



Personal Talent Plus Report

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Customer Service
7-9-2003

INTRODUCTION

Where Talent Meets Opportunity™

Research has proven that job-related talents are directly related to job satisfaction and personal performance. People are well positioned to achieve success when they are engaged in work suited to their inherent skills, behavioral style and unique values. Your TriMetrix 3 System Personal Talent Report can be compared with specific job requirements outlined in TriMetrix System Job and Job Plus Reports. When the talent required by the job is clearly defined and in turn matched to the individual, everyone wins!

The following is a highly-personalized portrait of your talent in three main sections:

SECTION 1: PERSONAL SKILLS HIERARCHY (23 AREAS)

This section presents 23 key personal skills and ranks them from top to bottom, defining your major strengths. The skills at the top highlight well-developed capabilities and reveal where you are naturally most effective in focusing your time.

SECTION 2: PERSONAL INTERESTS, ATTITUDES AND VALUES (6 AREAS)

This section identifies what motivates you. In order to be successful and energized on the job, it is important that your underlying values are satisfied through the nature of your work. When they are, you feel personally rewarded by your work.

SECTION 3: BEHAVIORAL HIERARCHY (8 AREAS)

This section ranks the traits that most closely describe your natural behavior. When your job requires the use of your top behavioral traits, your potential for success increases, as do your levels of personal and professional satisfaction.

SECTION 4: PERSONAL SKILLS FEEDBACK

This section provides detail on your top seven talents. Apply your strongest talents to your job as appropriate and develop further talents as required.

SECTION 5: PERSONAL INTERESTS, ATTITUDES AND VALUES FEEDBACK

This section expands on three areas that you value most. When your job emphasizes what you value, you will feel personally rewarded.

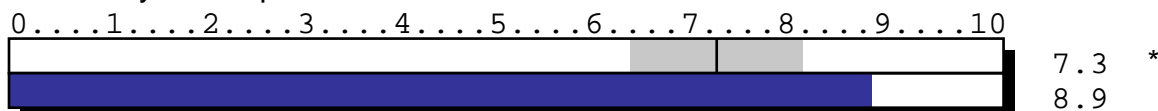
SECTION 6: BEHAVIORAL FEEDBACK

This section gives you insight into your top three behavioral traits to further identify your unique strengths.

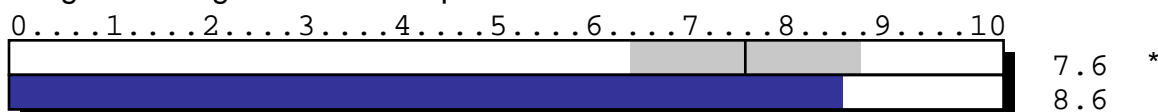
PERSONAL SKILLS HIERARCHY

Your unique hierarchy of personal skills is key to your success. Knowing what they are is essential to reaching your goals. The graphs below rank your personal skills from top to bottom.

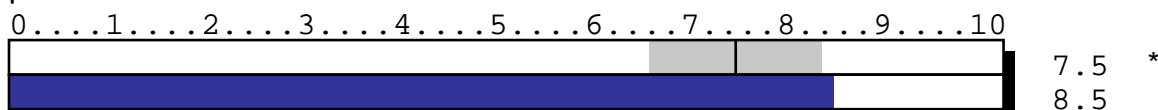
1. RESULTS ORIENTATION: The ability to identify actions necessary to complete tasks and obtain results.



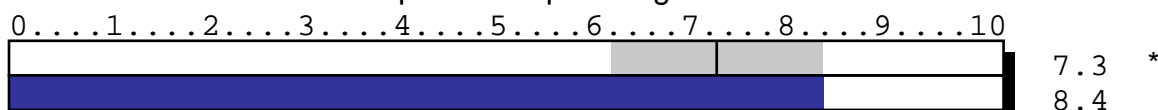
2. FLEXIBILITY: The ability to readily modify, respond to and integrate change with minimal personal resistance.



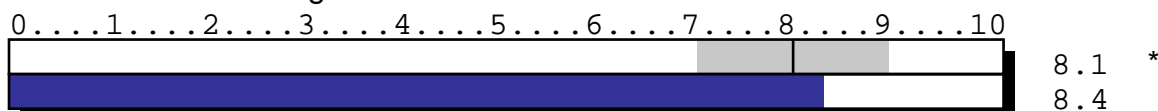
3. PROBLEM SOLVING: The ability to identify key components of a problem to formulate a solution or solutions.



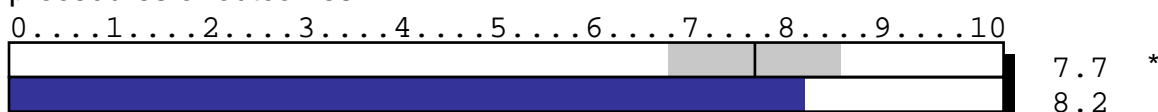
4. CONCEPTUAL THINKING: The ability to analyze hypothetical situations or abstract concepts to compile insight.



5. EMPATHETIC OUTLOOK: The capacity to perceive and understand the feelings and attitudes of others.



6. PLANNING AND ORGANIZATION: The ability to establish a process for activities that lead to the implementation of systems, procedures or outcomes.

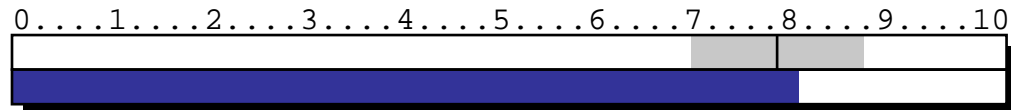


Rev: 0.94-0.86

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

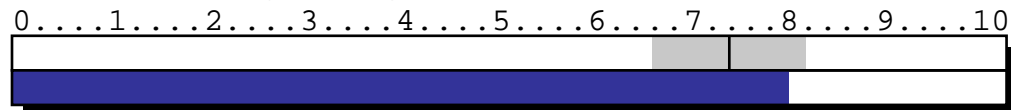
PERSONAL SKILLS HIERARCHY

7. INTERPERSONAL SKILLS: The ability to interact with others in a positive manner.



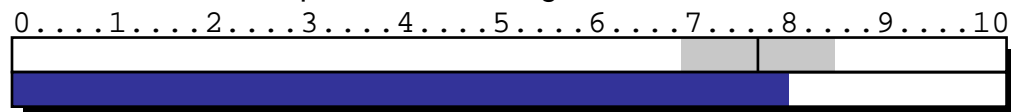
7.9 *
8.1

8. GOAL ACHIEVEMENT: The overall ability to set, pursue and attain achievable goals, regardless of obstacles or circumstances.



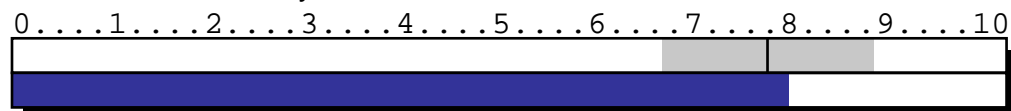
7.4 *
8.0

9. INFLUENCING OTHERS: The ability to personally affect others' actions, decisions, opinions or thinking.



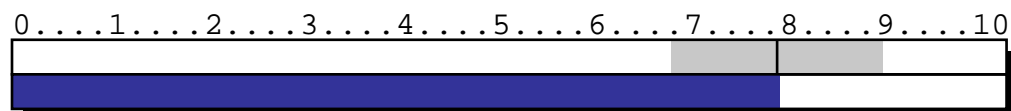
7.7 *
8.0

10. CONFLICT MANAGEMENT: The ability to resolve different points of view constructively.



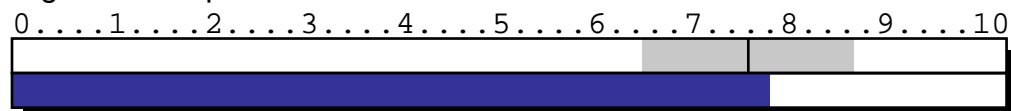
7.8 *
8.0

11. CUSTOMER FOCUS: A commitment to customer satisfaction.



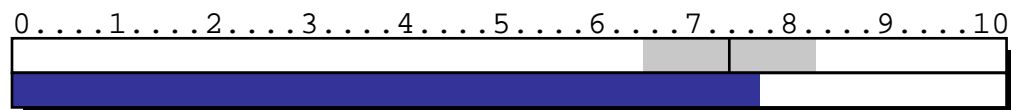
7.9 *
7.9

12. DIPLOMACY AND TACT: The ability to treat others fairly, regardless of personal biases or beliefs.



7.6 *
7.8

13. SELF MANAGEMENT: The ability to prioritize and complete tasks in order to deliver desired outcomes within allotted time frames.

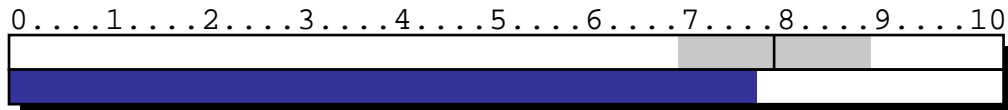


7.4 *
7.7

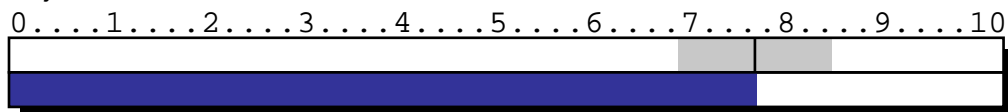
* 68% of the population falls within the shaded area.

PERSONAL SKILLS HIERARCHY

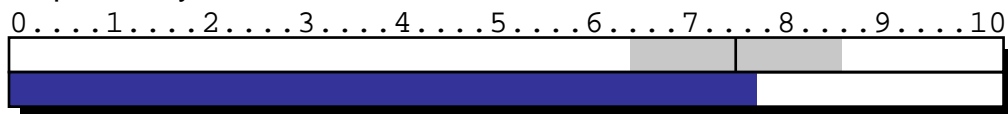
14. LEADING OTHERS: The ability to organize and motivate people to accomplish goals while creating a sense of order and direction.



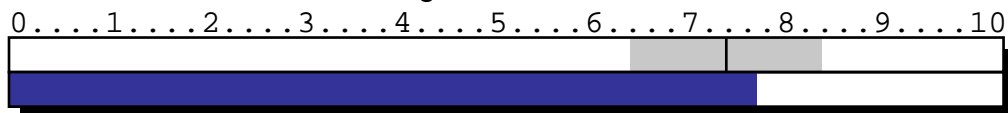
15. TEAMWORK: The ability to cooperate with others to meet objectives.



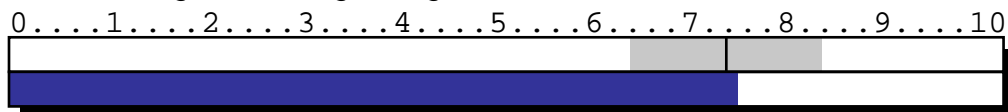
16. ACCOUNTABILITY FOR OTHERS: The ability to take responsibility for others' actions.



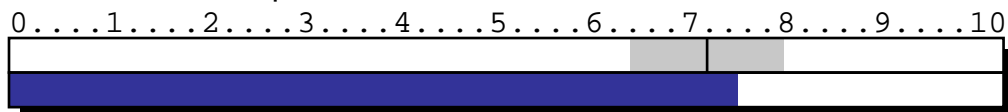
17. CONTINUOUS LEARNING: The ability to take personal responsibility and action toward learning and implementing new ideas, methods and technologies.



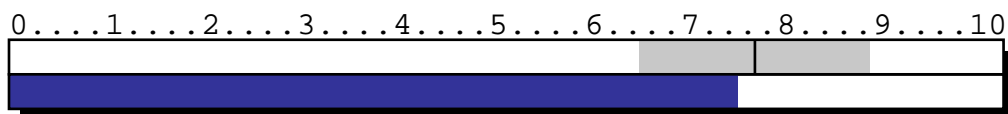
18. DECISION MAKING: The ability to analyze all aspects of a situation to gain thorough insight to make decisions.



19. PERSONAL ACCOUNTABILITY: A measure of the capacity to be answerable for personal actions.



20. OBJECTIVE LISTENING: The ability to listen to many points of view without bias.



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

PERSONAL SKILLS HIERARCHY

21. RESILIENCY: The ability to quickly recover from adversity.

0 1 2 3 4 5 6 7 8 9 10



7.2 *
7.5

22. DEVELOPING OTHERS: The ability to contribute to the growth and development of others.

0 1 2 3 4 5 6 7 8 9 10



7.4 *
7.4

23. SELF STARTING: The ability to initiate and sustain momentum without external stimulation.

0 1 2 3 4 5 6 7 8 9 10



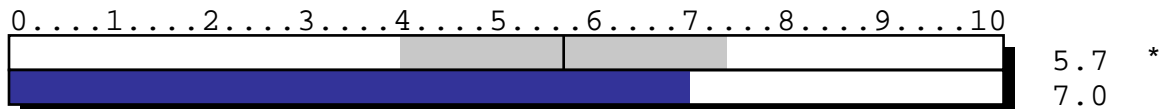
6.9 *
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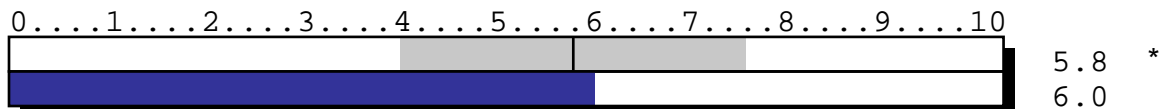
PERSONAL INTERESTS, ATTITUDES AND VALUES

Your motivation to succeed in anything you do is determined by your underlying values. You will feel energized and successful at work when your job supports your personal values. They are listed below from the highest to the lowest.

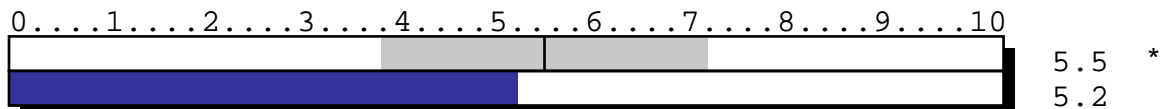
1. SOCIAL



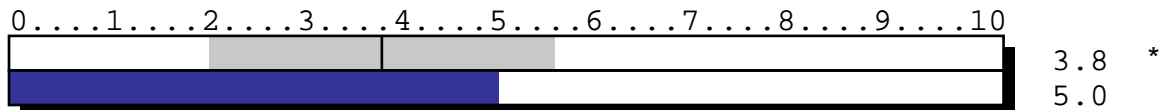
2. UTILITARIAN/ECONOMIC



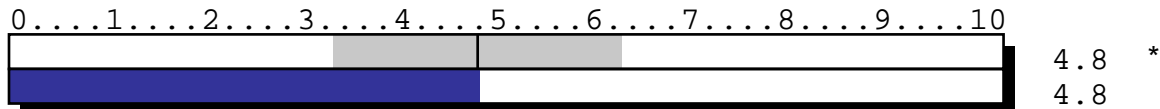
3. THEORETICAL



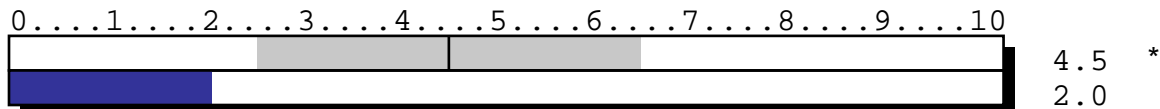
4. AESTHETIC



5. INDIVIDUALISTIC/POLITICAL



6. TRADITIONAL/REGULATORY



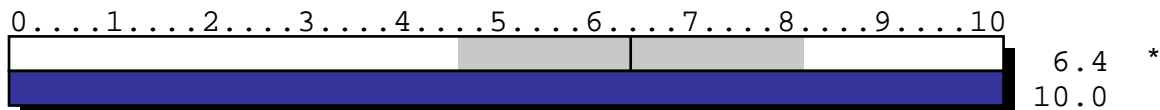
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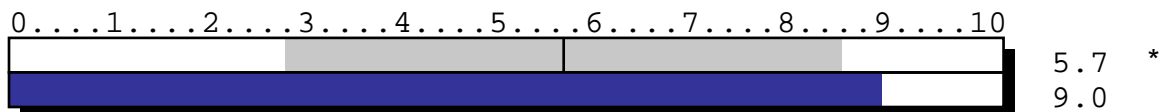
BEHAVIORAL HIERARCHY

Your observable behavior and related emotions contribute to your success on the job. When matched to the job, they play a large role in enhancing your performance. The list below ranks your behavioral traits from the strongest to the weakest.

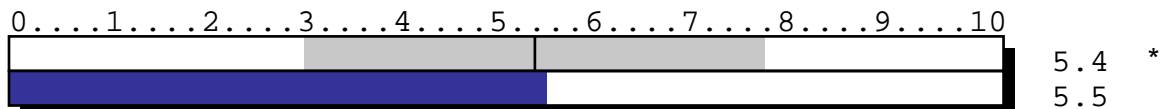
1. CUSTOMER ORIENTED



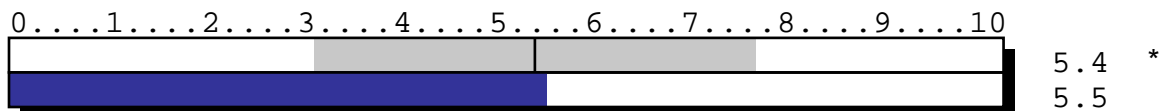
2. FREQUENT INTERACTION WITH OTHERS



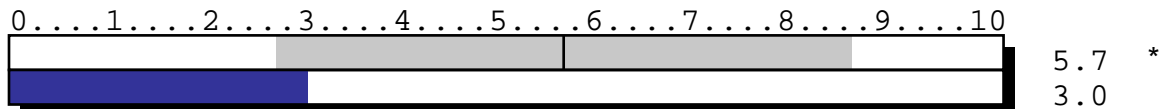
3. VERSATILITY



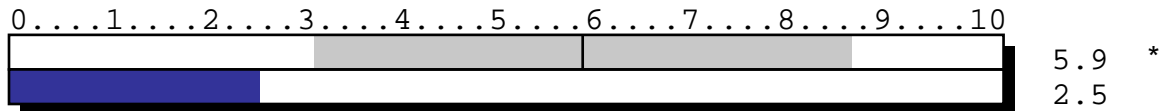
4. FREQUENT CHANGE



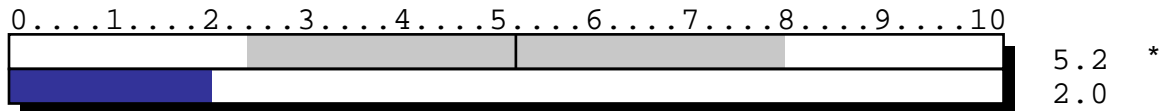
5. COMPETITIVENESS



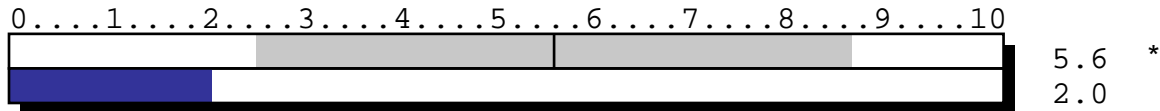
6. ANALYSIS OF DATA



7. URGENCY



8. ORGANIZED WORKPLACE



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FEEDBACK

Most people, when asked to describe their talents, have difficulty describing them.

The purpose of this section is to provide insights into your top talents in three areas:

Personal Soft Skills, Values (motivators) and Behavioral Traits. Everyone has a unique set of strengths within these three areas that will be instrumental to success and self-fulfillment. No one is equally talented in everything. In fact, the quickest way to burn out is to try to be all things to all people.

PERSONAL SKILLS FEEDBACK

Your unique hierarchy of personal skills is key to your success. Knowing what they are is essential to reaching your goals. The following are your 7 highest ranked personal skills:

1. **RESULTS ORIENTATION:** The ability to identify actions necessary to complete tasks and obtain results.
 - Maintains focus on goals
 - Identifies and acts on removing potential obstacles to successful goal attainment
 - Implements thorough and effective plans and applies appropriate resources to produce desired results
 - Follows through on all commitments to achieve results

2. **FLEXIBILITY:** The ability to readily modify, respond to and integrate change with minimal personal resistance.
 - Adapts effectively to changing plans and priorities
 - Demonstrates the capacity to handle multiple tasks at one time
 - Deals comfortably with ambiguity
 - Adjusts preset plans as necessary with minimal resistance

3. **PROBLEM SOLVING:** The ability to identify key components of a problem to formulate a solution or solutions.
 - Analyzes all data relative to a problem
 - Divides complex issues into simpler components in order to achieve clarity
 - Selects the best options available to solve specific problems
 - Applies all relevant resources to implement suitable solutions

4. **CONCEPTUAL THINKING:** The ability to analyze hypothetical situations or abstract concepts to compile insight.
 - Demonstrates ability to forecast long range outcomes and develop suitable business strategies
 - Identifies, evaluates and communicates potential impacts of hypothetical situations
 - Defines options to leverage opportunities in achieving business goals
 - Develops plans and strategies that lead to desired strategic outcomes

5. **EMPATHETIC OUTLOOK:** The capacity to perceive and understand the feelings and attitudes of others.
 - Demonstrates awareness of how actions will directly and indirectly impact others
 - Listens to others attentively
 - Demonstrates regard for and sensitivity to the feelings of others
 - Values and respects the diversity of others and their beliefs

PERSONAL SKILLS FEEDBACK

6. **PLANNING AND ORGANIZATION:** The ability to establish a process for activities that lead to the implementation of systems, procedures or outcomes.
 - Defines plans and organizes activities necessary to reach targeted goals
 - Organizes and utilizes resources in ways that maximize their effectiveness
 - Implements appropriate plans and adjusts them as necessary
 - Consistently demonstrates organization and detail orientation

7. **INTERPERSONAL SKILLS:** The ability to interact with others in a positive manner.
 - Initiates and develops business relationships in positive ways
 - Successfully works with a wide range of people at varying levels of organizations
 - Communicates with others in ways that are clear, considerate and understandable
 - Demonstrates ease in relating with a diverse range of people of varying backgrounds, ages, experience and education levels

PERSONAL INTERESTS, ATTITUDES AND VALUES FEEDBACK

Your motivation to succeed in anything you do is determined by your underlying values. You will feel energized and successful at work when your job supports your personal values. The following are your 3 highest ranked personal values:

1. SOCIAL

- You value opportunities to be of service to others and contribute to the progress and well being of society.

2. UTILITARIAN/ECONOMIC

- You value practical accomplishments, results and rewards for your investments of time, resources, and energy.

3. THEORETICAL

- You value knowledge, continuing education and intellectual growth.

BEHAVIORAL FEEDBACK

Your observable behavior and related emotions contribute to your success on the job. When matched to the job, they play a large role in enhancing your performance. The following are your 3 highest ranked behavioral traits:

1. CUSTOMER ORIENTED

- You have a positive and constructive view of working with others. You prefer to spend a high percentage of your time listening and understanding others and are able to successfully work with a wide range of people from diverse backgrounds to achieve "win-win" outcomes.

2. FREQUENT INTERACTION WITH OTHERS

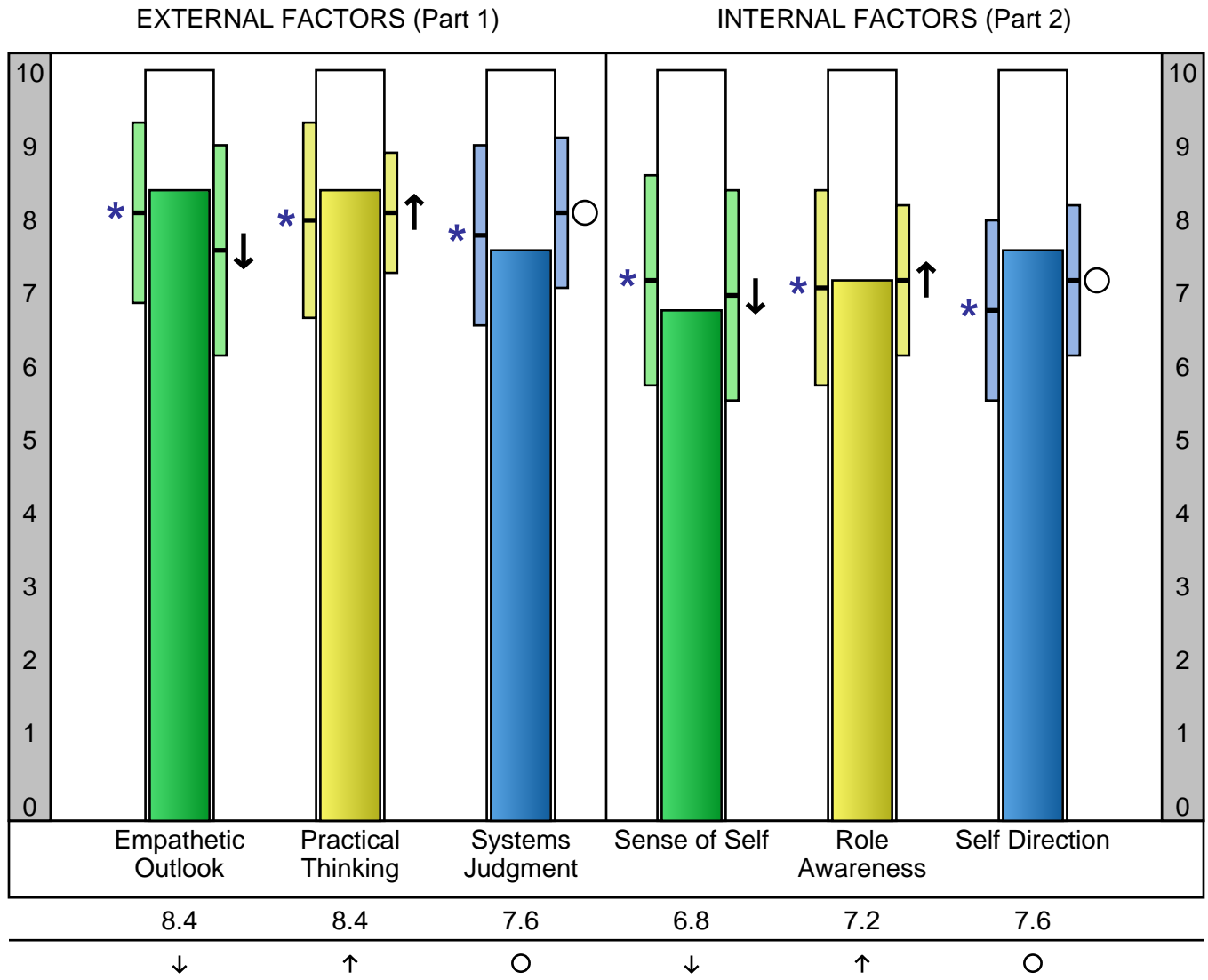
- You prefer to interact with others rather than deal with tasks. You are able to maintain a friendly interface with others when faced with multiple interruptions on a continual basis.

3. VERSATILITY

- You are multi-talented and easily adapt to changes with a high level of optimism and a "can do" orientation.

TriMetrix™-DIMENSIONAL BALANCE

For consulting and coaching



- * Population
- ↑ Overvaluation
- Balanced
- ↓ Undervaluation

CATEGORY BREAKDOWN

For consulting and coaching

Accountability For Others

Conceptual Thinking

Conflict Management

- Correcting Others
- Problem Solving
- Sensitivity To Others

Continuous Learning

- Self Improvement
- Personal Drive

Customer Focus

- Evaluating What Is Said
- Empathetic Outlook
- Freedom From Prejudices

Decision Making

- Conceptual Thinking
- Theoretical Problem Solving
- Role Confidence
- Balanced Decision Making

Developing Others

Diplomacy And Tact

- Empathetic Outlook
- Balanced Decision Making
- Freedom From Prejudices

Empathetic Outlook

Flexibility

- Surrendering Control
- Integrative Ability
- Understanding Motivational Needs

Goal Achievement

- Results Orientation
- Realistic Personal Goal Setting
- Project And Goal Focus
- Persistence

Influencing Others

- Conveying Role Value
- Gaining Commitment
- Understanding Motivational Needs

Interpersonal Skills

- Evaluating Others
- Personal Relationships
- Persuading Others

Leading Others

Personal Accountability

Objective Listening

- Evaluating What Is Said

Planning And Organizing

- Long Range Planning
- Concrete Organization
- Proactive Thinking

Problem Solving

Resiliency

- Persistence
- Handling Rejection
- Initiative

Results Orientation

Self Management

Self Starting Ability

- Initiative

Teamwork

- Surrendering Control
- Relating To Others
- Sense Of Belonging
- Sensitivity To Others

CORE SKILLS LIST

For consulting and coaching

Score	Mean	Description	Score	Mean	Description
10.0	7.6	Integrative Ability	7.6	7.3	Surrendering Control
9.4	7.8	Monitoring Others	7.6	7.1	Personal Drive
9.0	7.6	Concrete Organization	7.6	8.0	Respect For Policies
8.9	7.3	Results Orientation	7.6	7.8	Relating To Others
8.8	8.2	Realistic Goal Setting For Others	7.6	6.9	Self Direction
8.5	7.5	Problem Solving	7.6	7.8	Systems Judgment
8.5	7.9	Conveying Role Value	7.5	7.2	Personal Accountability
8.4	7.3	Conceptual Thinking	7.5	7.9	Correcting Others
8.4	8.1	Empathetic Outlook	7.5	6.9	Meeting Standards
8.4	8.0	Material Possessions	7.5	7.7	Evaluating What Is Said
8.4	8.0	Practical Thinking	7.5	7.7	Accurate Listening
8.3	7.0	Handling Stress	7.5	7.2	Taking Responsibility
8.3	8.1	Understanding Motivational Needs	7.4	7.4	Developing Others
8.3	7.5	Sense Of Timing	7.4	6.9	Initiative
8.2	7.8	Persuading Others	7.3	7.5	Quality Orientation
8.1	7.0	Intuitive Decision Making	7.3	7.2	Persistence
8.1	8.0	Attention To Detail	7.2	7.0	Balanced Decision Making
8.1	7.7	Evaluating Others	7.2	7.1	Gaining Commitment
8.0	7.7	Realistic Expectations	7.2	7.1	Internal Self Control
8.0	7.6	Using Common Sense	7.2	7.1	Role Awareness
8.0	7.9	Emotional Control	6.9	6.7	Self Assessment
8.0	7.3	Sense Of Mission	6.8	7.3	Sense of Self
7.9	7.3	Consistency And Reliability	6.7	7.1	Role Confidence
7.9	7.4	Project And Goal Focus			
7.9	7.4	Goal Directedness			
7.9	7.9	Attitude Toward Others			
7.9	7.8	Freedom From Prejudices			
7.9	7.9	Proactive Thinking			
7.9	7.3	Job Ethic			
7.9	7.9	Sensitivity To Others			
7.9	8.2	Respect For Property			
7.9	8.1	Personal Relationships			
7.8	8.3	Theoretical Problem Solving			
7.8	7.6	Long Range Planning			
7.8	7.6	Status And Recognition			
7.8	7.7	Sense Of Belonging			
7.8	8.1	Self Improvement			
7.7	7.5	Accountability For Others			
7.7	7.4	Self Confidence			
7.7	7.6	Realistic Personal Goal Setting			
7.7	7.9	Leading Others			
7.7	7.3	Project Scheduling			
7.7	7.4	Handling Rejection			
7.7	7.4	Enjoyment Of The Job			
7.7	7.4	Self Management			
7.6	8.0	Following Directions			

CORE SKILLS LIST

For consulting and coaching

Score	Mean	Description	Score	Mean	Description
7.7	7.5	Accountability For Others	7.6	7.8	Relating To Others
7.5	7.7	Accurate Listening	7.6	8.0	Respect For Policies
8.1	8.0	Attention To Detail	7.9	8.2	Respect For Property
7.9	7.9	Attitude Toward Others	8.9	7.3	Results Orientation
7.2	7.0	Balanced Decision Making	7.2	7.1	Role Awareness
8.4	7.3	Conceptual Thinking	6.7	7.1	Role Confidence
9.0	7.6	Concrete Organization	6.9	6.7	Self Assessment
7.9	7.3	Consistency And Reliability	7.7	7.4	Self Confidence
8.5	7.9	Conveying Role Value	7.6	6.9	Self Direction
7.5	7.9	Correcting Others	7.8	8.1	Self Improvement
7.4	7.4	Developing Others	7.7	7.4	Self Management
8.0	7.9	Emotional Control	7.8	7.7	Sense Of Belonging
8.4	8.1	Empathetic Outlook	8.0	7.3	Sense Of Mission
7.7	7.4	Enjoyment Of The Job	6.8	7.3	Sense of Self
8.1	7.7	Evaluating Others	8.3	7.5	Sense Of Timing
7.5	7.7	Evaluating What Is Said	7.9	7.9	Sensitivity To Others
7.6	8.0	Following Directions	7.8	7.6	Status And Recognition
7.9	7.8	Freedom From Prejudices	7.6	7.3	Surrendering Control
7.2	7.1	Gaining Commitment	7.6	7.8	Systems Judgment
7.9	7.4	Goal Directedness	7.5	7.2	Taking Responsibility
7.7	7.4	Handling Rejection	7.8	8.3	Theoretical Problem Solving
8.3	7.0	Handling Stress	8.3	8.1	Understanding Motivational Needs
7.4	6.9	Initiative	8.0	7.6	Using Common Sense
10.0	7.6	Integrative Ability			
7.2	7.1	Internal Self Control			
8.1	7.0	Intuitive Decision Making			
7.9	7.3	Job Ethic			
7.7	7.9	Leading Others			
7.8	7.6	Long Range Planning			
8.4	8.0	Material Possessions			
7.5	6.9	Meeting Standards			
9.4	7.8	Monitoring Others			
7.3	7.2	Persistence			
7.5	7.2	Personal Accountability			
7.6	7.1	Personal Drive			
7.9	8.1	Personal Relationships			
8.2	7.8	Persuading Others			
8.4	8.0	Practical Thinking			
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8.0	7.7	Realistic Expectations			
8.8	8.2	Realistic Goal Setting For Others			
7.7	7.6	Realistic Personal Goal Setting			