

Profiles[™] International
Customer Service Profile
HEALTHCARE



Confidential Placement Report

Tuesday, February 20, 2007

Jason Fronk

Vision One Technician

Southard & Associates

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Building and Retaining the High Performance Workforce

Introduction

Service to the customer is a part of the job for virtually every employee. Proficiency in providing this service is related to an individual's Behavioral Characteristics, basic Proficiencies and their own perspective on providing customer service.

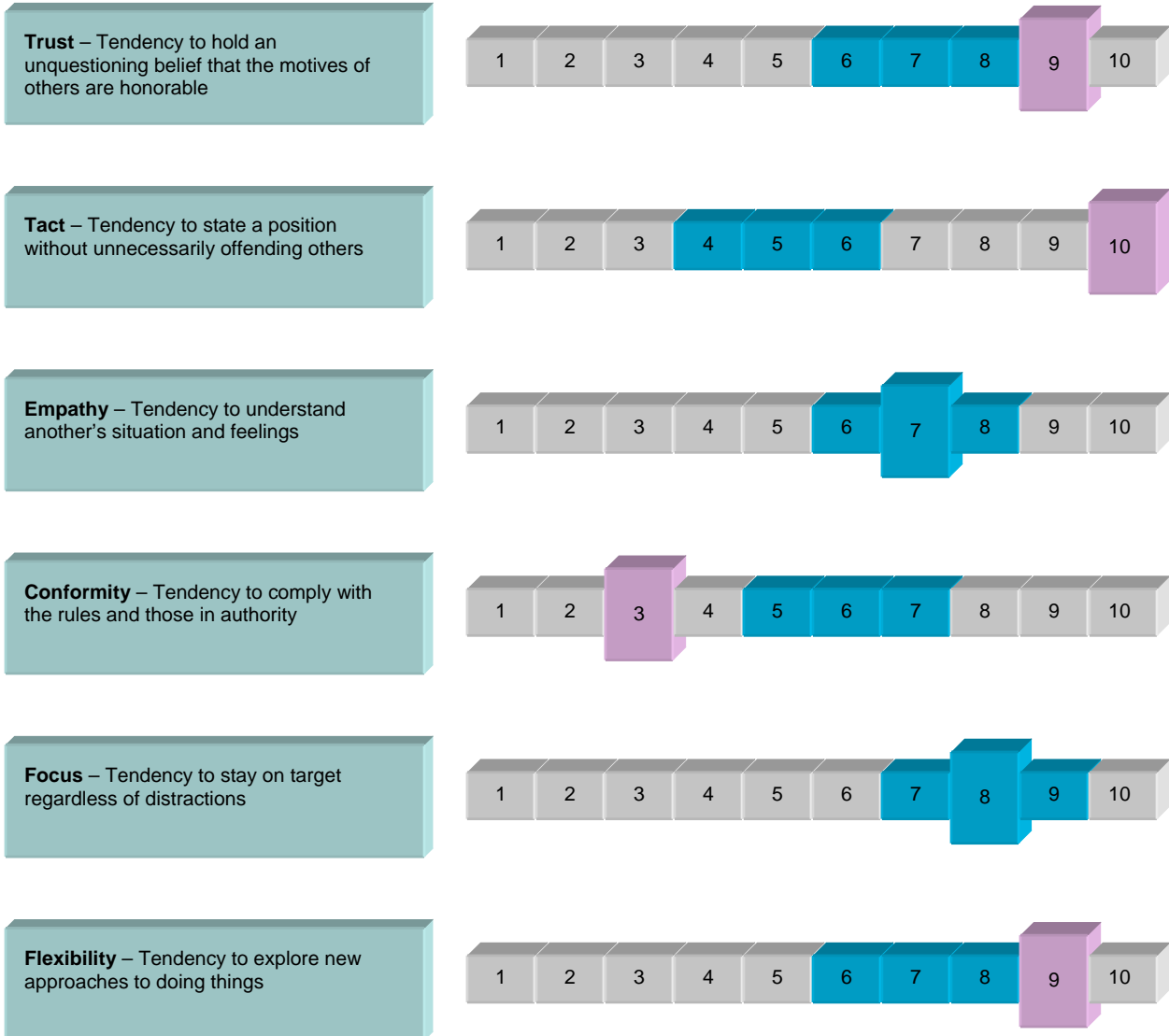
This report reflects the responses provided by Jason Fronk when he completed the Customer Service Perspective assessment. The information is presented in the following five parts:

- **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.
- **Job Match Percent**— the degree of match to the Job Match Pattern in both of the Proficiencies and the six Behavioral Characteristics.
- **Considerations for Interviewing**—on the scales where Mr. Fronk scored outside of the Job Match Pattern, suggestions for interviewing are provided to assist in the selection process.
- **Company Service Perspective**— the degree of alignment between the individual's perspective on providing service to the customer and that expressed by the company.

Please consult the User's Guide for additional information on using these results in working with Jason.

Summary of Behavioral Characteristics

The darker shading represents the Job Match Pattern for the role of Vision One Technician. The larger box indicates his score.

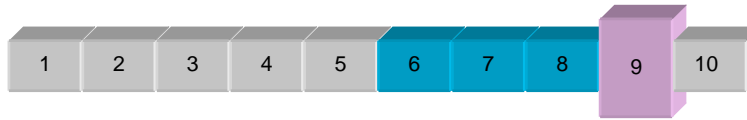


The Distortion Score on this assessment is 10. The Distortion Scale deals with how candid and frank the respondent was while taking this assessment. The range for this scale is 1 to 10, with higher scores suggesting greater candor.

Behavioral Characteristics

Trust

- Wary
- Vigilant
- Skeptical



- Unquestioning
- Uncritical
- Optimistic

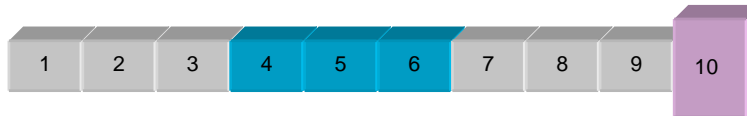
Pattern 6-8 Score 9

Comments on Trust

Mr. Fronk can be rather trusting at times. He genuinely wants to believe that what others say is true and authentic, possibly regardless of evidence to the contrary. He may not be suspicious of another person's motives and he strongly feels that most people are honest.

Tact

- Direct
- Obvious
- Forthright



- Discreet
- Diplomatic
- Restrained

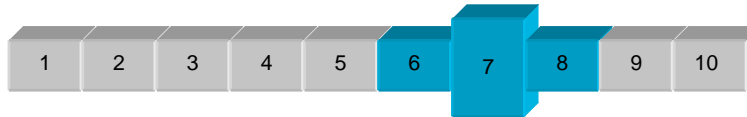
Pattern 4-6 Score 10

Comments on Tact

He appears quite tactful. Jason is apt to make a conscious effort to be extremely diplomatic with customers, sometimes to the extent of saying things he thinks the customer wants to hear. Jason is a non-confrontational individual who diligently avoids unpleasantness in how he presents himself to others.

Empathy

- Detached
- Indifferent
- Distant



- Understanding
- Compassionate
- Sensitive

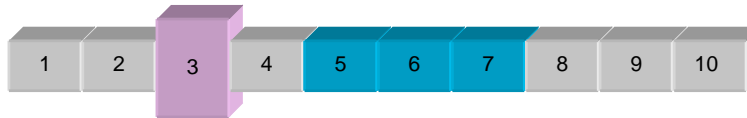
Pattern 6-8 Score 7

Comments on Empathy

Mr. Fronk generally finds it easy to be sympathetic, understanding and compassionate, to the point of allowing himself to become personally involved in solving the needs of customers. He has a strong need to be helpful to those with whom he has contact.

Conformity

- Inventive
- Free-spirited
- Independent



- Traditional
- Compliant
- Conventional

Pattern 5-7 Score 3

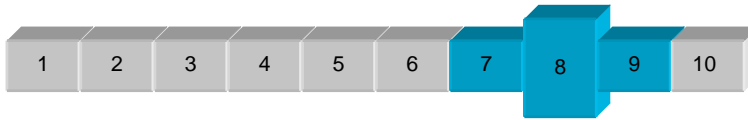
Comments on Conformity

Mr. Fronk may question or even ignore rules and regulations due to his unconventional attitude. He reports a preference for doing things his own way with little or no restrictions, but may be willing to have a conventional attitude on a few occasions.

Behavioral Characteristics (cont'd)

Focus

- Distractible
- Preoccupied
- Inefficient



- Attentive
- Purposeful
- Efficient

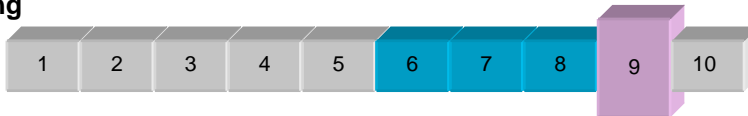
Pattern 7-9 Score 8

Comments on Focus

Jason demonstrates a relatively strong level of concentration when allowed the opportunity. Only an exceptionally distracting environment should cause him to stray from his focus. The advantage here is that his focus is not so strong as to be completely inflexible. So a change of priorities should not be too disrupting for him, if he is given the time to gather his faculties and head in the new direction.

Flexibility

- Uncompromising
- Inflexible
- Cautious



- Adaptable
- Accepting
- Enjoys new approaches

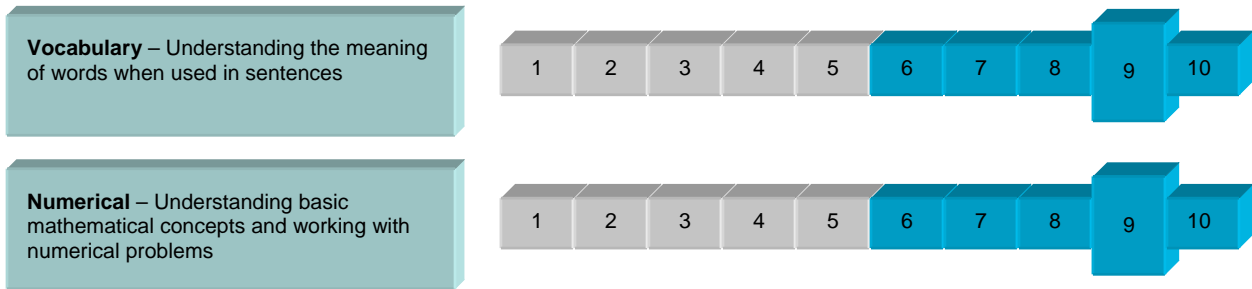
Pattern 6-8 Score 9

Comments on Flexibility

He is so highly open to change that others may consider it a challenge to keep up with him when he suggests new approaches for work accomplishments. He relishes the generation of new ideas, concepts and methods of improving upon how to get things done. He seems to possess quite an innovative attitude.

Proficiencies

The darker shading represents the Job Match Pattern for the role of Vision One Technician. The larger box indicates this individual's score.



Job Match Percent

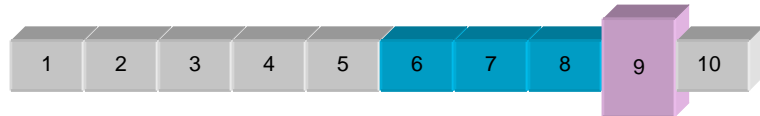
The Job Match Percent reflects the degree of match between the results for Mr. Fronk and the Job Match Pattern for the **six Behavioral Traits and the two Proficiencies**. For Jason, the match to the position of Vision One Technician is 71%.



Considerations for Interviewing

The darker shading represents the Job Match Pattern for the role of Vision One Technician. Mr. Fronk scored outside the Job Match Pattern in the areas listed below. Information and interview questions are provided to facilitate the selection process.

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



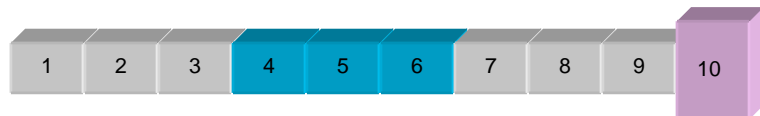
Pattern 6-8 Score 9

Considerations for Interviewing

Mr. Fronk has a score on the Trust Scale above the Job Match pattern for this position. The issue of interest is whether he is able to discern the motivations of others who may try to take advantage of him. Is too much trust in everyone's motivations a liability that he cannot overcome? A few typical questions may include:

- Describe a recent situation in which you discovered that a customer was trying to take advantage of your good nature. Does this happen often?
- How do you feel about co-workers who think that most people are basically dishonest? Is there any truth to such an opinion?

Tact – Tendency to state a position without unnecessarily offending others



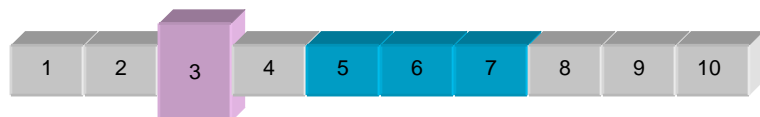
Pattern 4-6 Score 10

Considerations for Interviewing

Mr. Fronk achieved a score on the Tact scale that exceeds the Job Match Pattern for this position. If the need for training and assimilation of your service perspective is apparent for him, it may be essential to determine through interview questions his willingness and ability to adapt. A few typical questions may include:

- Would you say there is ever a time when good manners and delicate phrasing is not a priority when dealing with customers? Explain.
- Sometimes, customer service approaches that emphasize speaking candidly with others can be effective in some customer service roles. Would such methods be of interest to you in training and what goals would you set for yourself toward that objective?

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



Pattern 5-7 Score 3

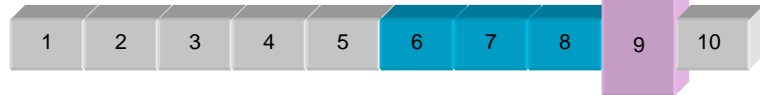
Considerations for Interviewing

His score on the Conformity scale lies outside the Job Match Pattern for this position. With a relatively low level of appreciation for the procedural realities of customer service, Mr. Fronk may need to explain in his

interviews how he has successfully accomplished his work in the past when procedures and standards defined what was expected of him. A few typical questions may include:

- If a rule or course of action needs updating, whose responsibility is it to make changes? Who should be involved?
- When procedures are made clear for your responsibilities, but do not necessarily “feel right,” what is your usual course of action?

Flexibility – Tendency to explore new approaches to doing things



Pattern 6-8 Score 9

Considerations for Interviewing

Mr. Fronk has accomplished a score quite high on the Flexibility scale. This score is above the Job Match Pattern for this position. Interviewing may need to emphasize his willingness to avert his tendency to change his methods simply for the sake of doing so. Some accommodation to the procedures of the workplace is likely to be required, so determining his readiness to do so could be revealed by his responses to interview questions. A few typical questions may include:

- Tell me about a recent situation in which you went along with the procedures required for the job, despite the fact that there was probably a better and easier way to reach an objective.
- What use does a procedure have if it's outdated? Give an example of how you have dealt with such a problem recently.

Company Service Perspective

Fifty (50) questions related to providing service to the customer were presented to Jason. The responses to these questions suggest his perspective of providing customer service. The answers provided by the company represent their perspective and are compared to the answers provided by Jason.

PERSPECTIVES THAT CONFLICT

HIS ANSWER

Most patients or clients know what they want; they don't have time for extra questions or paperwork.	No
My job is to tend to a patient's needs, not to be a sympathetic ear.	No
When calling my supervisor for help, I don't need to let the patient or client know what's going on.	Yes
Patients and clients don't like to be asked a lot of questions.	No
Giving good service means having the freedom to make an immediate decision concerning a patient or client, rather than having to go to my supervisor for permission.	No
Whenever a phone call with a client or patient goes on too long, I should find ways to close the conversation quickly.	No
Sometimes a patient or client must be reminded that we are very busy and other people are waiting to be helped.	Yes
When a patient or client complains about our services, I should defend and support the reputation of the organization.	Yes
Unless dictated by procedures, no patient or client should be given special or individualized service.	No
It is my responsibility to tend to patient or client needs when they are under our care.	Yes
In order to keep a patient or client calm, I should realize that I may need to say something that isn't entirely frank.	Yes