . .60. . . .70. . . .80. . . .90. . . 100
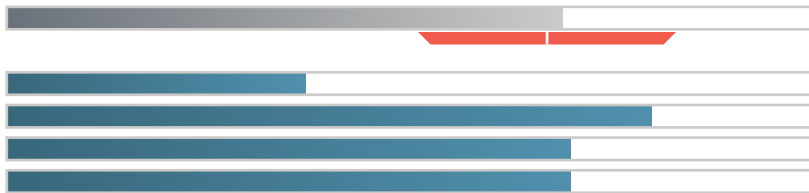
69	**Job**
67	*
37	Mike Manager
80	Tom Bowen
70	Steve Boland
70	Sylvia Smith

11. Goal Orientation - Setting, pursuing and attaining goals, regardless of obstacles or circumstances.

0. . . .10. . . .20. . . .30. . . .40. . . .50. . . .60. . . .70. . . .80. . . .90. . . 100

69	**Job**
72	*
50	Mike Manager
57	Tom Bowen
67	Steve Boland
70	Sylvia Smith

12. Futuristic Thinking - Imagining, envisioning, projecting and/or predicting what has not yet been realized.

0. . . .10. . . .20. . . .30. . . .40. . . .50. . . .60. . . .70. . . .80. . . .90. . . 100
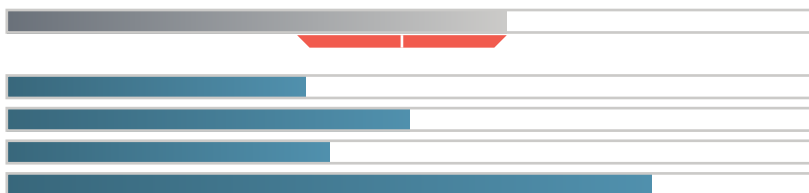
62	**Job**
49	*
37	Mike Manager
50	Tom Bowen
40	Steve Boland
80	Sylvia Smith

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

Job Competencies Hierarchy

13. Problem Solving - Defining, analyzing and diagnosing key components of a problem to formulate a solution.

0. . . .10. . . .20. . . .30. . . .40. . . .50. . . .60. . . .70. . . .80. . . .90. . . 100
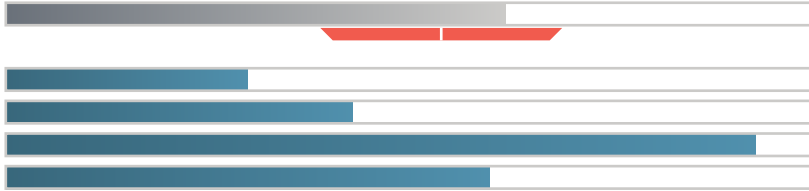
62	**Job**
54	*****
30	Mike Manager
43	Tom Bowen
93	Steve Boland
60	Sylvia Smith

14. Project Management - Identifying and overseeing all resources, tasks, systems and people to obtain results.

0. . . .10. . . .20. . . .30. . . .40. . . .50. . . .60. . . .70. . . .80. . . .90. . . 100
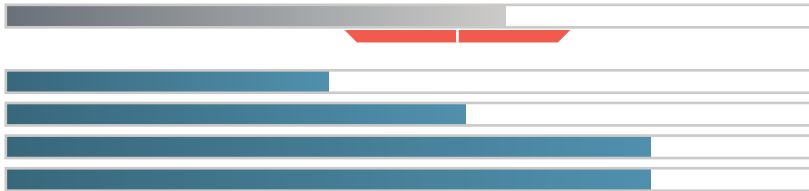
62	**Job**
56	*****
40	Mike Manager
57	Tom Bowen
80	Steve Boland
80	Sylvia Smith

15. Influencing Others - Personally affecting others actions, decisions, opinions or thinking.

0. . . .10. . . .20. . . .30. . . .40. . . .50. . . .60. . . .70. . . .80. . . .90. . . 100
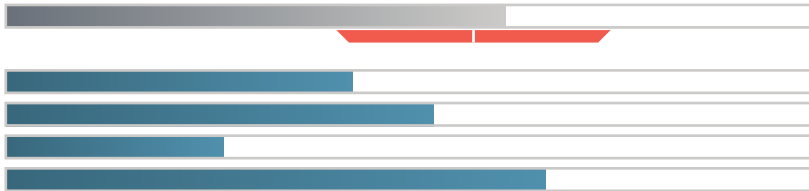
62	**Job**
58	*****
43	Mike Manager
53	Tom Bowen
27	Steve Boland
67	Sylvia Smith

16. Self Starting - Demonstrating initiative and willingness to begin working.

0. . . .10. . . .20. . . .30. . . .40. . . .50. . . .60. . . .70. . . .80. . . .90. . . 100
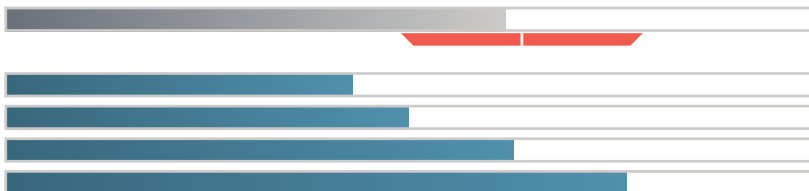
62	**Job**
64	*****
43	Mike Manager
50	Tom Bowen
63	Steve Boland
77	Sylvia Smith

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

Job Competencies Hierarchy

17. Employee Development/Coaching - Facilitating and supporting the professional growth of others.

0. . . .10. . . .20. . . .30. . . .40. . . .50. . . .60. . . .70. . . .80. . . .90. . . 100
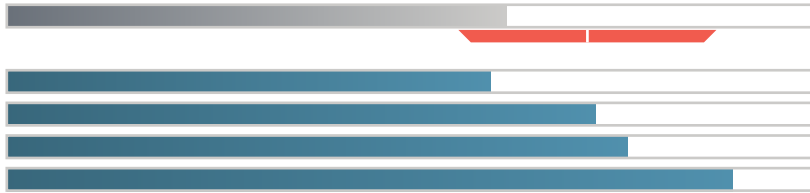
62	**Job**
72	*****
60	Mike Manager
73	Tom Bowen
77	Steve Boland
90	Sylvia Smith

18. Creativity and Innovation - Creating new approaches, designs, processes, technologies and/or systems to achieve the desired result.

0. . . .10. . . .20. . . .30. . . .40. . . .50. . . .60. . . .70. . . .80. . . .90. . . 100

56	**Job**
56	*****
43	Mike Manager
47	Tom Bowen
43	Steve Boland
53	Sylvia Smith

19. Diplomacy - The ability to treat others fairly, regardless of personal biases or beliefs.

0. . . .10. . . .20. . . .30. . . .40. . . .50. . . .60. . . .70. . . .80. . . .90. . . 100
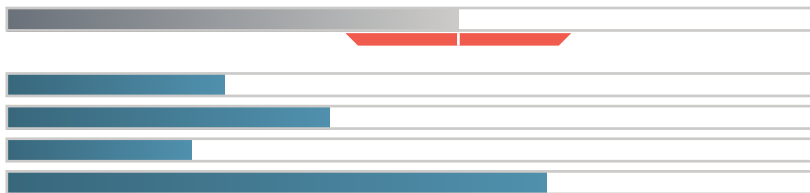
56	**Job**
56	*****
27	Mike Manager
40	Tom Bowen
23	Steve Boland
67	Sylvia Smith

20. Conflict Management - Addressing and resolving conflict constructively.

0. . . .10. . . .20. . . .30. . . .40. . . .50. . . .60. . . .70. . . .80. . . .90. . . 100
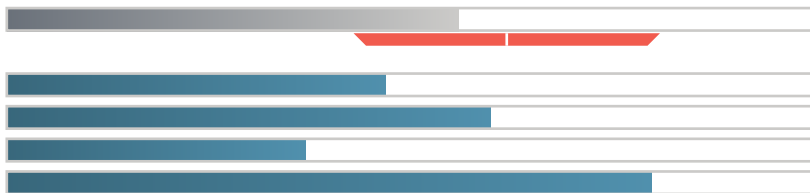
56	**Job**
62	*****
47	Mike Manager
60	Tom Bowen
37	Steve Boland
80	Sylvia Smith

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

Job Competencies Hierarchy

21. Continuous Learning - Taking initiative in learning and implementing new concepts, technologies and/or methods.

0. . . .10. . . .20. . . .30. . . .40. . . .50. . . .60. . . .70. . . .80. . . .90. . . .100
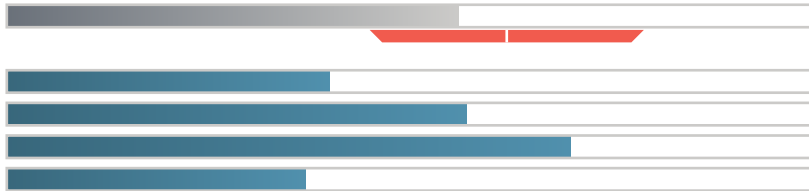
56	**Job**
62	*****
40	Mike Manager
57	Tom Bowen
70	Steve Boland
37	Sylvia Smith

22. Interpersonal Skills - Effectively communicating, building rapport and relating well to all kinds of people.

0. . . .10. . . .20. . . .30. . . .40. . . .50. . . .60. . . .70. . . .80. . . .90. . . .100
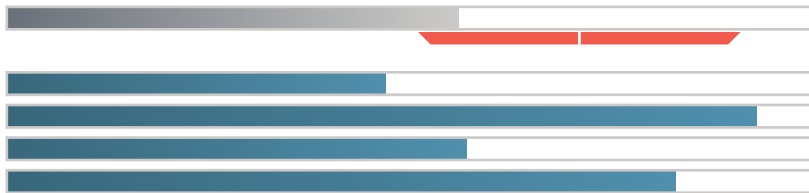
56	**Job**
71	*****
47	Mike Manager
93	Tom Bowen
57	Steve Boland
83	Sylvia Smith

23. Understanding Others - Understanding the uniqueness and contributions of others.

0. . . .10. . . .20. . . .30. . . .40. . . .50. . . .60. . . .70. . . .80. . . .90. . . .100
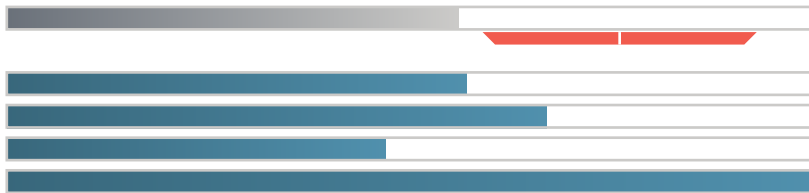
56	**Job**
76	*****
57	Mike Manager
67	Tom Bowen
47	Steve Boland
100	Sylvia Smith

24. Appreciating Others - Identifying with and caring about others.

0. . . .10. . . .20. . . .30. . . .40. . . .50. . . .60. . . .70. . . .80. . . .90. . . .100
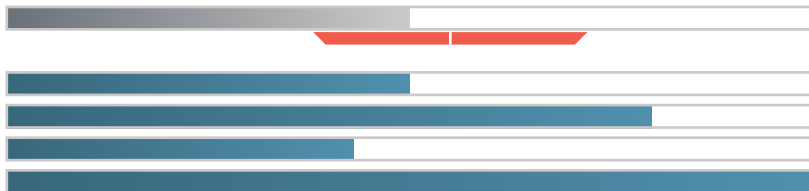
50	**Job**
55	*****
50	Mike Manager
80	Tom Bowen
43	Steve Boland
100	Sylvia Smith

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

Job Competencies Hierarchy

25. Negotiation - Facilitating agreements between two or more parties.

0. . . .10. . . .20. . . .30. . . .40. . . .50. . . .60. . . .70. . . .80. . . .90. . . 100
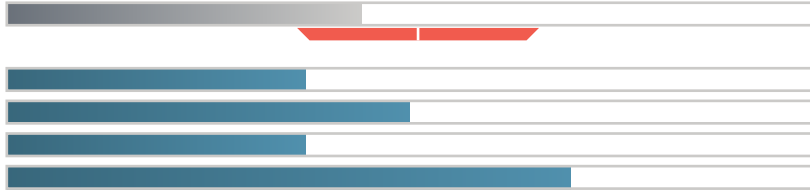
44	**Job**
51	*****
37	Mike Manager
50	Tom Bowen
37	Steve Boland
70	Sylvia Smith

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

9

Primary Driving Forces Cluster

These graphs are based on the hierarchy of the job benchmark's driving forces in descending order from highest provided by the job to the lowest. Gaps may point to areas in the job that do not align with the persons driving forces.

1. Intentional - People who are driven to assist others for a specific purpose, not just for the sake of being helpful or supportive.

0. . . .10. . . .20. . . .30. . . .40. . . .50. . . .60. . . .70. . . .80. . . .90. . . 100
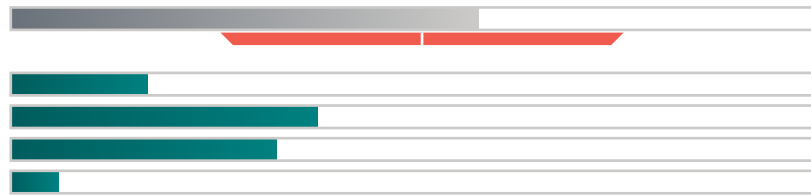
58	**Job**
51	*
17	Mike Manager
38	Tom Bowen
33	Steve Boland
6	Sylvia Smith

2. Structured - People who are driven by traditional approaches, proven methods and a defined system for living.

0. . . .10. . . .20. . . .30. . . .40. . . .50. . . .60. . . .70. . . .80. . . .90. . . 100
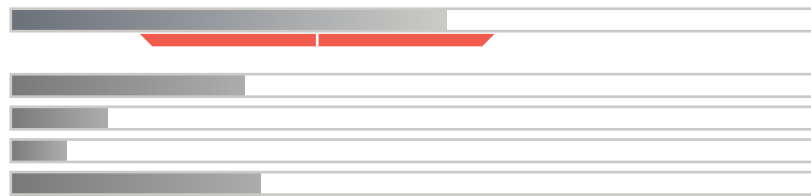
54	**Job**
38	*
29	Mike Manager
12	Tom Bowen
7	Steve Boland
31	Sylvia Smith

3. Resourceful - People who are driven by practical results, maximizing both efficiency and returns for their investments of time, talent, energy and resources.

0. . . .10. . . .20. . . .30. . . .40. . . .50. . . .60. . . .70. . . .80. . . .90. . . 100
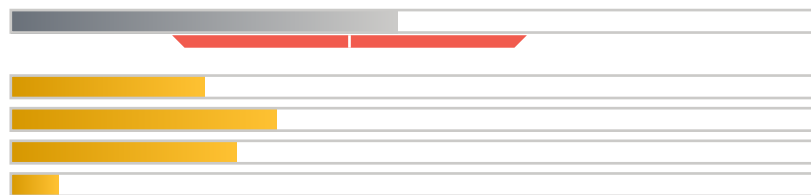
48	**Job**
42	*
24	Mike Manager
33	Tom Bowen
28	Steve Boland
6	Sylvia Smith

4. Collaborative - People who are driven by being in a supporting role and contributing with little need for individual recognition.

0. . . .10. . . .20. . . .30. . . .40. . . .50. . . .60. . . .70. . . .80. . . .90. . . 100
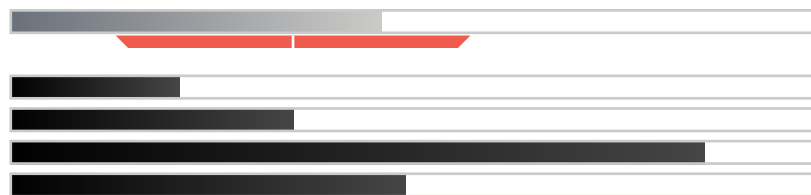
46	**Job**
35	*
21	Mike Manager
35	Tom Bowen
86	Steve Boland
49	Sylvia Smith

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

Situational Driving Forces Cluster

These graphs are based on the hierarchy of the job benchmark's driving forces in descending order from highest provided by the job to the lowest. Gaps may point to areas in the job that do not align with the persons driving forces.

5. Instinctive - People who are driven by utilizing past experiences, intuition and seeking specific knowledge when necessary.

0. . . .10. . . .20. . . .30. . . .40. . . .50. . . .60. . . .70. . . .80. . . .90. . . 100
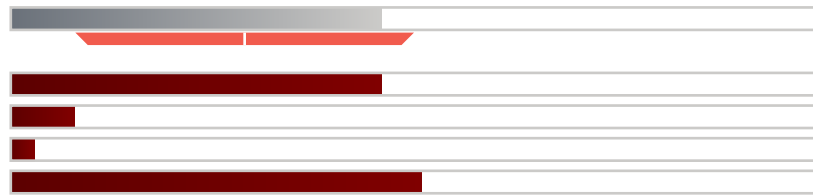
46	**Job**
29	*
46	Mike Manager
8	Tom Bowen
0	Steve Boland
51	Sylvia Smith

6. Commanding - People who are driven by status, recognition and control over personal freedom.

0. . . .10. . . .20. . . .30. . . .40. . . .50. . . .60. . . .70. . . .80. . . .90. . . 100
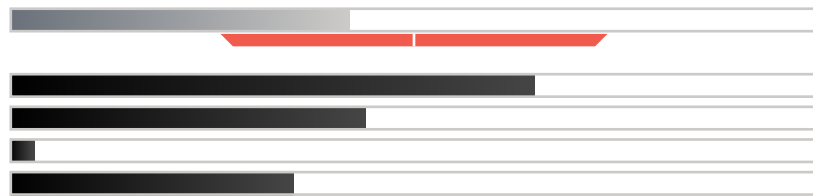
42	**Job**
50	*
65	Mike Manager
44	Tom Bowen
0	Steve Boland
35	Sylvia Smith

7. Objective - People who are driven by the functionality and objectivity of their surroundings.

0. . . .10. . . .20. . . .30. . . .40. . . .50. . . .60. . . .70. . . .80. . . .90. . . 100
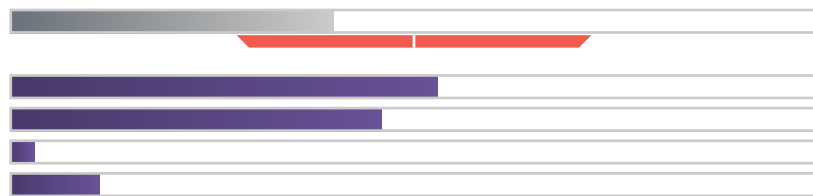
40	**Job**
50	*
53	Mike Manager
46	Tom Bowen
0	Steve Boland
11	Sylvia Smith

8. Harmonious - People who are driven by the experience, subjective viewpoints and balance in their surroundings.

0. . . .10. . . .20. . . .30. . . .40. . . .50. . . .60. . . .70. . . .80. . . .90. . . 100
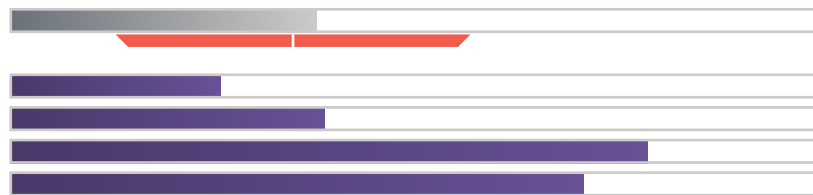
38	**Job**
35	*
26	Mike Manager
39	Tom Bowen
79	Steve Boland
71	Sylvia Smith

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

Indifferent Driving Forces Cluster

These graphs are based on the hierarchy of the job benchmark's driving forces in descending order from highest provided by the job to the lowest. Gaps may point to areas in the job that do not align with the persons driving forces.

9. Selfless - People who are driven by completing tasks for the sake of completion, with little expectation of personal return.

0. . . .10. . . .20. . . .30. . . .40. . . .50. . . .60. . . .70. . . .80. . . .90. . . 100
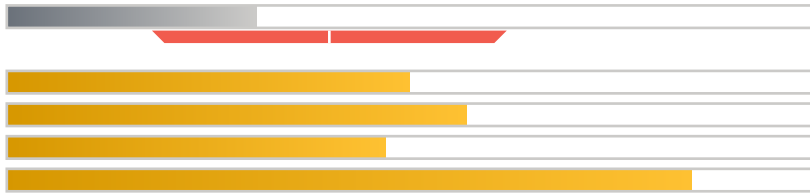
31	**Job**
40	*****
50	Mike Manager
57	Tom Bowen
47	Steve Boland
85	Sylvia Smith

10. Intellectual - People who are driven by opportunities to learn, acquire knowledge and the discovery of truth.

0. . . .10. . . .20. . . .30. . . .40. . . .50. . . .60. . . .70. . . .80. . . .90. . . 100
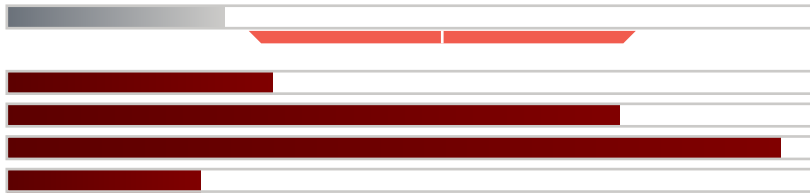
27	**Job**
54	*****
33	Mike Manager
76	Tom Bowen
96	Steve Boland
24	Sylvia Smith

11. Altruistic - People who are driven to assist others for the satisfaction of being helpful or supportive.

0. . . .10. . . .20. . . .30. . . .40. . . .50. . . .60. . . .70. . . .80. . . .90. . . 100
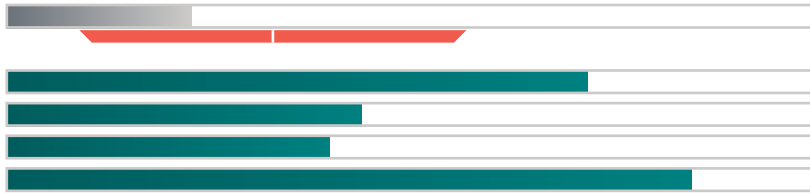
23	**Job**
33	*****
72	Mike Manager
44	Tom Bowen
40	Steve Boland
85	Sylvia Smith

12. Receptive - People who are driven by new ideas, methods and opportunities that fall outside a defined system for living.

0. . . .10. . . .20. . . .30. . . .40. . . .50. . . .60. . . .70. . . .80. . . .90. . . 100

17	**Job**
46	*****
64	Mike Manager
67	Tom Bowen
83	Steve Boland
49	Sylvia Smith

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

Behavioral Hierarchy

This section is designed to give a visual understanding of the behavioral traits demanded of the job and the natural behavioral style(s) of the individual(s). The graphs are in descending order from the highest rated behavioral traits required by the job to the lowest. In comparing the results in this section, it is important to note how gaps may indicate a level of stress that could be created when a person is forced to adapt behavior that is not his/her natural style.

1. Customer-Oriented - The job requires identification and fulfillment of customer expectations.

0. . . .10. . . .20. . . .30. . . .40. . . .50. . . .60. . . .70. . . .80. . . .90. . . 100

72	**Job**
64	*****
70	Mike Manager
75	Tom Bowen
58	Steve Boland
52	Sylvia Smith

2. Interaction - The job requires frequent communication and engagement with others.

0. . . .10. . . .20. . . .30. . . .40. . . .50. . . .60. . . .70. . . .80. . . .90. . . 100
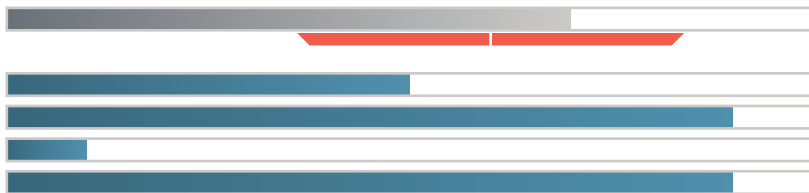
70	**Job**
60	*****
50	Mike Manager
90	Tom Bowen
10	Steve Boland
90	Sylvia Smith

3. People-Oriented - The job requires building rapport with a wide range of individuals.

0. . . .10. . . .20. . . .30. . . .40. . . .50. . . .60. . . .70. . . .80. . . .90. . . 100
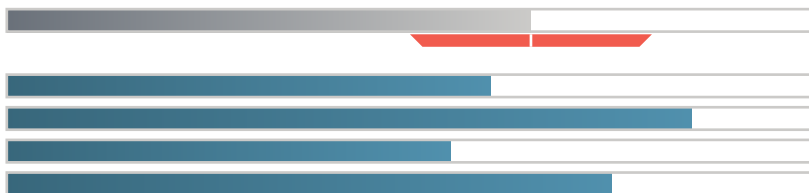
65	**Job**
65	*****
60	Mike Manager
85	Tom Bowen
55	Steve Boland
75	Sylvia Smith

4. Following Policy - The job requires adhering to rules, regulations or existing methods.

0. . . .10. . . .20. . . .30. . . .40. . . .50. . . .60. . . .70. . . .80. . . .90. . . 100
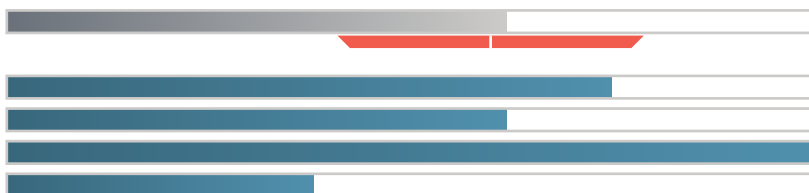
62	**Job**
60	*****
75	Mike Manager
62	Tom Bowen
100	Steve Boland
38	Sylvia Smith

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

Behavioral Hierarchy

5. Versatile - The job requires adapting to various situations with ease.

0. . . .10. . . .20. . . .30. . . .40. . . .50. . . .60. . . .70. . . .80. . . .90. . . .100
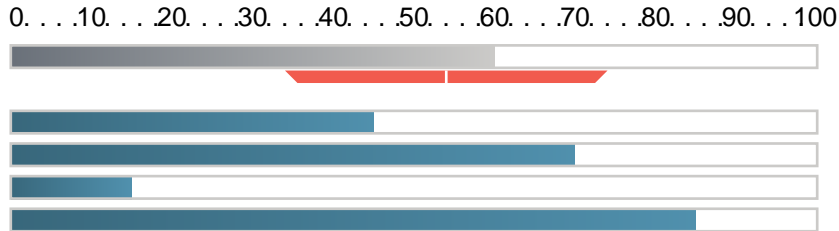
60	**Job**	
54	*****	
45	Mike Manager	
70	Tom Bowen	
15	Steve Boland	
85	Sylvia Smith	

6. Frequent Change - The job requires rapid shifts between tasks.

0. . . .10. . . .20. . . .30. . . .40. . . .50. . . .60. . . .70. . . .80. . . .90. . . .100
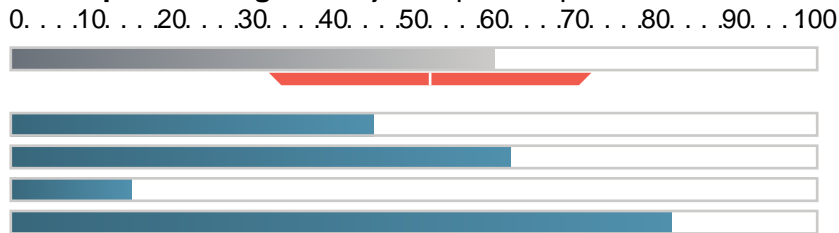
60	**Job**	
52	*****	
45	Mike Manager	
62	Tom Bowen	
15	Steve Boland	
82	Sylvia Smith	

7. Consistent - The job requires predictable performance in repetitive situations.

0. . . .10. . . .20. . . .30. . . .40. . . .50. . . .60. . . .70. . . .80. . . .90. . . .100
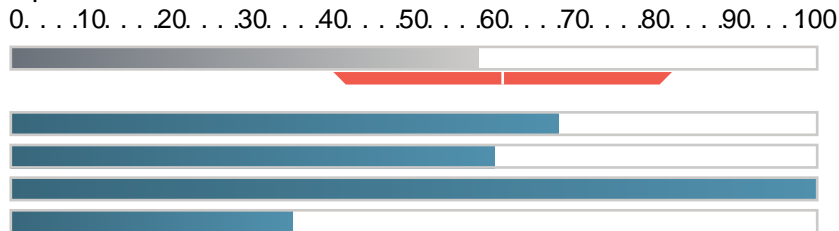
58	**Job**	
61	*****	
68	Mike Manager	
60	Tom Bowen	
100	Steve Boland	
35	Sylvia Smith	

8. Persistence - The job requires finishing tasks despite challenges or resistance.

0. . . .10. . . .20. . . .30. . . .40. . . .50. . . .60. . . .70. . . .80. . . .90. . . .100
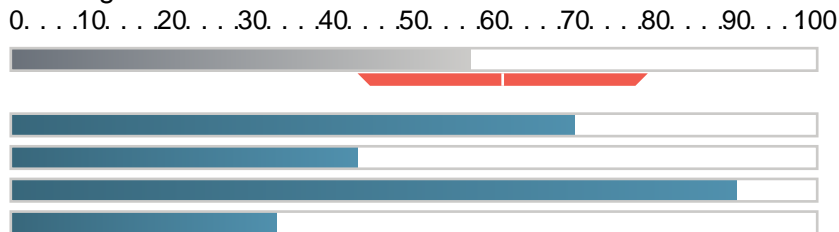
57	**Job**	
61	*****	
70	Mike Manager	
43	Tom Bowen	
90	Steve Boland	
33	Sylvia Smith	

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

Specialist

14

Behavioral Hierarchy

9. Urgency - The job requires decisiveness, quick response, and fast action.

0. . . .10. . . .20. . . .30. . . .40. . . .50. . . .60. . . .70. . . .80. . . .90. . . 100
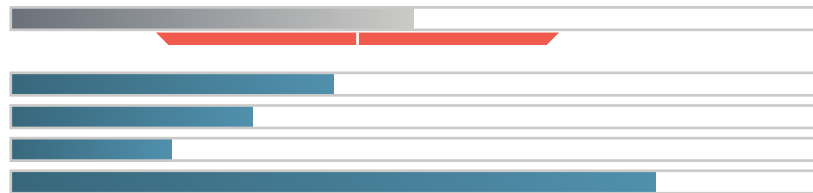
50	**Job**
43	*****
40	Mike Manager
30	Tom Bowen
20	Steve Boland
80	Sylvia Smith

10. Competitive - The job requires assertiveness and a "will to win" in dealing with highly competitive situations.

0. . . .10. . . .20. . . .30. . . .40. . . .50. . . .60. . . .70. . . .80. . . .90. . . 100
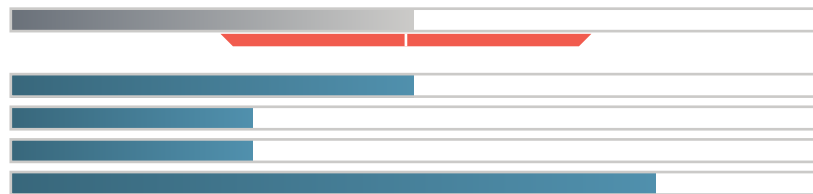
50	**Job**
49	*****
50	Mike Manager
30	Tom Bowen
30	Steve Boland
80	Sylvia Smith

11. Organized Workplace - The job requires establishing and maintaining specific order in daily activities.

0. . . .10. . . .20. . . .30. . . .40. . . .50. . . .60. . . .70. . . .80. . . .90. . . 100
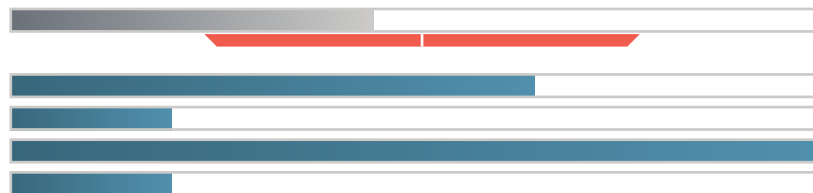
45	**Job**
51	*****
65	Mike Manager
20	Tom Bowen
100	Steve Boland
20	Sylvia Smith

12. Analysis - The job requires compiling, confirming, and organizing information.

0. . . .10. . . .20. . . .30. . . .40. . . .50. . . .60. . . .70. . . .80. . . .90. . . 100
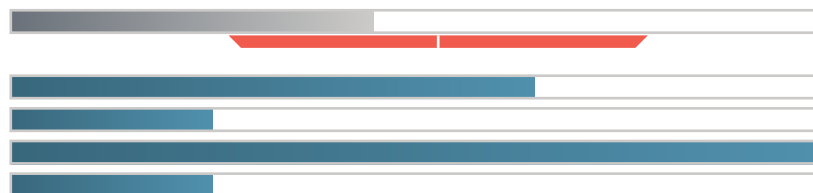
45	**Job**
53	*****
65	Mike Manager
25	Tom Bowen
100	Steve Boland
25	Sylvia Smith

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

WB: 44-63-41-60 (58)

Summary of Top Competencies

This section of the report focuses on competencies because they are usually more difficult to identify or assess than technical competencies or experience. Observing the behaviors people use to produce superior performance can provide insight into the demonstration of competencies. Seven (7) of the most important competencies required to produce superior performance are described below in terms of observable behaviors. The behaviors listed below each competency provide examples of some of the ways the competency is demonstrated. Read each behavior and check the ones that must be demonstrated to produce superior performance in the position. More importance is typically placed on those behaviors that must be demonstrated consistently on a daily, weekly or monthly basis.

1. Decision Making: Analyzing all aspects of a situation to make consistently sound and timely decisions.
   - Demonstrates an ability to make thorough decisions in a timely manner.
   - Gathers relevant input and develops a rationale for making decisions.
   - Evaluates the impact or consequences of decisions before making them.
   - Acts decisively once all aspects have been analyzed.
   - Focuses on timely decisions after the situations have been completely diagnosed.
   - Willing to update decisions if more information becomes available.
   - Provides a rationale for decisions when necessary.
   - Systematically analyzes information before making a decision.
   - Looks at all aspects of a situation including historical components.
   - Asks the right questions rather than making assumptions to produce a timely decision.

2. Time and Priority Management: Prioritizing and completing tasks in order to deliver desired outcomes within allotted time frames.
   - Effectively manages difficulties and delays to complete tasks on time.
   - Effectively manages time and priorities to meet deadlines.
   - Presents completed tasks on or before the deadline.
   - Demonstrates an ability to maintain deadlines in the midst of crisis.
   - Strives to improve prioritization.
   - Balances timelines and desired outcomes.
   - Takes initiative and prioritizes tasks to stay on schedule.
   - Accepts responsibility for deadlines and results.
   - Creates an environment conducive to effectiveness.
   - Reduces the amount of time spent on non-priorities.

Summary of Top Competencies

3. Resiliency: Quickly recovering from adversity.
   - Demonstrates the ability to overcome setbacks.
   - Strives to remain optimistic in light of adversity.
   - Evaluates many aspects of the situations to create a positive outcome.
   - Recognizes criticism is an opportunity to improve.
   - Accepts setbacks and looks for ways to progress.
   - Utilizes feedback to forge forward.
   - Seeks to understand how certain obstacles can impact results.
   - Sees the unique opportunities by overcoming challenges.
   - Swiftly works through the emotions and effects of stressful events.
   - Copes with the inevitable bumps in life.

4. Planning and Organizing: Establishing courses of action to ensure that work is completed effectively.
   - Works effectively within established systems.
   - Utilizes logical, practical and efficient approaches.
   - Prioritizes tasks for optimum productivity.
   - Develops procedures, processes and systems for order, accuracy, efficiency and productivity.
   - Anticipates probable effects, outcomes and risks.
   - Develops contingency plans to minimize waste, error and risk.
   - Allocates, adjusts and manages resources according to priorities.
   - Monitors implementation of plans and makes adjustments as needed.
   - Establishes action plans to ensure desired results.
   - Allows for practical, systematic and organized conclusions.

5. Conceptual Thinking: Analyzing hypothetical situations, patterns and/or abstract concepts to formulate connections and new insights.
   - Demonstrates the ability to identify patterns, themes or connections not noticed by others.
   - Gathers hypothetical or abstract concepts to formulate new insights.
   - Evaluates many patterns to formulate connections.
   - Recognizes unique or unusual perspectives.
   - Envisions hypothetical situations to formulate new concepts.
   - Utilizes patterns to develop new ways to process information.
   - Observes and analyzes data to create new methods, techniques or processes.
   - Sees new possibilities by dissecting the situation and examining the parts.
   - Integrates issues and factors into a practical framework.
   - Understands a situation or problem by identifying patterns or connections, to address key underlying issues.

Summary of Top Competencies

6. Teamwork: Cooperating with others to meet objectives.
   - Respects team members and their individual perspectives.
   - Makes team objectives a priority.
   - Works toward consensus when team decisions are required.
   - Meets agreed-upon deadlines on team assignments and commitments.
   - Shares responsibility with team members for successes and failures.
   - Keeps team members informed regarding projects.
   - Supports team decisions.
   - Recognizes and appreciates the contributions of team members.
   - Behaves in a manner consistent with team values and mission.
   - Provides constructive feedback to team members.
   - Responds positively to feedback from team members.
   - Raises and/or confronts issues limiting team effectiveness.

7. Customer Focus: Anticipating, meeting and/or exceeding customer needs, wants and expectations.
   - Strives to anticipate, identify and understand customers' wants, needs and concerns.
   - Responds to customers with a sense of urgency.
   - Follows through on customer requests.
   - Is patient and courteous with customers.
   - Resolves issues and complaints to the satisfaction of customers.
   - Expends extraordinary effort to satisfy customers.
   - Develops relationships with customers.
   - Partners with customers to assist them in achieving their objectives.
   - Acts as an advocate for customers' needs.
   - Takes professional risks for the sake of customers' needs.

Driving Forces Feedback

This section provides a brief description of the Primary Driving Forces in this position and expands on the fact that every job in every organization is unique. Superior performance requires an alignment between the individual's driving forces and the rewards the job can provide.

1. Intentional
   - This position is driven to assist others for a specific purpose, not just for the sake of being helpful or supportive.

2. Structured
   - This position is driven by traditional approaches, proven methods and a defined system for living.

3. Resourceful
   - This position is driven by practical results, maximizing both efficiency and returns for your investments of time, talent, energy and resources.

4. Instinctive
   - This position is driven by utilizing past experiences, intuition and seeking specific knowledge when necessary.

Behavioral Feedback

This section clarifies the nature of the behavioral traits demanded by the job. Feedback is provided on the four most highly ranked traits. Read each one to gain insights about the job. This information is designed to apply to coaching and other developmental activities for anyone selected to perform this job.

1. Customer-Oriented
   - The job requires identification and fulfillment of customer expectations.

2. Interaction
   - The job requires frequent communication and engagement with others.

3. People-Oriented
   - The job requires building rapport with a wide range of individuals.

4. Following Policy
   - The job requires adhering to rules, regulations or existing methods.