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PROFILE

Prepared For
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SOUTH AFRICA DEMO

October, 2002

INTRODUCTION

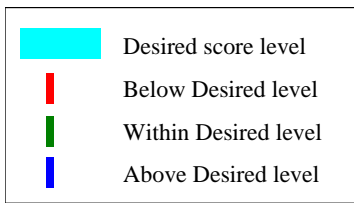
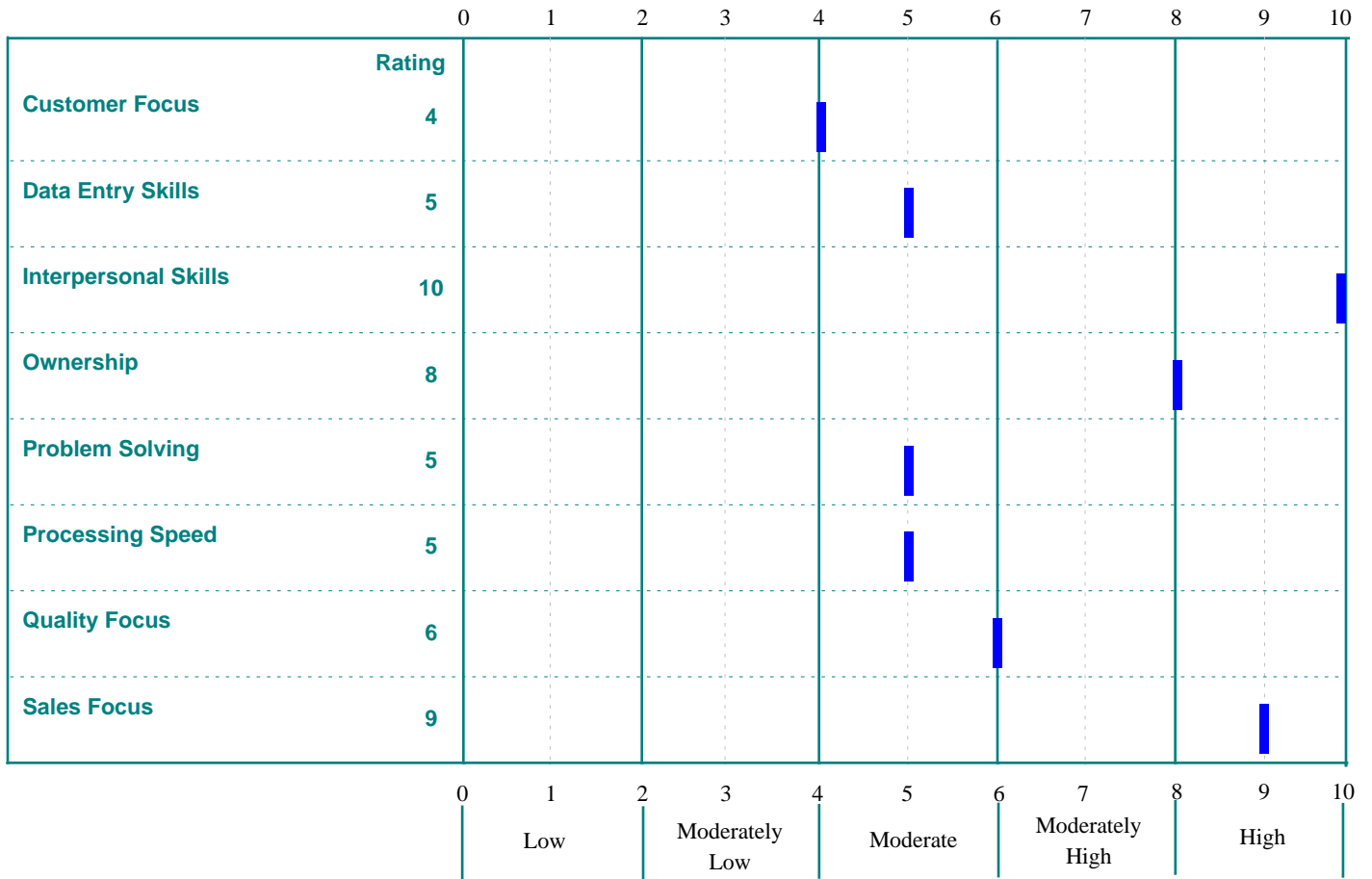
This report provides both graphic and text based feedback on the candidate assessed. The report provides competency scores as well as a description of the candidate's performance in the key competency areas.

The Select assessment measures performances using several methods, such as: self report items, realistic scenarios, interactive situations, open ended questions, critical thinking, and past behavior questions. Each approach gives slightly different information about the candidate's performance.

In addition to a descriptive summary of behavioral implications, each key competency area is scored on a 1 to 10 scale. This score is indicative of the candidate's level of skill in that competency. The higher the score, the stronger the candidate is in the skill area.

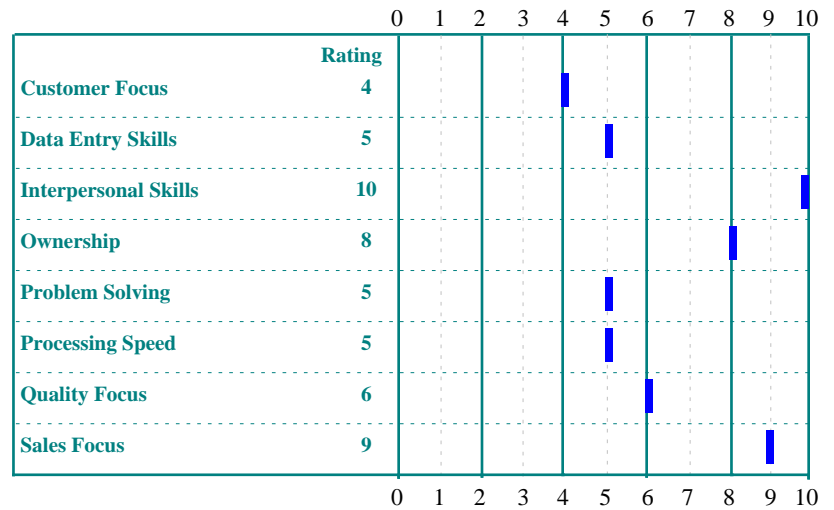
The information in this report is meant to provide helpful and objective information about the candidate. It provides a clear picture of the candidate's strengths and weaknesses and should be used as a data point in helping to prioritize candidates for a position or for providing feedback to the individual assessed. At the professional level, the key competency areas differ for all positions in terms of those that are important and/or critical for success. As a result, this report is a description of the candidate's performance and no recommendations are made around the acceptability of the candidate evaluated, relative to the position specific standards for specific organizations.

FOOTPRINT PAGE



Customer Focus

Taking action to meet or exceed customer expectations. This includes asking questions to accurately identify customer needs, summarizing steps to be taken and following up to ensure the customers are satisfied with the results.



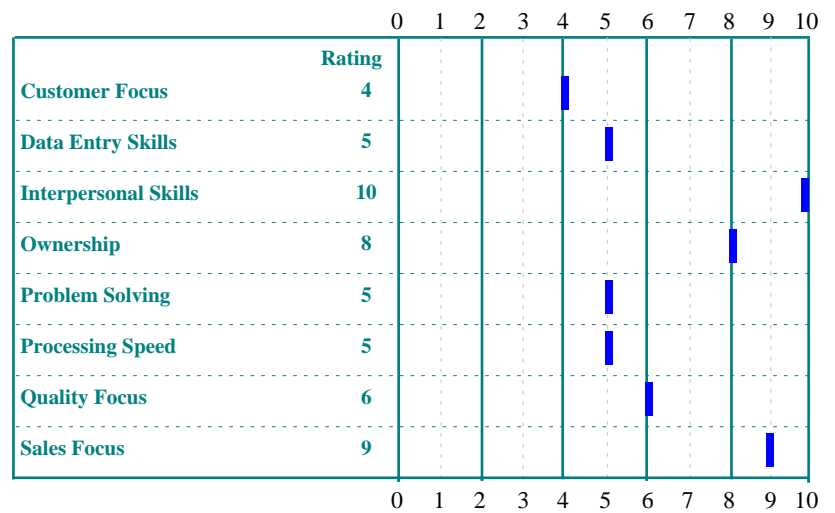
BEHAVIORAL IMPLICATIONS

INDIVIDUALS WITH SIMILAR SCORES:

- Typically understand that customer satisfaction is an important part of their job.
- Generally put forth enough effort to satisfy the customer.
- Can handle most difficult customer interactions without making the situation worse; may not be effective in highly difficult situations.
- Usually do not point out customer mistakes, but also do not believe that “the customer is always right” is always the best policy.
- Believe that most customers are reasonable, but may get annoyed when they are not.
- Sometimes follow-up with customers, but not consistently.

Data Entry Skills

Quickly and accurately entering information into a computer or other data entry platform based on information presented in a written or verbal manner.



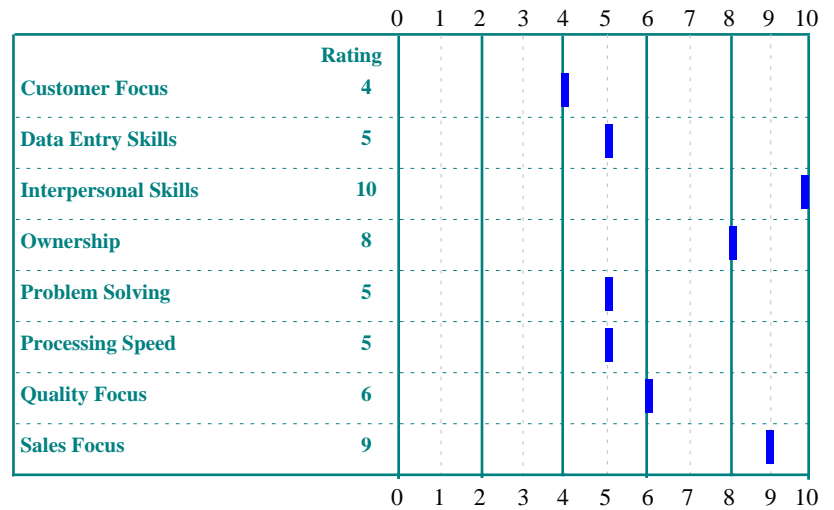
BEHAVIORAL IMPLICATIONS

INDIVIDUALS WITH SIMILAR SCORES:

- Are fairly effective at balancing speed and accuracy when entering data.
- May take their time entering data to ensure accuracy.
- Typically enter data efficiently but make some errors.
- Are likely to develop a technique for processing and entering data.
- May need to review written or verbal information periodically in order to process it accurately.

Interpersonal Skills

Working effectively with others to accomplish organizational goals. This includes the person's beliefs about effective team behaviors, as well as how well they handle conflicts with other team members. Focusing first on the effectiveness and success of the team as a group, while being sensitive to the needs, strengths, weaknesses, and differences of individual players within the team.



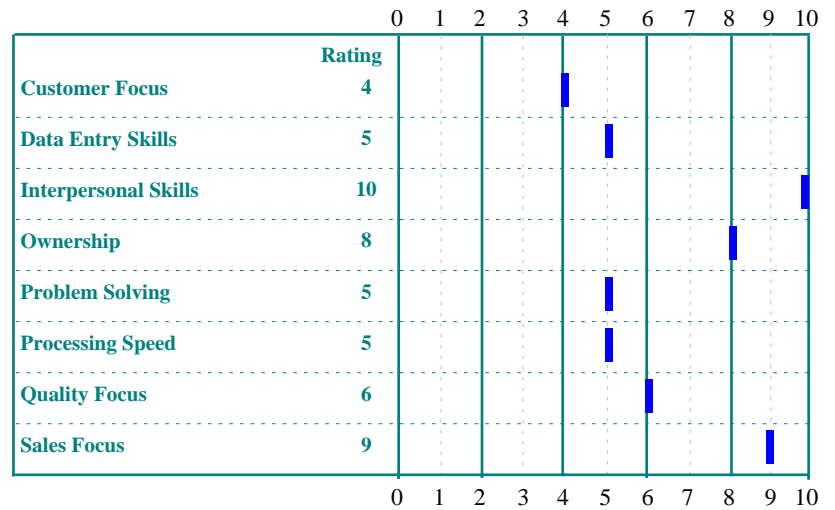
BEHAVIORAL IMPLICATIONS

INDIVIDUALS WITH SIMILAR SCORES:

- Inspire team members to do their best.
- Actively work to build relationships with others.
- Are often the voices of reason in conflict situations.
- Truly enjoy working in a team.
- Seek out opportunities to work in a team.
- Help others see the value of working as a team.
- Have a strong commitment to the team and group activities.
- Focus on improving the team's performance as well as their own performance.
- Relate well with diverse personality types.
- Adjust interpersonal style to "bring out the best in people".

Ownership

Taking responsibility for your own actions and holding others accountable for theirs. Assuming responsibility for a job well done. Being dependable, hardworking and focused on doing whatever is necessary to get the job done. Demonstrating a commitment and pride in one's own work.



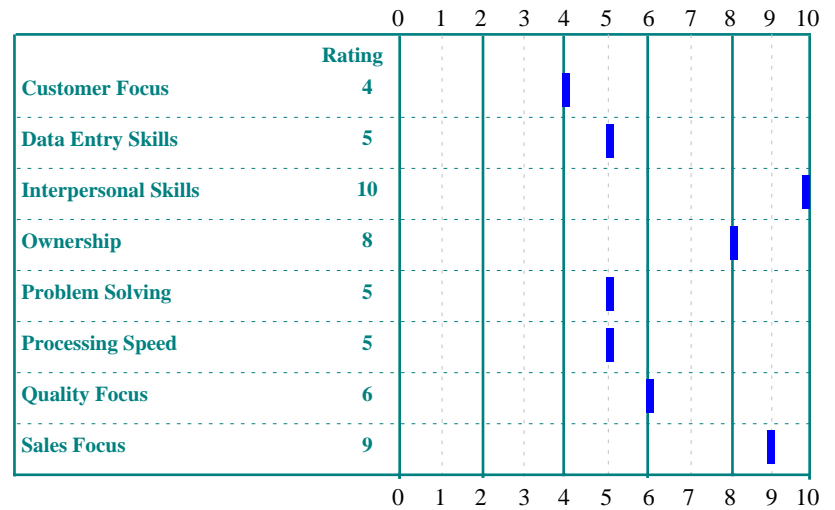
BEHAVIORAL IMPLICATIONS

INDIVIDUALS WITH SIMILAR SCORES:

- Tend to be organized and punctual.
- Place an emphasis on hard work and a job done well.
- Are usually described as dependable and hard working.
- Have a need to create order and structure where it does not exist.
- Come across as very pragmatic and realistic.
- Prefer to work in structured, organized environments.
- May be perceived as serious and task-oriented.
- Have a hard time not finishing something that they start.

Problem Solving

Being able to effectively resolve problems that involve people, things and processes requiring general logic and common sense. This may include gathering relevant information, considering alternatives and drawing logical conclusions based on facts.



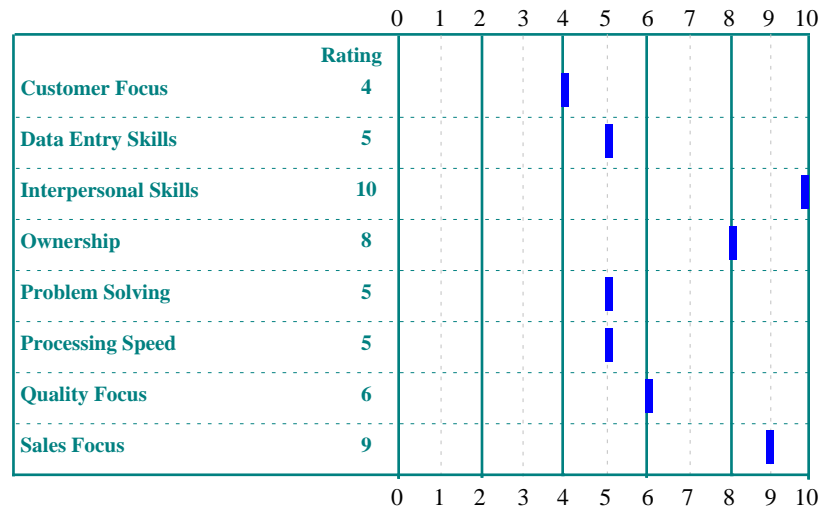
BEHAVIORAL IMPLICATIONS

INDIVIDUALS WITH SIMILAR SCORES:

- Are able to assimilate new information and apply it at their job.
- Prefer to take their time when conducting analyses.
- Occasionally get bogged down in the details.
- Generally use the appropriate method for conducting analyses and interpret information accurately.
- Typically are able to break down a problem into more manageable sections.
- Occasionally misunderstand and/or misinterpret complex or novel information.

Processing Speed

Quickly interpreting and then responding to information. This includes quickly understanding the meaning of information and then providing an appropriate response.



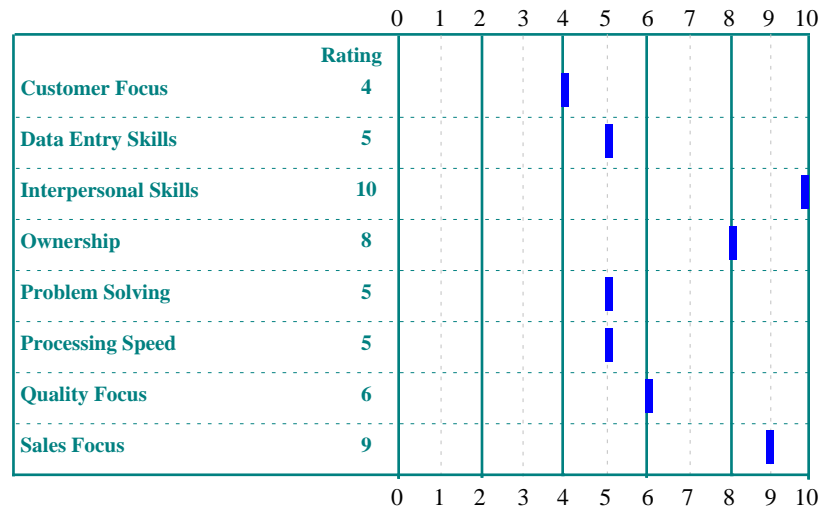
BEHAVIORAL IMPLICATIONS

INDIVIDUALS WITH SIMILAR SCORES:

- Generally stay focused on the task at hand, although at times are easily distracted.
- Are fairly effective at separating important information from irrelevant information while processing it.
- Are likely to have a technique for interpreting and entering data.
- In general are able to process information fairly quickly, but occasionally may need to review the information in order to process it.
- Are generally relaxed when information needs to be processed and entered quickly.
- Are likely to be familiar with a keyboard or a ten-key pad.
- Are generally able to process more than one piece of information at a time.

Quality Focus

Paying attention to and being able to identify small differences, mistakes or defects. This also involves being able to know when something is wrong or is likely to go wrong.



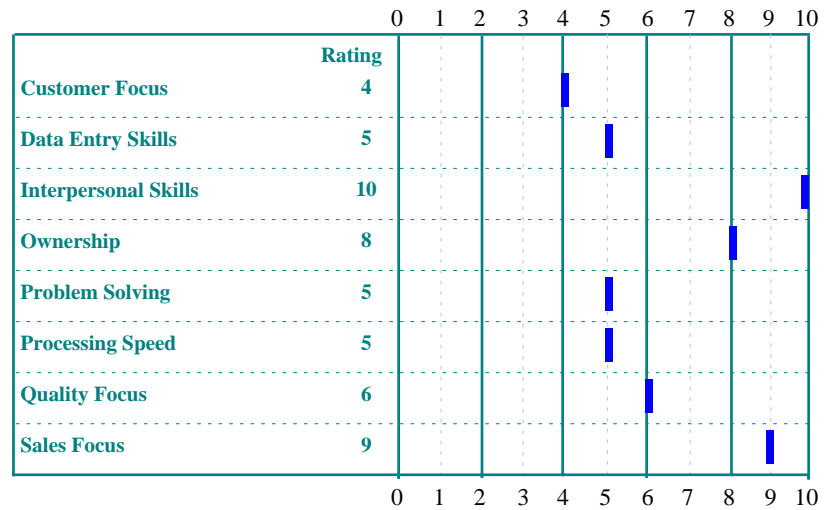
BEHAVIORAL IMPLICATIONS

INDIVIDUALS WITH SIMILAR SCORES:

- Are relatively focused on the details, but occasionally details fall through the cracks.
- Basically follow instructions or procedures when completing tasks.
- Tend to be accurate in their daily work.
- Are likely to check for accuracy in their work.
- Are considered to be detail oriented.
- Work well when tasks are detail oriented.
- Usually have a system in place to track most details of a project or task.
- Tend to focus on the details more than the larger picture.
- Generally are able to focus on details for long periods of time.

Sales Focus

Influencing customers' decisions by creating an environment in which the needs of the customer are being matched to the products and services provided by the person/organization. Creating a positive impact on the customer and persistently pursuing business



BEHAVIORAL IMPLICATIONS

INDIVIDUALS WITH SIMILAR SCORES:

- Works with the customer/prospect to uncover current and future needs in order to position them for success in the future.
- Have great “instincts” about the likelihood of being able to influence the customer/prospect and what needs to be done to do so.
- Are not afraid to take calculated risks to progress the sale; often take creative approaches to selling.
- Set aggressive objectives for customer/prospect interactions while not overstepping boundaries.
- Do not falter in the face of new objections; have a knack for turning concerns or objections into positive aspects of the product or service.
- Take appropriate “next steps”, pushing themselves to aggressively pursue the sale.
- Are able to convey their solid understanding of the customer/prospect needs so they are viewed as a business partner rather than a salesperson.
- Have realistic beliefs about what they can accomplish with a customer/prospect; spend time and energy wisely based on this understanding.
- Usually see “rejection” as a motivator to have better success next time; they always learn something in the process that can be used in future interactions