



**Excel Job-Talent Insights**

**CANDIDATE COMPARISON REPORT**  
**POSITION: Customer Service**

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# Job/Talent Comparison Report

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Customer Service  
11-10-2004

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# INTRODUCTION

*Where Talent Meets Opportunity™*

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This report compares a specific job benchmark to the results of one to five talent reports. Use the following guidelines to effectively interpret the results.

## INTERPRETATION GUIDELINES

When you compare a person to a specific job benchmark, you must ask yourself some very important questions with regard to the top three areas in Section 1 and the top three areas in Section 2. The answers to these questions will maximize the use of this report:

### REWARDS/CULTURE

- How will a person feel if they have to spend eight hours a day in a culture that does not reward their passion?
- How will a person feel if he/she has negative feelings about the built-in rewards and culture of the job?

### BEHAVIORAL TRAITS

- How will a person feel about being required to make a major behavioral change, and how will that affect productivity?

### ADDITIONAL CONSIDERATION

- How are other people in the same job performing based on the results of their Personal Talent Insights Report?



## INTRODUCTION

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This comparison report is based on the hierarchy of the job benchmark. The report uses raw numbers generated from the job and talent scoring. The job may call for something to be very important; however, people rarely bring perfection and complete mastery to any job. The job could call for the person to be a perfect 10; however, do not exclude people from consideration based solely on the gap(s) between the job benchmark and their talent score.

If a person is poor in an area that the job benchmark has identified as "very important," you must ask the difficult questions to determine if that would keep a person from achieving and maintaining superior performance.

Note: THE ORDER IN WHICH A PERSON'S NAME APPEARS IS NOT BASED ON THE PERSON'S MATCH TO THE JOB. THE ORDER IS BASED SOLELY ON THE ORDER IN WHICH TALENT REPORTS WERE SELECTED BY THE ORIGINATOR OF THIS REPORT.



## INTRODUCTION

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### SECTION 1: REWARDS/CULTURE (3 AREAS)

This section clearly identifies the top three rewards/culture of the job, which defines its sources of motivation, and compares the talent results in each of these areas. It clarifies “why” and “in what kind of environment” this job will produce success.

### SECTION 2: BEHAVIORAL HIERARCHY (3 AREAS)

This section provides the top three behavioral traits demanded by the job and compares the talent for each trait. The higher the ranking, the more important the behavioral trait will be to the job for stress reduction and superior performance.

Note: Sections 1 and 2 (above) are presented on a 0-10 point scale to clearly illustrate the job benchmark and corresponding results of the individual talent report(s).

### SECTION 3: REWARDS/CULTURE FEEDBACK

This section expands on the fact that every job in every organization has its own culture. The culture of any job is clearly defined by how it rewards superior performance.

### SECTION 4: BEHAVIORAL FEEDBACK

This section clarifies the nature of the behavioral traits demanded by the job.

Note: The information provided in Sections 3 and 4 (above) offers you a better understanding of the job requirements for superior performance based on the top three rewards/culture and the top three behavioral traits. Read each one to gain insights about the job. This information is designed to apply to coaching and other developmental activities for the person(s) selected to perform this job.



Section 1

# REWARDS/CULTURE HIERARCHY

This section identifies the rewards/culture system of a specific job. Matching a person's passion to a job that rewards that passion always enhances performance. The graphs below are in descending order from the highest rewards/culture required by the job to the lowest.

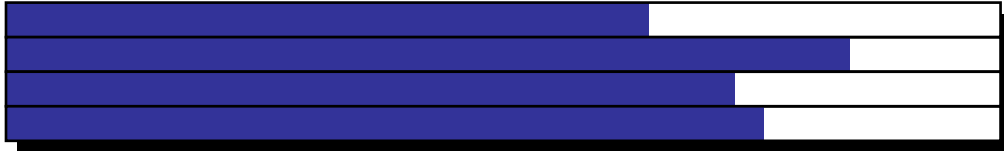
## 1. THEORETICAL

0...1...2...3...4...5...6...7...8...9...10



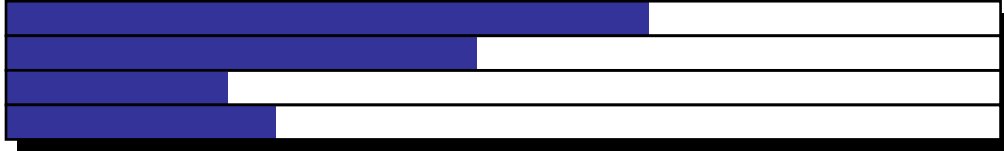
## 2. UTILITARIAN/ECONOMIC

0...1...2...3...4...5...6...7...8...9...10



## 3. TRADITIONAL/REGULATORY

0...1...2...3...4...5...6...7...8...9...10



## 4. INDIVIDUALISTIC/POLITICAL

0...1...2...3...4...5...6...7...8...9...10



## 5. AESTHETIC

0...1...2...3...4...5...6...7...8...9...10





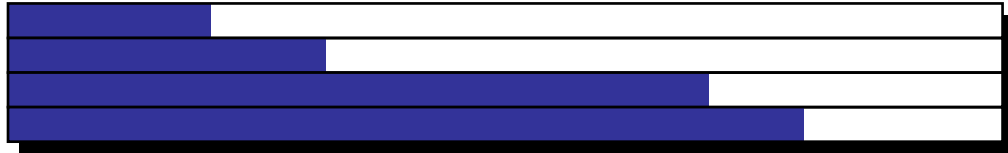
Section 1

# REWARDS/CULTURE HIERARCHY

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## 6. SOCIAL

0 . . . . 1 . . . . 2 . . . . 3 . . . . 4 . . . . 5 . . . . 6 . . . . 7 . . . . 8 . . . . 9 . . . . 10



2.0 **Job**  
3.2 Julie Smith  
7.2 Jeff Doe  
8.2 Jane Smith



Section 2

# BEHAVIORAL HIERARCHY

This section is designed to give a visual understanding of the behavioral traits demanded of the position. The graphs below are in descending order from the highest rated behavioral traits required by the job to the lowest. This means the higher the score the more important that behavioral trait is to stress reduction and superior job performance.

## 1. FREQUENT INTERACTION WITH OTHERS

0...1...2...3...4...5...6...7...8...9...10



8.0 **Job**  
1.0 Julie Smith  
9.0 Jeff Doe  
9.0 Jane Smith

## 2. CUSTOMER ORIENTED

0...1...2...3...4...5...6...7...8...9...10



7.3 **Job**  
4.0 Julie Smith  
8.0 Jeff Doe  
7.5 Jane Smith

## 3. VERSATILITY

0...1...2...3...4...5...6...7...8...9...10



6.6 **Job**  
2.5 Julie Smith  
7.0 Jeff Doe  
9.0 Jane Smith

## 4. FREQUENT CHANGE

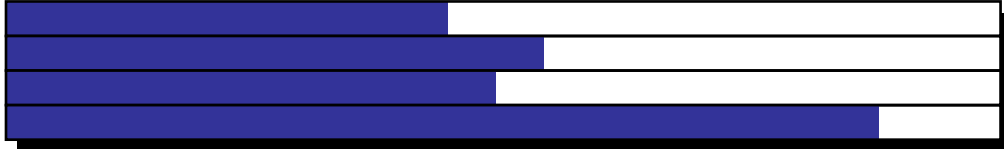
0...1...2...3...4...5...6...7...8...9...10



6.0 **Job**  
3.8 Julie Smith  
6.5 Jeff Doe  
9.5 Jane Smith

## 5. URGENCY

0...1...2...3...4...5...6...7...8...9...10



4.5 **Job**  
5.5 Julie Smith  
5.0 Jeff Doe  
9.0 Jane Smith



Section 2

# BEHAVIORAL HIERARCHY

## 6. ANALYSIS OF DATA

0 . . . . 1 . . . . 2 . . . . 3 . . . . 4 . . . . 5 . . . . 6 . . . . 7 . . . . 8 . . . . 9 . . . . 10



3.6 **Job**  
10.0 Julie Smith  
2.5 Jeff Doe  
2.0 Jane Smith

## 7. COMPETITIVENESS

0 . . . . 1 . . . . 2 . . . . 3 . . . . 4 . . . . 5 . . . . 6 . . . . 7 . . . . 8 . . . . 9 . . . . 10



3.6 **Job**  
8.0 Julie Smith  
5.0 Jeff Doe  
10.0 Jane Smith

## 8. ORGANIZED WORKPLACE

0 . . . . 1 . . . . 2 . . . . 3 . . . . 4 . . . . 5 . . . . 6 . . . . 7 . . . . 8 . . . . 9 . . . . 10



3.1 **Job**  
10.0 Julie Smith  
2.5 Jeff Doe  
1.0 Jane Smith



### Section 3

## REWARDS/CULTURE FEEDBACK

*This section provides you with a better understanding of the culture of this job. The culture of any job is clearly defined by how it rewards superior performance. Feedback is provided on the three most highly ranked attributes. Read each one to gain insights about the job. The information is designed to apply to coaching and other developmental activities for anyone selected to perform this job.*

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#### 1. THEORETICAL

- Rewards those who value knowledge for knowledge's sake, continuing education and intellectual growth.

#### 2. UTILITARIAN/ECONOMIC

- Rewards those who value practical accomplishments, results and rewards for their investments of time, resources and energy.

#### 3. TRADITIONAL/REGULATORY

- Rewards those who value traditions inherent in social structure, rules, regulations and principles.



## Section 4

# BEHAVIORAL FEEDBACK

*This section clarifies the nature of the behavioral traits demanded by the job. Feedback is provided on the three most highly ranked traits. Read each one to gain insights about the job. This information is designed to apply to coaching and other developmental activities for anyone selected to perform this job.*

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### 1. FREQUENT INTERACTION WITH OTHERS

- The job requires a strong "people orientation," versus a task orientation. The job will comfortably deal with multiple interruptions on a continual basis, always maintaining a friendly interface with others.

### 2. CUSTOMER ORIENTED

- The job demands a positive and constructive view of working with others. There will be a high percentage of time spent in listening to, understanding and successfully working with a wide range of people from diverse backgrounds to achieve "win-win" outcomes.

### 3. VERSATILITY

- The job calls for a high level of optimism and a "can do" orientation. It will require multiple talents and a willingness to adapt them to changing assignments as required.