

MANAGING FOR SUCCESS®

INTERVIEWING INSIGHTS™

Sales Version

*"He who knows others is learned.
He who knows himself is wise."
-Lao Tse*

Jane Smith

Sales Position Candidate

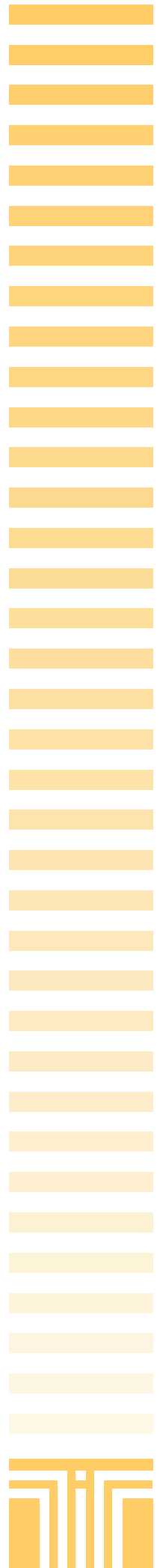
Sample Report

22/3/2002

"Enabling Businesses to Succeed through People"

People Success Solutions

EXPERTS IN UNDERSTANDING BEHAVIOUR, VALUES AND SOFT SKILLS
26 SOUTH STREET, MILNATHORT, KINROSS, PERTSHIRE, KY13 9XA
TEL:(07773) 36-27-54 INFO@PEOPLESUCCESS.CO.UK FAX:(01455) 89-04-73
WWW.PEOPLESUCCESS.CO.UK



INTRODUCTION

Behavioural research suggests that the most effective people are those who understand themselves, both their strengths and weaknesses, so they can develop strategies to meet the demands of their environment.

This report analyzes behavioural style, that is, a person's manner of doing things. Is the report 100% true? Yes, no and maybe. We are only measuring behaviour. We only report statements which are true or areas of behaviour in which tendencies are shown. This valuable information will enable you to thoroughly prepare and conduct the selection/interview process by providing you with a deeper understanding and knowledge of how the candidate can best fit the position you have to offer.

People Success Solutions

EXPERTS IN UNDERSTANDING BEHAVIOUR, VALUES AND SOFT SKILLS
TEL:(07773) 36-27-54 INFO@PEOPLESUCCESS.CO.UK FAX:(01455) 89-04-73

SALES CHARACTERISTICS

Based on Jane's responses, the report has selected general statements to provide a broad understanding of his sales style. This section highlights how he deals with preparation, presentation, handling objections, closing, and servicing. The statements identify the natural sales style he brings to the job. Eliminate or modify any statement that is not true based on sales training or sales experience.

Jane may bend or even break the sales rules and procedures if he thinks it will lead to the sale. He is a high risk-taker, so breaking a few rules does not bother him. Preparation does not pose problems for Jane. He feels he is always prepared and ready to sell. He sets high goals for himself. He sees the benefit of joining organizations for the furtherance of his sales goals. His approach will show his independence. He sometimes is opinionated and may even argue with a potential customer who is sceptical about what he has just said. The body language he uses will display his independent nature. He wants to be seen as his own person and most customers have little difficulty reading this image. He prefers new accounts that challenge his sales ability rather than servicing old accounts. He works hard and plays hard. Usually he informs his customers of this fact.

Jane may have difficulty hearing the true objections. He tends to respond before hearing the complete objection. He is determined to give winning presentations and will not hesitate to try new or different approaches to selling. To gain the sale, he will consider exploring any avenue or approach regardless of how absurd or ridiculous that approach may be. He has no trouble flying into the face of fate and usually wins with tenacity. He may sometimes break many rules in order to overcome an objection. The more conventional and conservative buyers often find him unconventional and uninhibited. However, he does not let this fact deter him from working hard. He does not want to be judged on his presentations, but rather on the results he achieved.

Jane may have difficulty completing the paperwork associated with servicing. The only paper work important to him is an order. He is a strong bargainer when solving a customer complaint. He will not give in easily. He has his favourite closes and may be too stubborn to try new ones. It would be to his benefit to select the appropriate close to fit the situation. He will close soon and often. He likes to close, as it represents a challenge. Some potential buyers may be antagonized by his closing style. Sometimes he is just too blunt and direct. He can be both good and bad at servicing. He may overservice those customers he respects and underservice those for whom he has little respect.

IDEAL ENVIRONMENT

This section identifies the ideal work environment based on Jane's basic style. People with limited flexibility will find themselves uncomfortable working in any job not described in this section. People with flexibility use intelligence to modify their behaviour and can be comfortable in many environments. Use this section to identify specific duties and responsibilities that Jane enjoys and also those that create frustration.

- Freedom from control and detail.
- Tasks involving motivated groups and establishing a network of contacts.
- Assignments with a high degree of people contacts.
- Work tasks that change from time to time.
- Freedom of movement.
- Forum for his ideas to be heard.
- Position with a tolerant sales manager.
- Democratic supervisor with whom he can associate.

People Success Solutions

EXPERTS IN UNDERSTANDING BEHAVIOUR, VALUES AND SOFT SKILLS
TEL:(07773) 36-27-54 INFO@PEOPLESUCCESS.CO.UK FAX:(01455) 89-04-73

VALUE TO THE ORGANIZATION

This section of the report identifies the specific talents and behaviour Jane brings to the job. By looking at these statements, one can identify his role in the organization. The organization can then develop a system to capitalize on his particular value and make him an integral part of the team.

- Creative problem-solving.
- Self-reliant.
- Inner-directed rather than tradition-directed--brings fresh ideas for solving problems.
- Optimistic and enthusiastic.
- People-oriented.
- Pioneering.
- Negotiates conflicts.
- Bottom line-oriented.

People Success Solutions

EXPERTS IN UNDERSTANDING BEHAVIOUR, VALUES AND SOFT SKILLS
TEL:(07773) 36-27-54 INFO@PEOPLESUCCESS.CO.UK FAX:(01455) 89-04-73

INTERVIEW QUESTIONS

Name: Jane Smith

1. What is the most appealing aspect of selling?
2. What is the least appealing aspect of selling?
3. Describe your career goals:
4. How do you plan to achieve these goals?
5. What factor do you feel may hinder your success?
6. List the personal goals you would like to achieve:
7. What do you expect from your manager?

STYLE ANALYSIS™ GRAPHS

Jane Smith

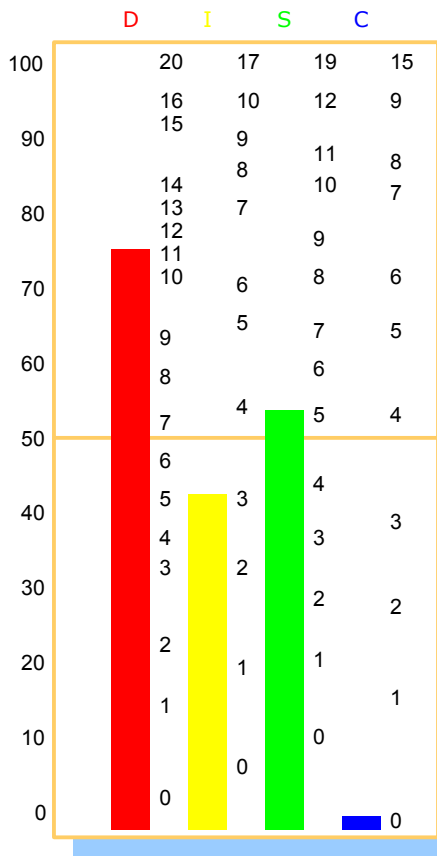
Sample Report

22/3/2002

MOST

Graph I

Adapted Style



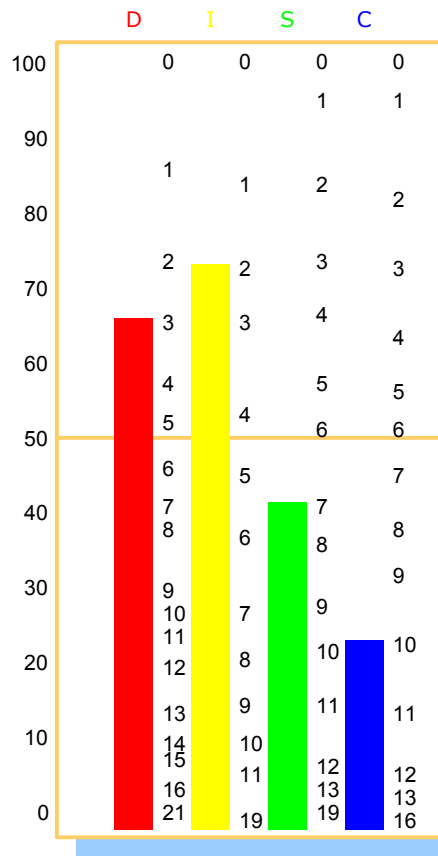
Score
%

11	3	5	0
75	43	54	1

LEAST

Graph II

Natural Style



3	2	7	10
66	73	42	24

People Success Solutions

EXPERTS IN UNDERSTANDING BEHAVIOUR, VALUES AND SOFT SKILLS
 TEL:(07773) 36-27-54 INFO@PEOPLESUCCESS.CO.UK FAX:(01455) 89-04-73

THE SUCCESS INSIGHTS® WHEEL

The Success Insights® Wheel is a powerful tool popularized in Europe. In addition to the text you have received about your behavioural style, the Wheel adds a visual representation that allows you to:

- View your natural behavioural style (circle).
- View your adapted behavioural style (star).
- Note the degree you are adapting your behaviour.
- If you filled out the Work Environment Analysis, view the relationship of your behaviour to your job.

Notice on the next page that your Natural style (circle) and your Adapted style (star) are plotted on the Wheel. If they are plotted in different boxes, then you are adapting your behaviour. The further the two plotting points are from each other, the more you are adapting your behaviour.

If you are part of a group or team who also took the behavioural assessment, it would be advantageous to get together, using each person's Wheel, and make a master Wheel that contains each person's Natural and Adapted style. This allows you to quickly see where conflict can occur. You will also be able to identify where communication, understanding and appreciation can be increased.

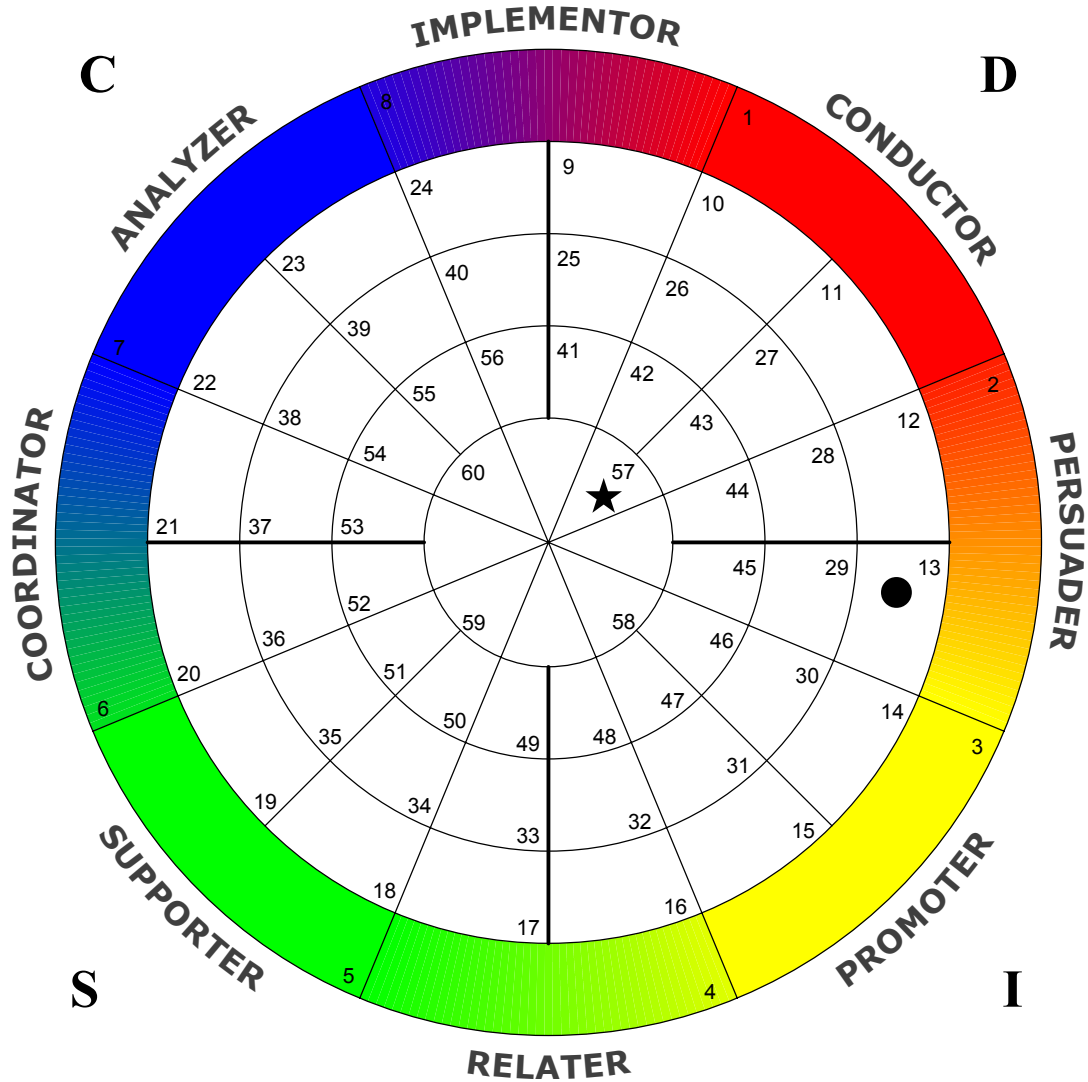
People Success Solutions

EXPERTS IN UNDERSTANDING BEHAVIOUR, VALUES AND SOFT SKILLS
TEL:(07773) 36-27-54 INFO@PEOPLESUCCESS.CO.UK FAX:(01455) 89-04-73

THE SUCCESS INSIGHTS® WHEEL

Jane Smith

Sample Report
22/3/2002



Adapted: ★ (57) SUPPORTING CONDUCTOR (ACROSS)

Natural: ● (13) PROMOTING PERSUADER

People Success Solutions

EXPERTS IN UNDERSTANDING BEHAVIOUR, VALUES AND SOFT SKILLS
TEL:(07773) 36-27-54 INFO@PEOPLESUCCESS.CO.UK FAX:(01455) 89-04-73