

Profiles[™] International
Customer Service Profile
HEALTHCARE



Confidential Individual Report

Tuesday, February 20, 2007

Jason Fronk

Southard & Associates

2416 N. 26th St

Boise, ID 83702

208-409-1005

Building and Retaining the High Performance Workforce

Introduction

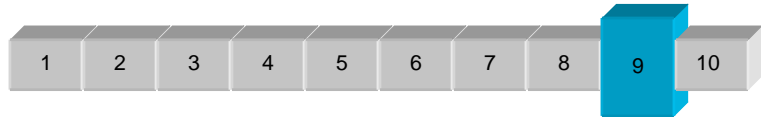
This report reflects the responses provided by you when completing the Customer Service Profile assessment. The information is presented in the following parts:

- **Behavioral Characteristics**— six behavioral characteristics that are important factors for success in providing service to customers.
- **Proficiencies**— a view of basic proficiency in mathematics and vocabulary.

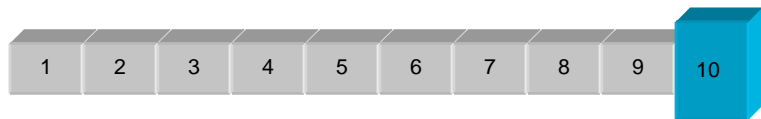
Summary of Behavioral Characteristics

The larger box indicates your score on each scale.

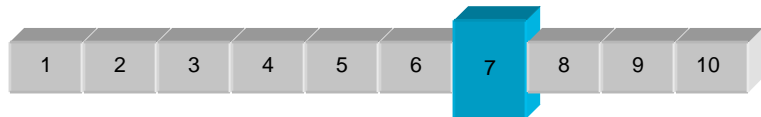
Trust – Tendency to hold an unquestioning belief that the motives of others are honorable



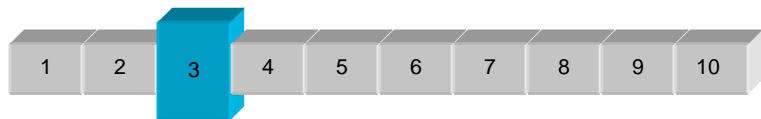
Tact – Tendency to state a position without unnecessarily offending others



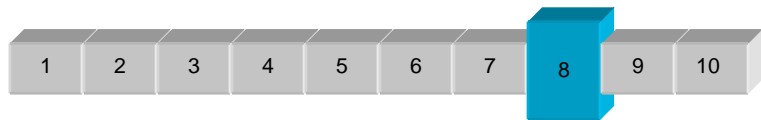
Empathy – Tendency to understand another's situation and feelings



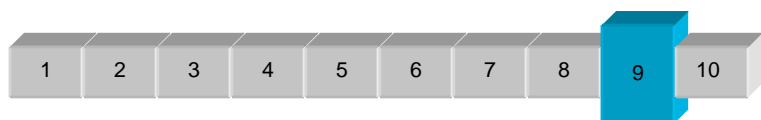
Conformity – Tendency to comply with the rules and those in authority



Focus – Tendency to stay on target regardless of distractions

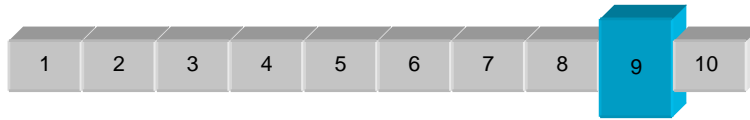


Flexibility – Tendency to explore new approaches to doing things



Behavioral Characteristics

Trust

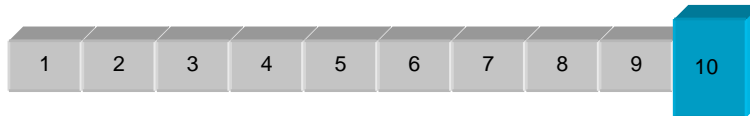


Your Score 9

Comments on Trust

You seem to be very trusting of the motives of people in general, especially those customers with whom you make personal contact. You appear to genuinely believe that customers are honest and their comments or complaints are authentic.

Tact

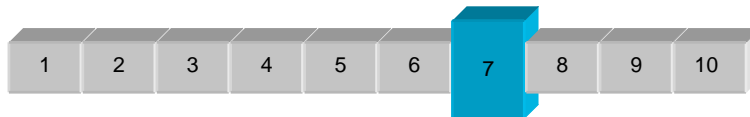


Your Score 10

Comments on Tact

You appear quite tactful. You probably make a conscious effort to be extremely diplomatic with customers, maybe even to the extent of saying things you think the customer wants to hear. You are a non-confrontational individual who carefully avoids unpleasantness in how you present yourself to others.

Empathy

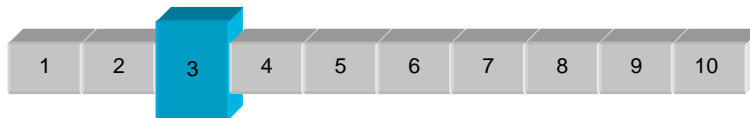


Your Score 7

Comments on Empathy

You generally find it easy to be empathetic, understanding and compassionate to the point of sometimes allowing yourself to become sympathetic for the needs of a customer. You have a strong need to be helpful to customers with whom you have contact.

Conformity



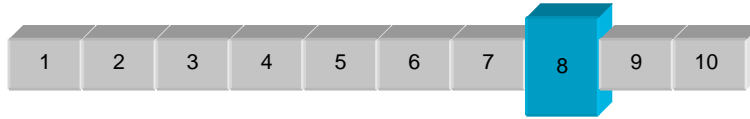
Your Score 3

Comments on Conformity

You may question outdated rules and regulations. You show a preference for doing things your own way with relatively few restrictions.

Behavioral Characteristics (cont'd)

Focus

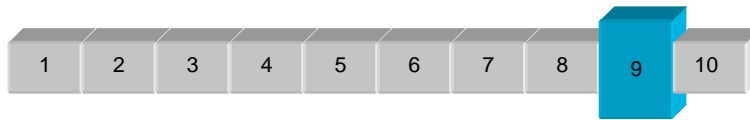


Your Score 8

Comments on Focus

You demonstrate a strong level of concentration when allowed the opportunity. Only an exceptionally distracting environment may cause you to stray from your focus. The advantage here is that your focus is not so strong as to be completely inflexible. Therefore, a change of priorities should not be too disrupting for you, assuming you have the time to regroup and then work toward the new goal.

Flexibility



Your Score 9

Comments on Flexibility

You seem to take pleasure in the invention of new ideas, concepts and ways of improving upon how to get things done. You seem to possess an innovative attitude.

Proficiencies

Proficiencies are divided into two areas as shown below. The larger box indicates your score.

