



**The Centering PointSM
Reports
Extended Customer Service Interview Guide**

Prepared for:

Demo Sample

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Extended Customer Service Interview Guide **SUMMARY**

ATTITUDES:

- Individualist, does things their own way
- Optimistic about self and world
- Cautious, reserved attitude toward others
- Results, 'now' oriented attitude toward getting things done

PROBLEM SOLVING:

- Good intuitive insights, 'gut instincts'

SELF IMAGE:

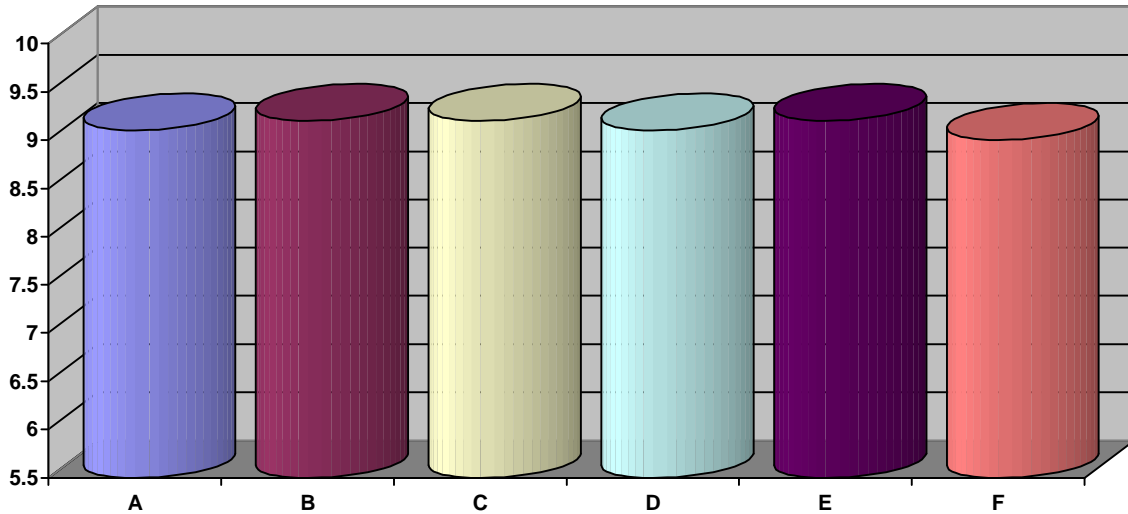
- No fear of failure or success
- Confident, self assured
- Inner directed, sees things their own way

MOTIVATORS:

- Results, getting things done
- Money, material things
- Status, recognition
- Sense of mission, personal goals

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GLOBAL GRAPH



Low Risk (Excellent ability to utilize the capacity and translate the talent into decisions; reduces the potential for errors and mistakes)	8.8 to 10.0
Situational Risk (Very good ability to utilize the capacity especially in well defined areas; however, there are specific situations that can interfere with the translation into decisions)	8.5 to 8.79
Conditional Risk (Limited access to the capacity indicating actual conditions that will increase the potential for mistakes and errors and restrict the transfer into decisions)	8.2 to 8.49
Real Risk (Restricted access to the capacity indicating the ability is consistently unavailable and individuals are subject to mistakes and errors in judgment)	6.0 to 8.19

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

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PERSONAL SERVICE INVENTORY

PRIORITIZED CORE STRENGTHS

1) Persistence: (Personal Work Attitudes)(SR-29A)-Excellent Potential

Strong personal commitment to stay on track and complete goals and tasks regardless what happens.

2) Attention To Concrete Detail: (Problem Solving Capacity)(SR-22C)-Excellent Potential

Focus on practical, pragmatic thinking identifies flaws in things as well as the positive, functional worth of things.

3) Self Confidence: (Handling Customer Rejection)(SR-13H)-Excellent Potential

Focus and attention on developing a confident social and role image and realistic role expectations.

4) Evaluating What To Do: (Problem Solving Capacity)(SR-21)-Very Good Potential

Excellent ability for sizing up situations, for identifying problems and generating constructive alternatives.

5) Self-Assessment: (Handling Customer Rejection)(SR-12)-Very Good Potential

Knowledge of what they can do and what can be done gives them a sense of contribution as well satisfaction.

6) Understands Attitudes: (Communicating With Customers)(SR-10C)-Very Good Potential

Ability to see and understand views and attitudes of others and willingness to make certain they are understood.

7) Talking At The Right Time: (Communicating With Customers)(SR-9C)-Very Good Potential

Ability to correctly identify what is the correct or appropriate response and when the time is right to make their point.

8) Consistency: (Personal Work Attitudes)(SR-30B)-Very Good Potential

The ability to feel confident and competent about staying on track even in difficult times.

9) Reading Customer Needs: (Relating With Customers)(SR-3B)-Very Good Potential

Keen insight into others seeing the potential for good and bad couched within cautiously optimistic attitudes.

PRIORITIZED DEVELOPMENT COMMENTS

1) Health Tension Index: (Personal Work Attitudes)(SRV-28B)-Real Risk

Lack of focus, uncertainty and indecisiveness can generate anxiety, frustration and despair.

2) Attitude Toward Authority: (Job Related Attitudes)(SRV-20C)-Situational Risk

Strong individualism will lead them to covertly or overtly challenge or disregard existing rules and authority.

3) Attitude Toward Others: (Relating With Customers)(SRV-1B)-Low Risk

Skeptical, impatient, critical and cynical, does not trust others, tends to be indifferent, cool and manipulative.

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PRIORITIZED INTERVIEW NOTES

1) Health Tension Index: (Personal Work Attitudes)(SRV-28B)-Real Risk

They tend to have difficulty adapting when decisions and priorities do not match their expectations and to look for ways to get out of the stress even if they must make a mistake or refuse to take action.

2) Attitude Toward Authority: (Job Related Attitudes)(SRV-20C)-Situational Risk

They tend to disregard rules, norms, and conventions about how things should be done and do things their own way regardless of consequences. Test their ability to accept ideas and ways of doing things other than their own.

3) Attitude Toward Others: (Relating With Customers)(SRV-1B)-Low Risk

They tend to be indifferent to the needs and interests of others, to be advice giving and critical. Test their ability to be patient and tolerant with customers, to be responsive to the customer's needs and concerns.

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PRIORITIZED DEVELOPMENT AREAS

1) Health Tension Index: (Personal Work Attitudes)(SRV-28B)-Real Risk

Lack of focus, uncertainty and indecisiveness can generate anxiety, frustration and despair.

2) Attitude Toward Authority: (Job Related Attitudes)(SRV-20C)-Situational Risk

Strong individualism will lead them to covertly or overtly challenge or disregard existing rules and authority.

3) Attitude Toward Others: (Relating With Customers)(SRV-1B)-Low Risk

Skeptical, impatient, critical and cynical, does not trust others, tends to be indifferent, cool and manipulative.

4) Sensitivity To Others: (Handling Customer Rejection)(SRV-15B)-Low Risk

Tendency to be overly indifferent to others can lead to a lack of attention to prospect or client needs and concerns.

5) Intuitive Insight: (Problem Solving Capacity)(SRV-24)-Low Risk

May have difficulty knowing what their feelings mean or disregard the strength of their inner feelings.

6) Role Satisfaction: (Personal Work Attitudes)(SRV-26A)-Low Risk

Tend to be overconfident, to either expect too much from their role or too much from themselves.

7) Developing A Response: (Communicating With Customers)(SRV-8B)-Low Risk

Tend to be overly cautious and skeptical responding with critical advice and in a demanding manner.

8) Freedom From Prejudice: (Relating With Customers)(SRV-2C)-Situational Risk

Tend to develop very skeptical, critical biases about others concentrating on their flaws and mistakes.

9) Self Control: (Handling Customer Rejection)(SRV-14)-Low Risk

Tendency to react impulsively in stressful situations can lead to difficulty maintaining control in the sales process.

10) Meeting Established Standards: (Job Related Attitudes)(SRV-16C)-Low Risk

Strong sense of individualistic, skeptical thinking can lead they to covertly or overtly challenge standards.

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SERVICE CHART

CAPACITY	LOW RISK	SITUATIONAL RISK	CONDITIONAL RISK	REAL RISK
Relating With Others				
- Attitude Toward Others	ü			
- Prejudice/Bias Index	ü			
- Reading Customer Needs	ü			
- Valuing Future Business	ü			
- Patience With Customers	ü			
Communicating With Customers				
- Listening To Customers	ü			
- Evaluating What Is Said	ü			
- Developing A Response	ü			
- Talking At The Right Time	ü			
- Understanding Attitudes	ü			
Handling Customer Rejection				
- Self Esteem	ü			
- Self Assessment	ü			
- Self Confidence	ü			
- Self Control	ü			
- Sensitivity To Others	ü			

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SERVICE CHART

CAPACITY	LOW RISK	SITUATIONAL RISK	CONDITIONAL RISK	REAL RISK
Job Related Attitudes				
- Meeting Established Standards	ü			
- Doing Things Right	ü			
- Attention To Procedures	ü			
- Meeting Schedules & Deadlines	ü			
- Attitude Toward Authority		ü		
Problem Solving Capacity				
- Evaluating What To Do	ü			
- Attention To Concrete Detail	ü			
- Common Sense Thinking	ü			
- Intuitive Insight	ü			
- Overall Problem Solving	ü			
Personal Work Attitudes				
- Role Satisfaction	ü			
- Flexibility & Adaptability	ü			
- Health/Tension Index				ü
- Persistence	ü			
- Consistency	ü			