



# TTI SUCCESS INSIGHTS™

Work Environment™ Version

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Administration Assistant  
ABC Company  
**Jane Doe's perception**  
3-12-2004



## INTRODUCTION

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Every job that requires human effort has a work environment. That work environment can be best described in terms of behavior. Simply put, "If the job could talk, what behavioral characteristics would it ask for?" When you match the behavioral style of the person to the job, the person will be better able to perform the job requirements. If the behavior of the person does not match the job, there will be tension between the job and the person's natural behavior, which may affect longevity and work performance.

This report identifies how a person perceives a job. Most people tend to perform a job based on their perception of how the job should be done. By reading this report, you can identify and correct any erroneous perceptions of the job.



## WORK ENVIRONMENT

*Our changing work environments require the need to clearly focus on the behavioral job roles. Conflict, misunderstanding, and poor performance can be the price paid for lack of job clarity. Use the report to clarify the behavioral demands of the job.*

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### Jane's perception overview:

- Being steady, patient, and consistent approach to work tasks.
- Team approach to task completion.
- Systematic guidelines and a deliberate approach to problem-solving.
- Accuracy and adherence to standards and procedures.
- Being loyal to the job, people and company.
- Being obliging and accommodating.
- Awareness of errors and mistakes.
- Limited change or change that is planned in advance and organized.
- Weighing pros and cons before making decisions.
- Leadership by example.
- Power and authority based on expertise.
- Limited confrontation.
- Logical approach to decision making.
- Concerned with how other people feel.
- Advancement based on knowledge and skills.
- Adherence to safety rules.
- Little or no people conflict.
- Detailed job description in writing.



## WORK ENVIRONMENT

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- Tangible results although some tasks may be repetitive.
- Responsibility with limited authority.



## DOMINANCE - CHALLENGE

*This page of the report lists how the job requires a person to respond to problems and challenges. Scope of authority, power and decisiveness may be key areas. Analyze carefully.*

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Jane's perception:

1. Following instructions precisely.
2. Continual quality control and feedback on quality of work.
3. Accommodating to the needs of others.
4. Expectations clearly defined.
5. Specialized work assignments.
6. Conservative and calculating approach to problem solving.
7. Precision and accuracy.
8. Adherence to regulations.
9. Following through and completing assignments.
10. Traditional procedures.
11. No sudden or abrupt changes.
12. Analytical skills to maintain quality.
13. Systematic approaches to work assignments.
14. High tolerance level for conflict.



## INFLUENCE - CONTACTS

*This page of the report lists how the job requires a person to influence others to a way of thinking or doing. Trust, openness, facts and data (oral or written), discussion, and communication are key areas. Analyze carefully.*

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Jane's perception:

1. Ability to work alone.
2. Earned trust based on experience.
3. Critical analysis of new ideas.
4. Planned use of time.
5. Logical approach to decision making.
6. Limited contact with people.
7. Conservative approach to new activities.
8. Limited projects with time to complete.
9. Analysis of facts and data.
10. Thinking before acting.
11. Analysis of outcome before delegating responsibility.



## STEADINESS - CONSISTENCY

*This page of the report lists how the job requires a person to deal with activity levels. Change, persistence, consistency, and listening skills are key areas. Analyze carefully.*

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Jane's perception:

1. Patience and persistence.
2. Good listening skills.
3. Showing loyalty.
4. Ability to concentrate on task.
5. Follow-through on assigned task.
6. Following established procedures.
7. Identification with team.
8. Security of work situation.
9. Job description in writing.
10. Steady work pace-limited change.
11. Ranking of work tasks.
12. Friendly work atmosphere.
13. Shared information when requested.
14. Organizational chart for clarification of authority.
15. Complete demonstration of task to be completed.
16. Freedom from conflict and confrontation.



## COMPLIANCE - CONSTRAINTS

*This page of the report lists how the job requires a person to respond to rules and regulations set by other people. Key areas to consider are rules required to maintain quality, accuracy, and precision. Analyze carefully.*

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Jane's perception:

1. Rules and procedures.
2. High quality control standards.
3. Systematic approach.
4. Work done accurately the first time.
5. Analysis of facts and data.
6. Clarification of responsibility and authority.
7. Clean, tidy and organized work station.
8. Time to perform quality work.
9. Balanced judgment.
10. Analysis of outcomes before initiating change.
11. Few mistakes.
12. Well defined job description and expectations.
13. Complete instructions.





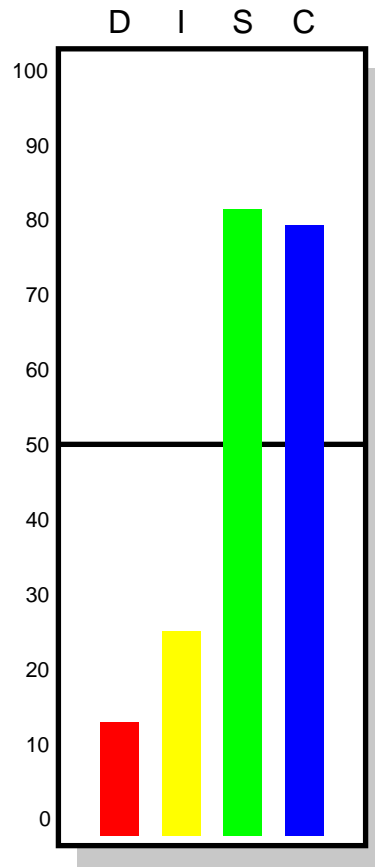
# WORK ENVIRONMENT™

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Administration Assistant

ABC Company

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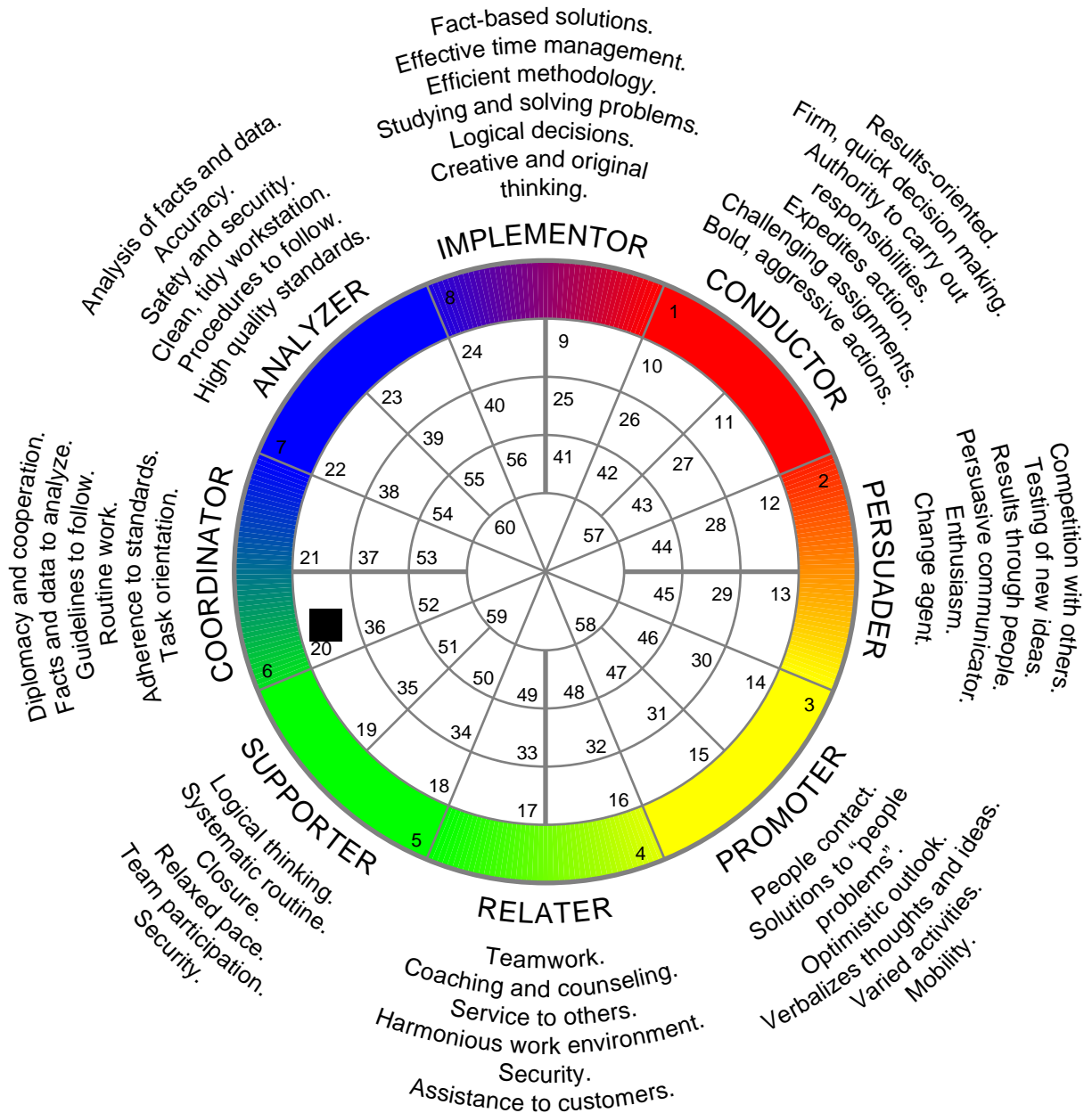


Score	50	45	22	23
%	14	26	81	79



# THE SUCCESS INSIGHTS® WHEEL

**Jane Doe**  
ABC Company  
Administration Assistant  
3-12-2004



Work Environment: ■ (20) SUPPORTING COORDINATOR