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Customer Service 7-9-2003



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 attributes, behavioral style and unique values. Your TriMetrix 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 ATTRIBUTES HIERARCHY (23 AREAS)

This section presents 23 key personal attributes and ranks them from top to bottom, defining your major strengths. The attributes 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.



PERSONAL ATTRIBUTES HIERARCHY

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

1. DEVELOPING OTHERS: The ability to contribute to the growth and development of others. 012345678910	8.7
2. PROBLEM SOLVING: The ability to identify key components of a problem to formulate a solution or solutions. 012345678910	8.5
3. EMPATHETIC OUTLOOK: The capacity to perceive and understand the feelings and attitudes of others. 012345678910	8.3
4. LEADING OTHERS: The ability to organize and motivate people to accomplish goals while creating a sense of order and direction. 012345678910	8.3
5. SELF STARTING: The ability to initiate and sustain momentum without external stimulation. 012345678910	8.2
6. ACCOUNTABILITY FOR OTHERS: The ability to take responsibility for others' actions. 012345678910	8.1
7. DIPLOMACY AND TACT: The ability to treat others fairly, regardless of personal biases or beliefs. 012345678910	8.0
8. RESILIENCY: The ability to quickly recover from adversity. 012345678910	7.9

Rev: 0.94-0.85

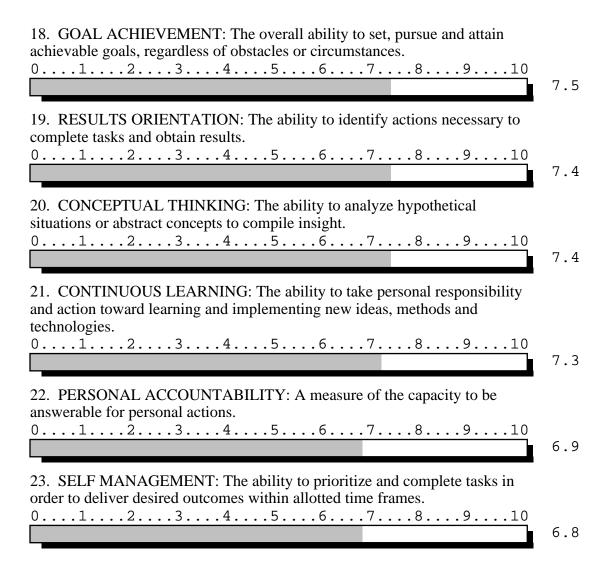


PERSONAL ATTRIBUTES HIERARCHY

9. INTERPERSONAL SKILLS: The ability to interact with others in a positive manner.
012345678910
10. FLEXIBILITY: The ability to readily modify, respond to and integrate change with minimal personal resistance. 012345678910
11. CUSTOMER FOCUS: A commitment to customer satisfaction. 012345678910
12. DECISION MAKING: The ability to analyze all aspects of a situation to gain thorough insight to make decisions. 012345678910
13. OBJECTIVE LISTENING: The ability to listen to many points of view without bias. 012345678910
14. PLANNING AND ORGANIZATION: The ability to establish a process for activities that lead to the implementation of systems, procedures or outcomes. 012345678910
15. INFLUENCING OTHERS: The ability to personally affect others' actions, decisions, opinions or thinking. 012345678910
16. TEAMWORK: The ability to cooperate with others to meet objectives. 012345678910
17. CONFLICT MANAGEMENT: The ability to resolve different points of view constructively. 012345678910



PERSONAL ATTRIBUTES HIERARCHY





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 012345678910	7.0
2. UTILITARIAN/ECONOMIC 012345678910	6.0
3. THEORETICAL 012345678910	5.2
4. AESTHETIC 012345678910	5.0
5. INDIVIDUALISTIC/POLITICAL 012345678910	4.8
6. TRADITIONAL/REGULATORY 012345678910	2.0



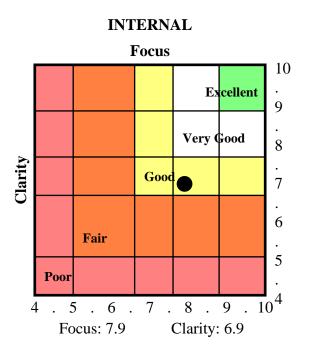
BEHAVIORAL HIERARCHY

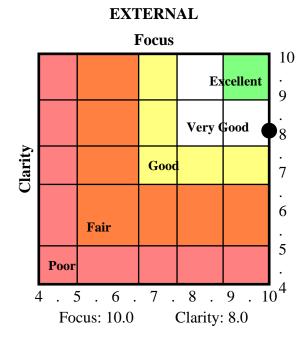
Your observable behavior and related emotions contribute to your success on the job. When matched to the job, they play a large role in enhancing your performance. The list below ranks your behavioral traits from the strongest to the weakest.

1. CUSTOMER ORIENTED 012345678910	10.0
2. FREQUENT INTERACTION WITH OTHERS 012345678910	9.0
3. VERSATILITY 012345678910	5.5
4. FREQUENT CHANGE 012345678910	5.5
5. COMPETITIVENESS 012345678910	3.0
6. ANALYSIS OF DATA 012345678910	2.5
7. URGENCY 012345678910	2.0
8. ORGANIZED WORKPLACE 012345678910	2.0

SIN: 23-100-93-24 (16) SIA: 13-96-41-27 (03) CLARITY: The degree to which one can discern patterns, order and relationships related to specific dimensions. FOCUS: The degree to which one maintains targeted attention toward a specific factor or set of factors.

John Doe





8.3

EXTERNAL FACTORS (Part 1)

INTERNAL FACTORS (Part 2)

* Intrinsic Dimension

6.4

Empathetic Outlook

Self Esteem

Intrinsic Dimension

0. 1

6.9

How do you value others?

How do you value yourself?

Understanding Attitude Personal Relationships Human Awareness Relating To Others Emotional Control Self Improvement

* Extrinsic Dimension

* Extrinsic Dimension

Practical Thinking 8.3

Role Awareness

How practically do you see the world?

How do you value what you do?

Concrete Organization

* Systemic Dimension

Systems Judgment 7.4

* Systemic Dimension

Self Direction 7.4

How do you value systems and order?

Results Orientation Sense Of Belonging Conceptual Thinking What guides or drives your actions?



Accountability For Others Conceptual Thinking

Conflict Management

- •Internal Self Control
- Correcting Others
- Problem Solving
- •Sensitivity To Others

Continuous Learning

- •Self Improvement
- Personal Drive

Customer Focus

- •Evaluating What Is Said
- •Understanding Attitude
- •Freedom From Prejudices

Decision Making

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

Developing Others

Diplomacy And Tact

- •Human Awareness
- •Balanced Decision Making
- •Freedom From Prejudices
- •Emotional Control

Empathetic Outlook

Flexibility

- •Self Direction
- •Integrative Ability
- Creativity

Goal Achievement

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

Influencing Others

- •Empathetic Outlook
- •Conveying Role Value
- •Gaining Commitment
- •Understanding Motivational Needs

Interpersonal Skills

- •Empathetic Outlook
- Personal Relationships
- Emotional Control

Leading Others

Planning And Organizing

- •Long Range Planning
- •Concrete Organization
- •Proactive Thinking
- •Following Directions

Problem Solving

Resiliency

- Persistence
- •Handling Rejection
- Initiative

Results Orientation Self Management Self Starting Ability

Teamwork

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

Title Changes:

Taking Responsibility: Personal

Accountability

Objective Listening: Evaluating What Is Said



CORE ATTRIBUTE LIST

For consulting and coaching

- Problem And Situation Analysis (8.9)
- Project And Goal Focus (8.7)
- Goal Directedness (8.7) see Project And Goal Focus
- Freedom From Prejudices (8.7)
- Developing Others (8.7)
- Realistic Goal Setting For Others (8.7)
- Understanding Prospect's Motivations (8.7) see Understanding Motivational Needs
- Understanding Motivational Needs (8.7)
- Correcting Others (8.6)
- Problem Solving (8.5)
- Following Directions (8.3)
- Theoretical Problem Solving (8.3)
- Concrete Organization (8.3)
- Attitude Toward Others (8.3)
- Realistic Expectations (8.3)
- Evaluating Others (8.3)
- Leading Others (8.3)
- Human Awareness (8.3)
- Integrative Ability (8.3)
- Seeing Potential Problems (8.3)
- Relating To Others (8.3)
- Sensitivity To Others (8.3)
- People Reading (8.3) see Understanding Attitude
- Understanding Attitude (8.3)
- Respect For Property (8.3)
- Empathetic Outlook (8.3)
- Monitoring Others (8.3)
- Status And Recognition (8.3)
- Personal Relationships (8.3)
- Practical Thinking (8.3)
- Self Starting Ability (8.2)
- Accountability For Others (8.1)
- Job Ethic (8.1)
- Using Common Sense (8.1)
- Persistence (8.1)
- Attention To Detail (7.9)
- Balanced Decision Making (7.9)
- Quality Orientation (7.9)
- Attitude Toward Honesty (7.9)
- Emotional Control (7.8)
- Persuading Others (7.7)

- Evaluating What Is Said (7.7)
- Accurate Listening (7.7) see Evaluating What Is Said
- Consistency And Reliability (7.6)
- Personal Drive (7.5)
- Handling Rejection (7.5)
- Initiative (7.5)
- Sense Of Timing (7.5)
- Conceptual Thinking (7.4)
- Intuitive Decision Making (7.4)
- Results Orientation (7.4)
- Surrendering Control (7.4)
- Self Discipline And Sense Of Duty (7.4)
- Respect For Policies (7.4)
- Self Direction (7.4)
- Systems Judgment (7.4)
- Sense Of Mission (7.4)
- Sense Of Belonging (7.4)
- Creativity (7.4)
- Proactive Thinking (7.3)
- Personal Commitment (7.1)
- Commitment To The Job (7.1) *see Personal Commitment*
- Problem Management (7.1)
- Gaining Commitment (7.1)
- Meeting Standards (7.1)
- Long Range Planning (7.0)
- Personal Accountability (6.9)
- Project Scheduling (6.9)
- Material Possessions (6.9)
- Role Awareness (6.9)
- Taking Responsibility (6.9) see Personal Accountability
- Self Management (6.8)
- Self Confidence (6.7)
- Conveying Role Value (6.7)
- Role Confidence (6.7)
- Enjoyment Of The Job (6.7)
- Realistic Personal Goal Setting (6.5)
- Handling Stress (6.4)
- Self Esteem (6.4)
- Self Improvement (6.4)
- Self Assessment (5.7)
- Internal Self Control (5.2)