

Interview Success Guide - Customer Service™

Innermetrix, Inc.
Innermetrix Talent Profile of Jay Niblick

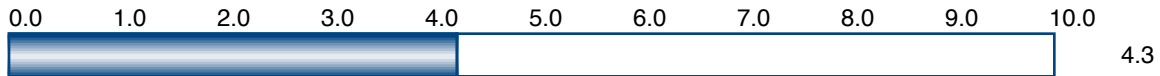
Interview Success Guide - Customer Service Summary

Report Summary

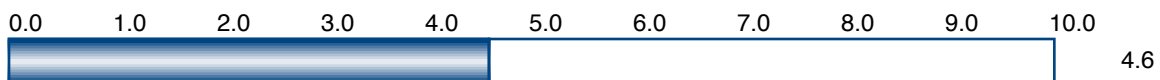
This graph summarizes the 3 categories that comprise this Innermetrix Talent Profile. A description and mean score for each category is on the following page. This Interview Success Profile will show you your greatest soft skills and strengths so you can show them off in the interview, and make you aware of some of your weaker areas so you are prepared to show how they are not an issue. It is meant to be used in conjunction with the IMX Interview Success Guide. If you do not have a copy of this FREE guide visit (www.innermetrix.com/interviewing) to download your copy now.

Report Component Graphs

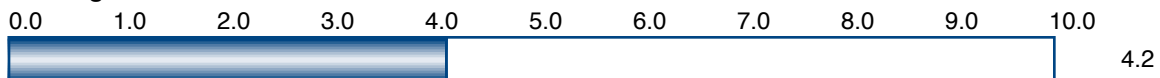
Communicating with Customers



Personal Work Attitude



Relating with Others



Category Overviews

Communicating with Customers (4.3)

Jay's ability to listen to, and respond to, the customer in an objective, efficient and professional manner.

Personal Work Attitude (4.6)

Jay's ability to feel satisfied and competent in her job, and to work in a persistent and consistent manner.

Relating with Others (4.2)

This is Jay's ability to understand and appreciate customer needs, to deal with customers in a concerned but objective manner.

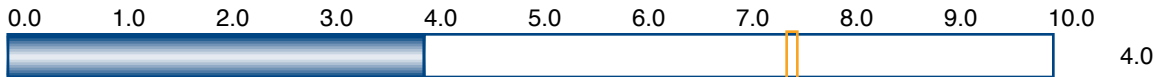
Communicating with Customers

Category Description

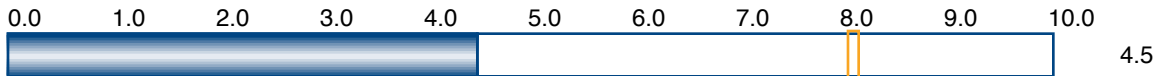
Jay's ability to listen to, and respond to, the customer in an objective, efficient and professional manner.

Category Component Graphs

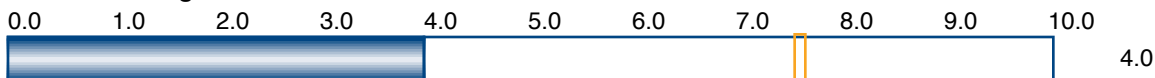
Evaluating What Is Said



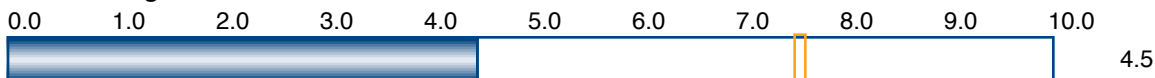
Human Awareness



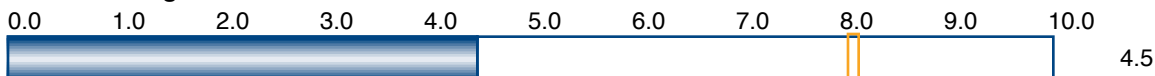
Sense of Timing



Surrendering Control



Understanding Attitude



Category Component Descriptions

Evaluating What Is Said (4.0)

evaluates Jay's openness toward other people and her willingness to hear what others are saying, rather than what she thinks they should say or they are going to say.

Human Awareness (4.5)

evaluates Jay's ability to be conscious of the feelings and opinions of others; and to value others as people instead of just as their organizational role or value.

Sense of Timing (4.0)

evaluates Jay's ability to evaluate a situation in such a way that statements, decisions, and actions are the most effective, accurate, and timely.

Surrendering Control (4.5)

evaluates Jay's ability to surrender control of a given situation or outcome to another person or a group of people.

Understanding Attitude (4.5)

evaluates Jay's ability to read between the lines and to understand body language, reticence, stress, and emotions.

Jay Niblick

Personal Work Attitude

Category Description

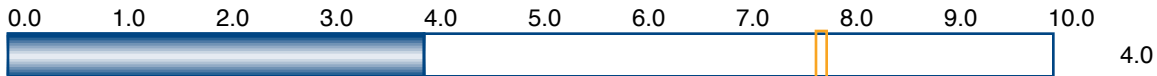
Jay's ability to feel satisfied and competent in her job, and to work in a persistent and consistent manner.

Category Component Graphs

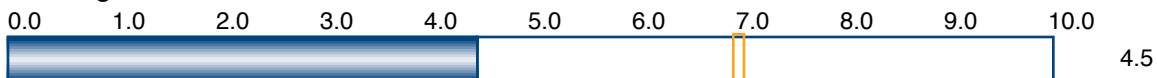
Accountability For Others



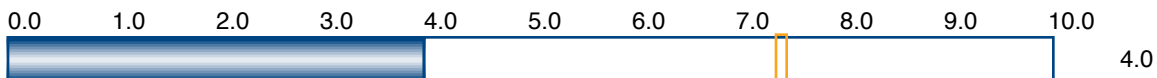
Following Directions



Handling Stress



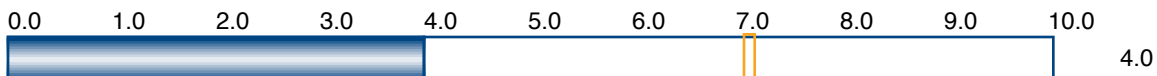
Persistence



Personal Accountability



Role Confidence



Jay Niblick

Category Component Descriptions

Accountability For Others (5.5)
evaluates Jay's ability to be responsible for the consequences of the actions of those whom she manages.

Following Directions (4.0)
evaluates Jay's ability to hear, understand, and follow directions or instructions effectively. This is her willingness to postpone making personal decisions, or taking action, until she has listened to what she is being asked to do.

Handling Stress (4.5)
evaluates Jay's ability to balance and to defuse inner tensions and stresses, which if allowed to build up, might interfere with her ability to perform up to her potential.

Persistence (4.0)
evaluates Jay's ability to stay on course in times of difficulty.

Personal Accountability (5.5)
evaluates Jay's ability to be responsible for the consequences of her own decisions and actions, and not shift the focus or blame for poor performance to somewhere else or on others.

Role Confidence (4.0)
evaluates Jay's ability to develop and to maintain an inner strength based on the belief that she will succeed.

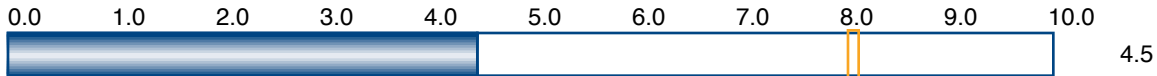
Relating with Others

Category Description

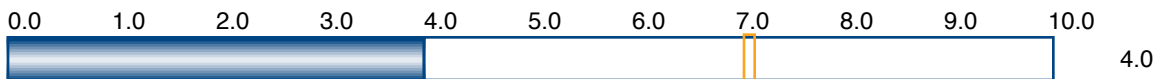
This is Jay's ability to understand and appreciate customer needs, to deal with customers in a concerned but objective manner.

Category Component Graphs

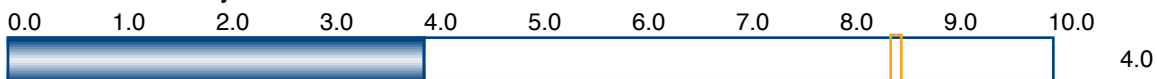
Attitude Toward Others



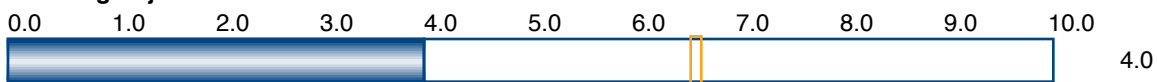
Emotional Control



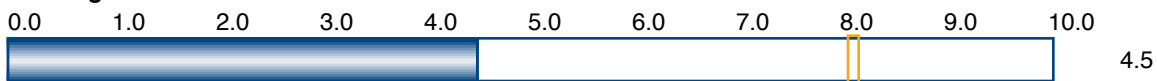
Freedom From Prejudices



Handling Rejection



Relating To Others



Category Component Descriptions

Attitude Toward Others (4.5)

evaluates Jay's ability to maintain a positive, open and objective attitude towards others.

Emotional Control (4.0)

evaluates Jay's ability to maintain a rational and objective demeanor when faced with a stressful or emotional situation, and to act objectively, rather than impulsively and emotionally.

Freedom From Prejudices (4.0)

evaluates Jay's ability to prevent prejudices from entering into and affecting an interpersonal relationship.

Handling Rejection (4.0)

evaluates Jay's ability to avoid taking rejection or criticism in an overly personal manner.

Relating To Others (4.5)

evaluates Jay's ability to coordinate personal insights and knowledge of others into effective interactions.

Jay Niblick