



TTI  
SUCCESS  
INSIGHTS®

## Workplace Behaviors™

Subject Matter-Expert

COO

Awesome Company

5-16-2020

**Data Dome, Inc.**

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Maximizing Individual and Corporate Potential



DATA DOME INC.



# Introduction

Jobs today are forever changing and people have to adapt to these changes at a faster rate than ever before. The changes may be the job skills needed, the working environment, the technical skills needed or simply the way in which the job needs to be done. Jobs are also becoming more complex. One job description today may encompass the duties of three or four jobs ten years ago. Therefore people in the positions need to be able to perform a variety of functions that call for different ways of getting things done.

The TTI Success Insights Workplace Behaviors report is designed to give an overview of how the job needs to be done. This will allow an organization to determine the type of individual that would be most successful in a given position. Some jobs require the incumbent to be all things to all people. This can cause extreme stress for an individual. Often times, an organization can reevaluate the position in order to make it more realistic for one person to perform successfully. Doing so will lead to increased retention, productivity and job satisfaction.

As you read through this report, remember to think of the job, not the person!



## Job Characteristics Dominance—Problems—Challenges

*Our changing work environments require the need to clearly focus on the different behavioral demands of the job. The Job Characteristics section of this report describes the behavioral demands of the position. The report breaks down the job into four behavioral groups for the ease of matching people to the job.*

This job calls for an individual

- Who needs some rules and procedures to follow.
- Who places more emphasis on quality than on efficiency.
- With the ability to adapt.
- Who leads by example.
- Who desires a limited scope of activities.
- Who analyzes data before making a decision.
- Who exhibits patience.



## Job Characteristics Influence—People—Contact

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This job calls for an individual

- Who enjoys working with things.
- Who demonstrates a sincere approach to helping others.
- Who will consider facts and data in making decisions.
- Who takes time to react to change.
- With a logical approach to problem solving but who doesn't ignore the needs of people.
- Who will give coaching and counseling.
- Who has a reflective approach to work activities.
- Who enjoys participatory management.



## Job Characteristics Steadiness—Pace—Consistency

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This job calls for an individual

- Who is patient and persistent.
- Who exhibits good listening skills.
- Who shows loyalty.
- Who has the ability to concentrate on a task.
- Who demonstrates the ability to follow through on assigned task.
- Who follows established procedures.
- Who identifies with the team.
- Who desires security in a work situation.
- Who desires a job description in writing.
- Who works best within a steady work pace with limited change.
- Who is most successful when work tasks are ranked.
- Who desires a friendly work atmosphere.
- Who will share information when requested.
- Who desires an organizational chart for clarification of authority.
- Who works best with a complete demonstration of a task to be completed.
- Who desires freedom from conflict and confrontation.



## Job Characteristics Compliance—Procedures—Constraints

*Our changing work environments require the need to clearly focus on the different behavioral demands of the job. The Job Characteristics section of this report describes the behavioral demands of the position. The report breaks down the job into four behavioral groups for the ease of matching people to the job.*

This job calls for an individual

- With awareness and sensitivity to rules and procedures.
- Who desires practical work.
- Who demonstrates persistence in getting the job completed.
- Who desires freedom from direct control and supervision.
- Who can express new ideas.
- Who desires limited independence to question procedures.
- Who has the ability to test new ideas and procedures.
- Who takes calculated risks.
- Who questions the status quo.



## Conflicting Job Requirements

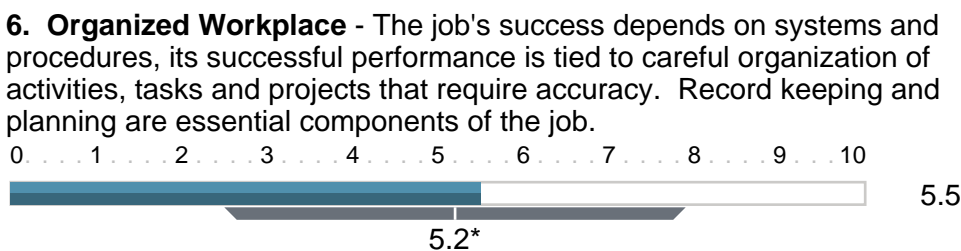
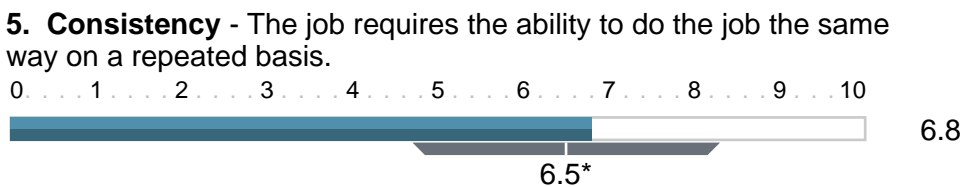
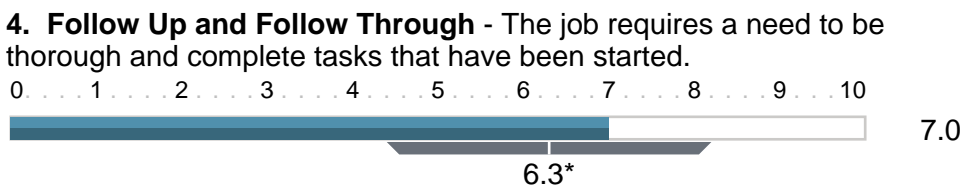
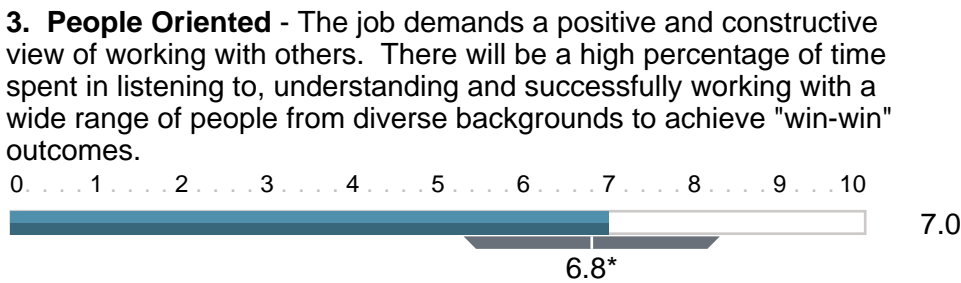
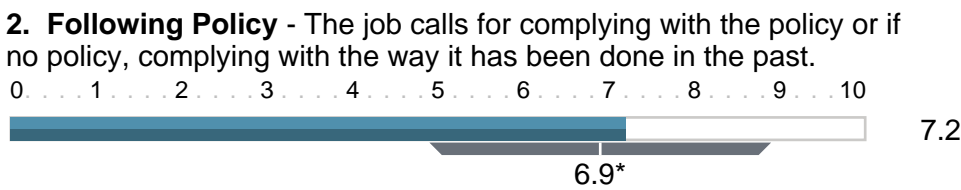
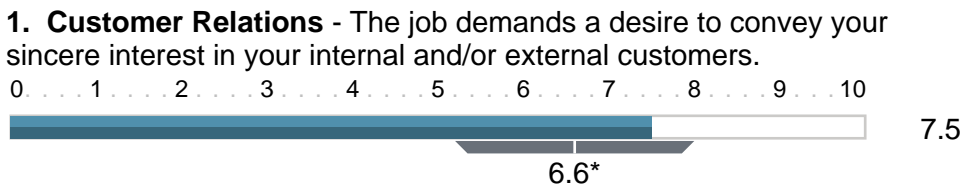
*The TTI Success Insights Workplace Behaviors assessment is designed to analyze the job by letting the job talk. This section describes the potential conflicts or concerns for people in this position. In some cases an organization may choose to re-evaluate the position or its key accountabilities.*

Congratulations! Based on the information analyzed, this position does not have immediate potential for internal behavioral conflicts. Please be aware that any variance from how the position was described in the assessment responses could lead to me-me conflicts or behavioral stress.



# 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.



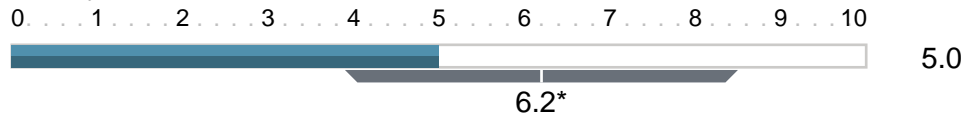
\* 68% of the population falls within the shaded area.



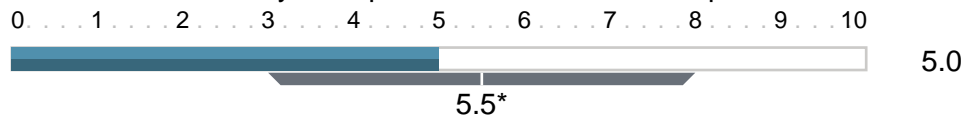


# Behavioral Hierarchy

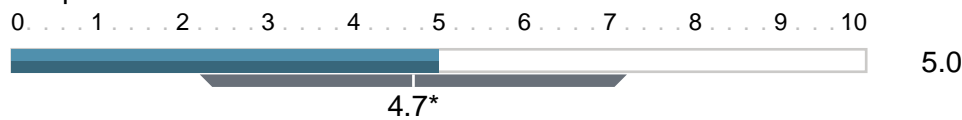
**7. Frequent Interaction with Others** - The job will comfortably deal with multiple interruptions on a continual basis, always maintaining a friendly interface with others.



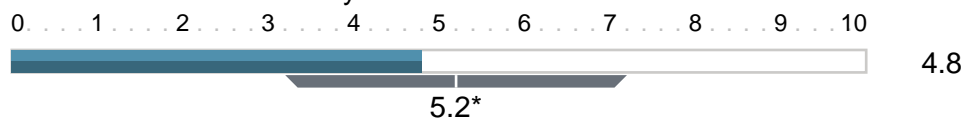
**8. Analysis of Data** - The job deals with a large number of details. It requires that details, data and facts are analyzed and challenged prior to making decisions and that important decision-making data is maintained accurately for repeated examination as required.



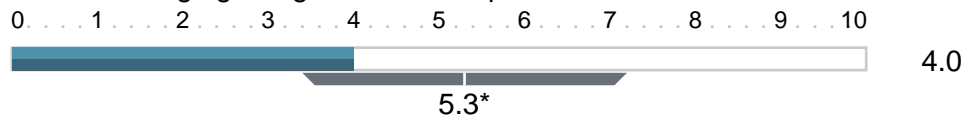
**9. Competitiveness** - The job exists within a demanding environment where consistently winning is critical. The job demands tenacity, boldness, assertiveness and a "will to win" in dealing with highly competitive situations.



**10. Frequent Change** - The job requires a comfort level with "juggling many balls in the air at the same time!" It will be asked to leave several tasks unfinished and easily move on to new tasks with little or no notice.



**11. 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.



**12. Urgency** - The job requires decisiveness, quick response, fast action. It will often be involved in critical situations demanding that on-the-spot decisions be made with good judgment. The job will repeatedly face important deadlines that must be met on time.



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\* 68% of the population falls within the shaded area.



# Interview Questions

*Read the following suggested interview questions as they relate to the most desired behavioral traits to perform the job. Modify the questions to be more job-specific and assure that all candidates are asked the same questions.*

## 1. Customer Relations

- Give an example of how you build loyalty and trust with a client.
- Describe how you take responsibility for an issue the client is having. Tell me about a time when you turned a disgruntled customer into a satisfied one.

## 2. Following Policy

- Do you tend to stick with established policies, standards and procedures or fluctuate based on customer requests? Do rules and policies serve or hinder your work?
- Give me an example of a time when a client wanted an exception to a policy. How did you respond and how did it make you feel?

## 3. Customer Oriented

- How important is it for people to like you? Which is more important, being trusted or liked? Why do you say that?
- Do you stop and listen to others or express your opinions quickly? Give me examples and situations where both of these situations occurred. What was the outcome?



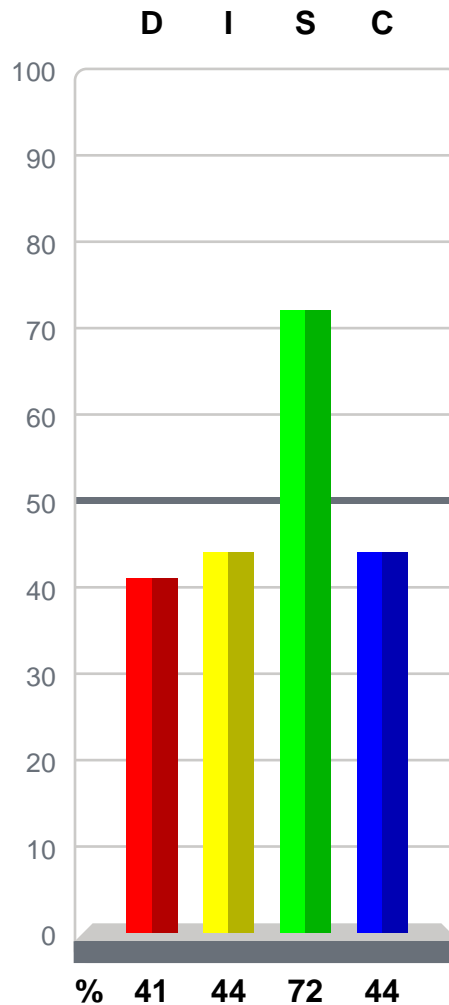
# Workplace Behaviors

5-16-2016

## Subject Matter-Expert

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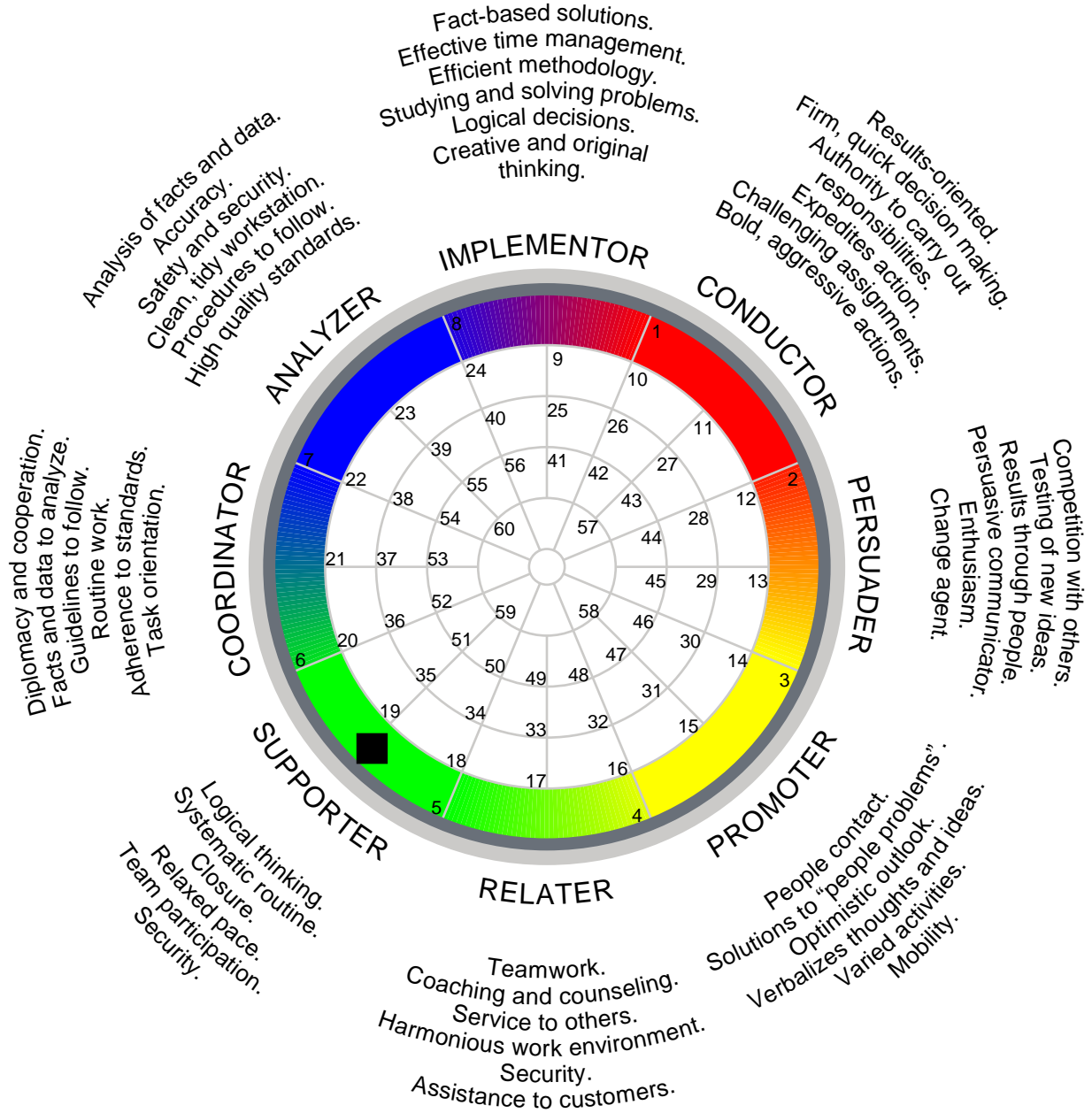
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# The Success Insights® Wheel

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Workplace Behaviors: ■ (5) SUPPORTER