



The Future of
Workforce Talent Solutions

»**TalassureM**

Management

Sarah Sample



Job Pattern: Customer Service Representative
Assessment Completed: February 08, 2016
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PDServices
PO Box 67
Howard, Ohio 43028

Management Report - Sarah Sample

This report provides information which reflects the responses provided by Ms. Sample when completing the TalassureM assessment. By quantifying her characteristics, our technology compares them to a type of job. The TalassureM provides Job Patterns for positions commonly found in the workplace that share common personality and reasoning ability characteristics.

For this report Sarah was compared to the Job Pattern of Customer Service Representative.

This report will provide Management Suggestions where Sarah didn't match the job and Insights where she did match the job.

The following K-S-S approach to training provides simple, straightforward steps toward growth and change. When reading this report think about how to apply these concepts to improve her performance on the job.

K = **KEEP** doing. Identify what Sarah already does well and encourage her to KEEP doing these items.

S = **STOP** doing. As you utilize the information in this report, you may recognize behaviors that bring negative results. This may be an indication of something she should STOP doing.

S = **START** doing. Have Sarah START doing things that will increase her performance on the job. Management Suggestions are provided when she doesn't align with the Job Pattern and will help you work with Sarah to improve her effectiveness.

Talent Summary

Ms. Sample scored in the average region on the Reasoning scale. Her capacity for learning and applying new information is similar to that of most people in the working population. She should adapt easily, but she may require assistance if training becomes too complex.

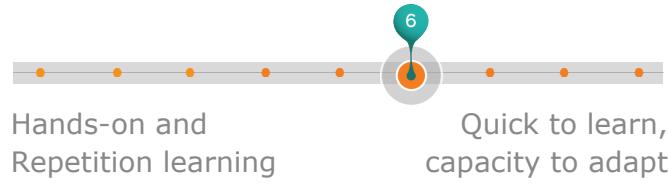
Ms. Sample has a very high energy level, and she prefers to perform at a fast pace. Being fairly sociable, she tends to maintain open lines of communication with other team members. Having a strong desire to be in charge, she will attempt to influence the direction and activities of the group.

Talent Details

For an in depth picture of Ms. Sample the following graphs provide detailed information regarding her scores. Results are illustrated on the scale from 1 to 9.

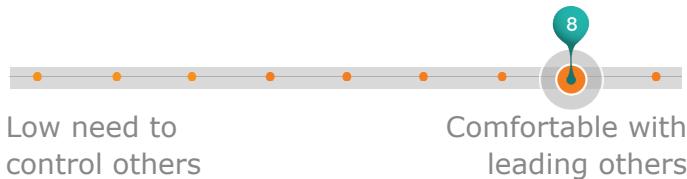
Reasoning Ability

A measure of expected learning, reasoning, and problem solving potential.



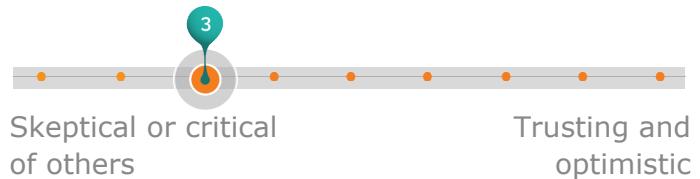
Take Charge

Tendency to strive for control of people and situations and to lead more than follow.



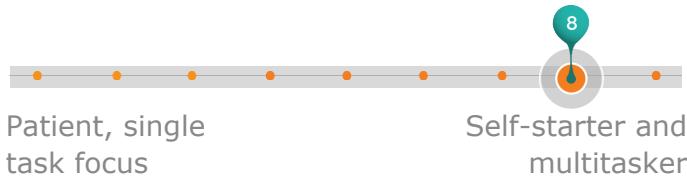
Attitude

Tendency to have a positive or optimistic outlook regarding people and outcomes.



Sense of Urgency

Tendency to display stamina, endurance, and maintain a fast pace.



People Contact

Tendency to be outgoing, people-oriented, and to participate with others.



Management Suggestions - Customer Service Representative

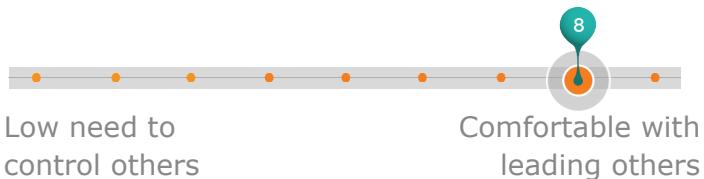
This section is provided for the scales where Ms. Sample did not match the Job Pattern. Managing these areas with Sarah will improve her performance on the job.

Management Suggestions are provided as a guide through this process. These suggestions will help you focus on the things that Sarah needs to Start or Stop doing based on the K-S-S model.



Take Charge

Tendency to strive for control of people and situations and to lead more than follow.



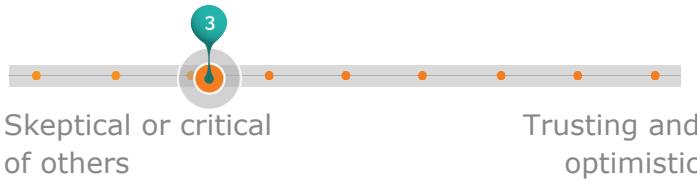
Ms. Sample scored above the recommended amount of Take Charge for this position. Ms. Sample may have difficulty adapting to the lower level of control she will be expected to maintain on the job.

MANAGEMENT SUGGESTIONS

- Discuss with her the advantages of allowing other people to take the lead on occasion, and remind her that she can still contribute by offering opinions and counsel.
- Encourage Sarah to allow others to have greater influence over decisions occasionally, and provide opportunities for her to participate in groups in a supportive capacity.
- Schedule a time to meet with her and jointly determine her willingness to participate in training aimed at cooperation and teamwork.

Attitude

Tendency to have a positive or optimistic outlook regarding people and outcomes.



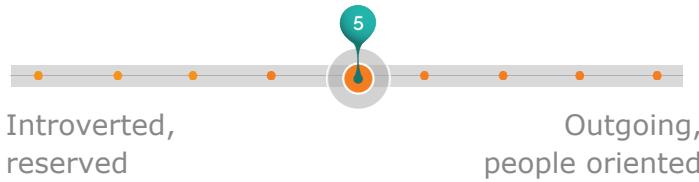
Ms. Sample scored below the recommended level for the Attitude scale for this position. This suggests her outlook is less positive than that of most successful individuals in this position, and she may be more critical of herself than is necessary.

MANAGEMENT SUGGESTIONS

- Discuss strategies for maintaining a positive attitude toward change in the workplace.
- Encourage Ms. Sample to be open to new people and novel situations.
- Ensure that Sarah understands the benefits of trusting those who have never given her a reason not to.

People Contact

Tendency to be outgoing, people-oriented, and to participate with others.



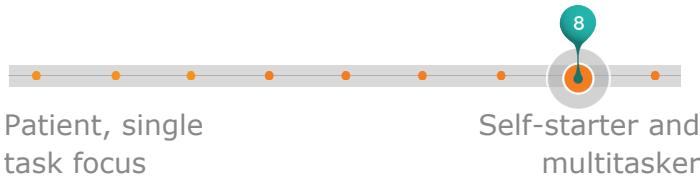
On the People Contact scale, Ms. Sample is below the recommended level for this position. This suggests that her eagerness to work in an active social environment is less than is optimal for the job.

MANAGEMENT SUGGESTIONS

- Encourage Sarah to take part in various group activities, formal or informal, so that she might become better accustomed to social interaction in her work group.
- Try inviting Sarah to more group discussions, particularly when she knows a great deal about the topics.
- Discuss ways that Sarah can benefit from collaborating with others, naming specific individuals and explaining their talents.

Sense of Urgency

Tendency to display stamina, endurance, and maintain a fast pace.



On the Sense of Urgency scale, Ms. Sample scored above the recommended level for this position. This suggests that her work pace is likely to be quite fast, perhaps unnecessarily so.

MANAGEMENT SUGGESTIONS

- Encourage Sarah to take breaks occasionally, and explain how doing so could allow her to recharge and come back with fresh ideas.
- Encourage Ms. Sample to conserve some of her stamina on everyday tasks and, when possible, apply it to major projects with tight deadlines.
- If desired, consider pairing Sarah with other team members who have a sense of urgency that is slower and more fitting for the task. She may be able to adopt a similar work approach.

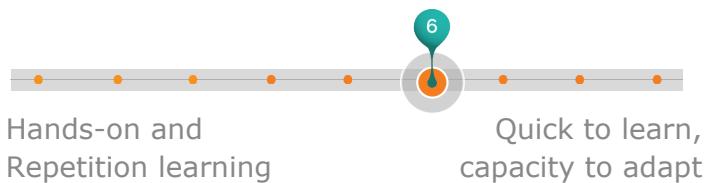
Talent Insights

Ms. Sample matched the Job Pattern on the following scales. Listed for each scale is description of how Ms. Sample will naturally behave in a work environment. The purpose of this information is to provide a better understanding of what to anticipate when working with Sarah. Awareness of her attributes can be invaluable information when leveraging talent and promoting engagement within the workforce.



Reasoning Ability

A measure of expected learning, reasoning, and problem solving potential.



INSIGHTS

- Sarah has the capacity to adapt to a wide variety of training situations.
- She can adapt to new situations with ease, and she will test a variety of ways to address her tasks.
- Ms. Sample learns new concepts with ease, and she is able to apply that information when addressing new job requirements.