



# TTI Personal Talent Skills Inventory<sup>®</sup>

Customer Service Version

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

**Mel Cross**

7-31-2008

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## INTRODUCTION

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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.

An individual's talents and personal skills are a fundamental and integral part of who they are.

In this report we are measuring three dimensions of thought. They are:

- \* Intrinsic - People
- \* Extrinsic - Tasks or things
- \* Systemic - Systems

This report analyzes talents; that is, a person's ability to do things. Is the report 100% true? Yes, no and maybe. As you review your report, please determine which items are job related. This will give you insight as to where to begin development.



## WORLD VIEW

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This is how Mel sees the world around him. This view measures his clarity and understanding of people, tasks and systems. It could also be looked at in terms of feeling, doing and thinking from an external standpoint. The statements below are based primarily on the 3 dimensions on the left side of the dimensional balance page and are in a random order.

- Mel generally relates to work or tasks from both practical and interpersonal perspectives.
- He has the capacity to be empathic and sensitive to people.
- He tends to view rules and systems as flexible guidelines, versus being set in stone.
- He tends to underemphasize systems, which includes rules and policies.
- Mel tends to involve others in the completion of tasks or projects.
- He could benefit from making a conscious effort to develop better two-way communication with authority figures.
- He will perform best in a productive environment in which contributions are recognized, properly rewarded, and appreciated.
- He may benefit from asking authority figures to explain the reason for certain rules or systems to better understand them.
- Mel will work best in a cooperative atmosphere in which decisions are shared.



## SELF VIEW

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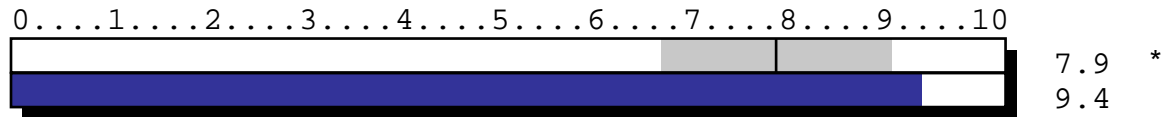
This is how Mel sees himself. This view measures his clarity and understanding of himself, his roles in life and his direction for the future. The internal dimensions are a reflection of him from both personal and professional viewpoints. The statements below are based primarily on the 3 dimensions on the right side of the dimensional balance page and are in a random order.

- Mel puts little to no emphasis on who he is as an individual.
- He can envision his own self-defined success.
- He tends to focus on the responsibilities of his current life roles.
- He tends to place a higher priority on his roles and future rather than who he is.
- Mel could benefit from a clearer understanding of who he is as an individual.
- He has the capacity to plan and organize for his future.
- He needs to understand that he is important outside of his roles and direction.
- He can be so focused on achievements that tasks take priority over feeling good about himself.
- Mel tends to place low emphasis on appreciating himself, which results in a lower sense of self.

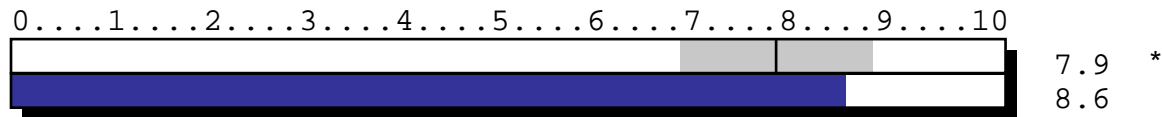


# CRITICAL SUCCESS SKILLS

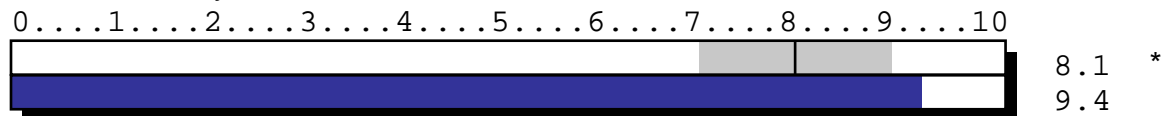
**ATTITUDE TOWARD OTHERS:** The general capacity one has for relating with other people.



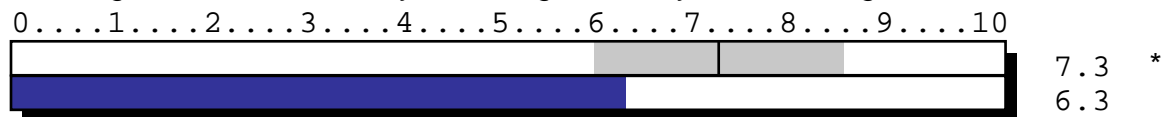
**EMOTIONAL CONTROL:** The ability to appear to be rational and in-control when facing problems or crises.



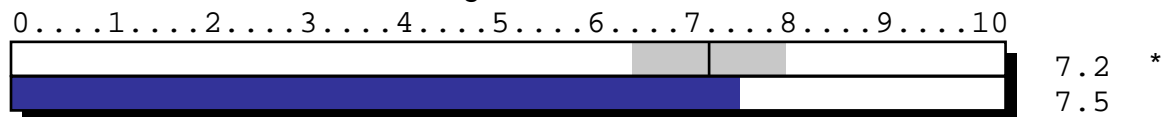
**EMPATHETIC OUTLOOK:** The capacity to perceive and understand the individuality in others.



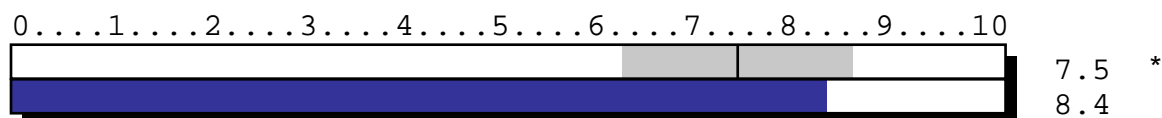
**JOB ETHIC:** The capacity to fulfill the professional responsibilities with a strong sense of moral duty and obligation they have been given.



**PERSONAL ACCOUNTABILITY:** The capacity to take responsibility for one's own actions, conduct, obligations and decisions without excuses.



**PROBLEM SOLVING:** The ability to identify key components of the problem, possible solutions and the action plan to obtain the desired result.



Rev: 0.97-0.67

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



## CRITICAL SUCCESS SKILLS

**RESPECT FOR POLICIES:** The ability to understand, appreciate and have high regard for the rules, policies and procedures of the company.

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



8.0 \*  
8.5

**SELF CONFIDENCE:** A measure of a person's assured self-reliance in his or her abilities.

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



7.4 \*  
5.5

**PERSONAL DRIVE:** A gauge of personal motivation to achieve, accomplish or complete tasks, goals or missions.

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



7.1 \*  
6.5

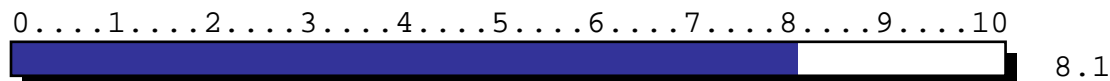
\* 68% of the population falls within the shaded area.



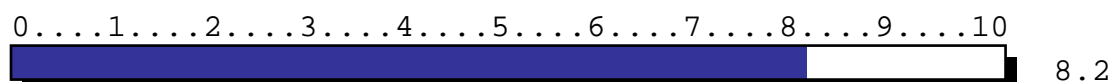
# THE CUSTOMER SERVICE SKILLS SUMMARY

*This summary is a brief overview of the pages that follow. These scores provide a window into the respondent's abilities. This window will open even further as you progress through this report.*

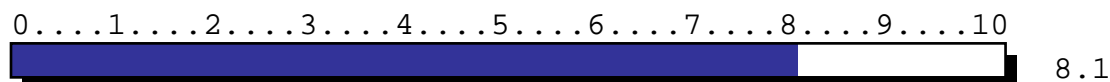
## COMMUNICATING WITH CUSTOMERS



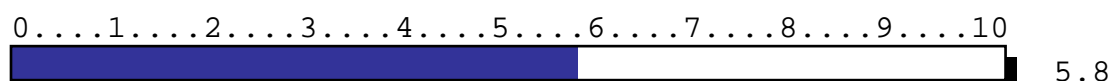
## CONFLICT AND PROBLEM RESOLUTION



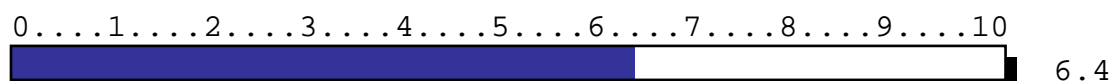
## RELATING WITH OTHERS



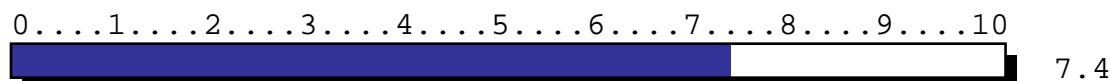
## SELF MANAGEMENT



## WORK ATTITUDE



## WORK ETHIC





# COMMUNICATING WITH CUSTOMERS

*This is a reflection of Mel's abilities to communicate in a fair, effective and accurate manner with customers or clients.*

**EVALUATING WHAT IS SAID:** The capacity to objectively listen, understand and accurately interpret what someone else is saying.

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



7.7 \*  
8.2

**SENSE OF TIMING:** The ability to do the correct thing at the correct time.

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



7.5 \*  
7.1

**SURRENDERING CONTROL:** The capacity of a person to voluntarily surrender control and accept the authority of another person or group.

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



7.3 \*  
8.0

**EMPATHETIC OUTLOOK:** The capacity to perceive and understand the individuality in others.

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



8.1 \*  
9.4

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



# CONFLICT AND PROBLEM RESOLUTION

These scores reveal how Mel is likely to respond to conflicts and problems that arise from or involve customers or others.

**EMOTIONAL CONTROL:** The ability to appear to be rational and in-control when facing problems or crises.

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



7.9 \*  
8.6

**INTEGRATIVE ABILITY:** The capacity to see different components of a situation and tie them together to see the situation as a whole.

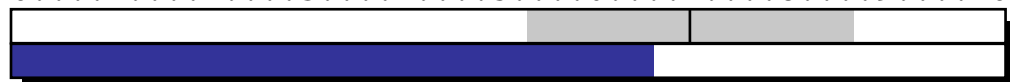
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7.6 \*  
9.3

**INTUITIVE DECISION MAKING:** The capacity to make decisions by looking at the most essential elements and without all the facts or data.

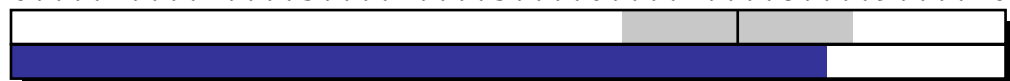
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7.0 \*  
6.6

**PROBLEM SOLVING:** The ability to identify key components of the problem, possible solutions and the action plan to obtain the desired result.

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



7.5 \*  
8.4

**USING COMMON SENSE:** The capacity to be resourceful and apply good, practical, ordinary sense in whatever situations arise.

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



7.6 \*  
8.2

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



# RELATING WITH OTHERS

This is a measure of Mel's abilities related to understanding, appreciating and considering customers' needs or wants. It also reveals Mel's genuine compassion for customers.

**ATTITUDE TOWARD OTHERS:** The general capacity one has for relating with other people.

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



7.9 \*  
9.4

**EMOTIONAL CONTROL:** The ability to appear to be rational and in-control when facing problems or crises.

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



7.9 \*  
8.6

**FREEDOM FROM PREJUDICES:** The ability to maintain objectivity when relating to other people.

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



7.8 \*  
8.9

**HANDLING REJECTION:** The capacity to exhibit persistence and strong will in the face of objections.

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



7.4 \*  
5.5

**RELATING TO OTHERS:** The capacity to understand and relate to others when communicating with them.

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



7.8 \*  
7.2

**EMPATHETIC OUTLOOK:** The capacity to perceive and understand the individuality in others.

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



8.1 \*  
9.4

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

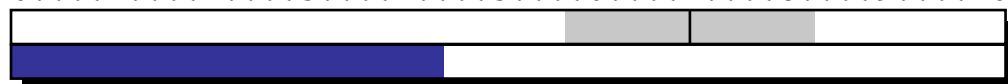


# SELF MANAGEMENT

*In order to be successful, Mel must manage himself. This area reveals Mel's ability to manage time, tasks, activities and projects. It also reveals his ability to deliver results.*

**HANDLING STRESS:** The ability to maintain composure and internal strength when coping with external and internal pressures.

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



7.0 \*  
4.4

**PERSONAL ACCOUNTABILITY:** The capacity to take responsibility for one's own actions, conduct, obligations and decisions without excuses.

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



7.2 \*  
7.5

**SELF ASSESSMENT:** The capacity to objectively understand and evaluate one's self.

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



6.7 \*  
5.3

**SELF CONFIDENCE:** A measure of a person's assured self-reliance in his or her abilities.

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



7.4 \*  
5.5

**INTERNAL SELF CONTROL:** The ability to remain in conscious command of one's internal emotions when confronted with difficult circumstances and to respond rationally.

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



7.1 \*  
6.0

**PERSONAL DRIVE:** A gauge of personal motivation to achieve, accomplish or complete tasks, goals or missions.

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



7.1 \*  
6.5

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



## WORK ATTITUDE

*This reveals Mel's attitude toward his current work environment. This measure also shows the degree to which Mel feels he is able to do his job consistently and correctly.*

**CONSISTENCY AND RELIABILITY:** The capacity to regularly and dependably engage in and complete tasks or processes.

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



7.3 \*  
6.3

**FOLLOWING DIRECTIONS:** The capacity to hear, understand and follow instructions.

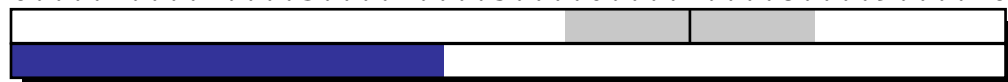
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8.0 \*  
8.5

**HANDLING STRESS:** The ability to maintain composure and internal strength when coping with external and internal pressures.

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



7.0 \*  
4.4

**PERSISTENCE:** The capacity to steadily pursue any project or goal that a person is committed to in spite of difficulty, opposition or discouragement.

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



7.2 \*  
4.9

**PERSONAL ACCOUNTABILITY:** The capacity to take responsibility for one's own actions, conduct, obligations and decisions without excuses.

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



7.2 \*  
7.5

**ROLE CONFIDENCE:** The capacity of maintaining confidence and self-reliance for fulfilling various professional and personal roles.

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



7.1 \*  
7.3

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



## WORK ETHIC

*These scores reveal how hard Mel likes to work. It is also a measure of just how respectful Mel is of company property and policies.*

**BALANCED DECISION MAKING:** The ability to make consistently sound and timely decisions in one's personal and professional life.

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



7.0 \*  
6.6

**JOB ETHIC:** The capacity to fulfill the professional responsibilities with a strong sense of moral duty and obligation they have been given.

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



7.3 \*  
6.3

**MEETING STANDARDS:** The ability to perform work according to precise specifications.

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



6.9 \*  
7.0

**RESPECT FOR POLICIES:** The ability to understand, appreciate and have high regard for the rules, policies and procedures of the company.

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



8.0 \*  
8.5

**RESPECT FOR PROPERTY:** A measure of the level of respect and appreciation for the property that belongs to others or the company.

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



8.2 \*  
8.8

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

# DIMENSIONAL BALANCE

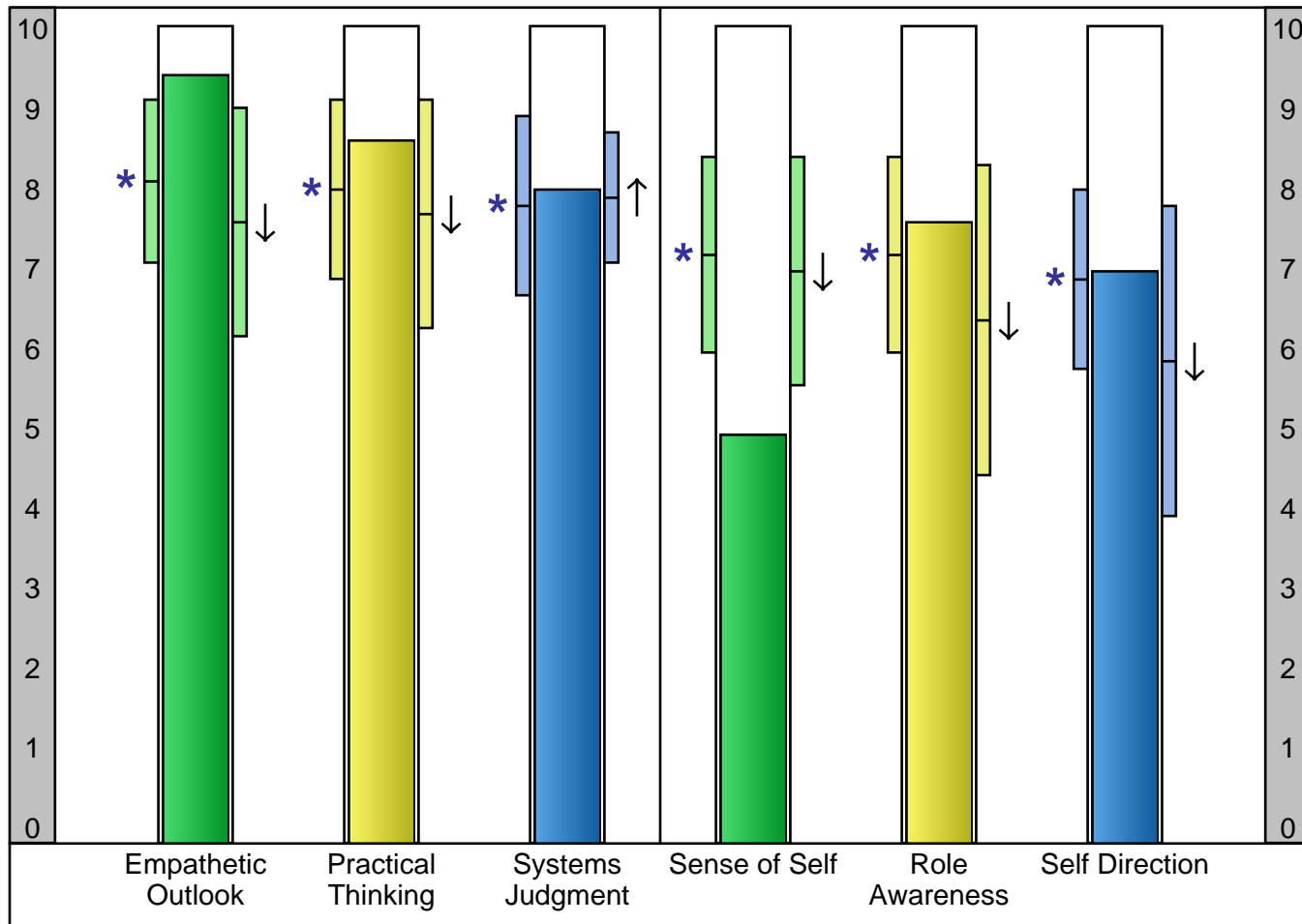
For consulting and coaching

**Mel Cross**  
7-31-2008

- \* Population mean
- ↑ Overvaluation
- Neutral valuation
- ↓ Undervaluation

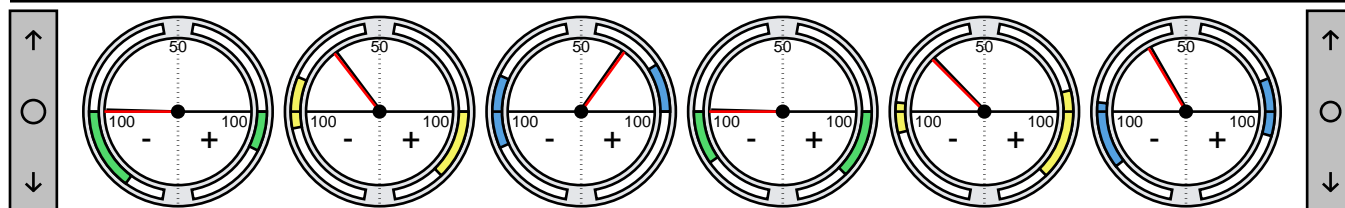
## EXTERNAL FACTORS (Part 1)

## INTERNAL FACTORS (Part 2)



Score 9.4      8.6      8.0      5.0      7.6      7.0

Bias ↓      ↓      ↑      ↓      ↓      ↓



Rev: 0.97-0.67



# CORE SKILLS LIST

*For consulting and coaching*

Score	Mean	Description	Score	Mean	Description
9.4	7.9	Attitude Toward Others	7.1	7.6	Long Range Planning
9.4	8.1	Empathetic Outlook	7.1	7.5	Sense of Timing
9.3	7.6	Integrative Ability	7.1	7.4	Enjoyment of the Job
8.9	7.8	Freedom from Prejudices	7.0	7.5	Accountability for Others
8.9	7.9	Sensitivity to Others	7.0	7.1	Gaining Commitment
8.9	8.1	Personal Relationships	7.0	6.9	Meeting Standards
8.8	8.3	Theoretical Problem Solving	7.0	6.9	Self Direction
8.8	8.0	Attention to Detail	6.9	7.4	Project and Goal Focus
8.8	8.1	Understanding Motivational Needs	6.7	7.4	Self Management
8.8	8.2	Respect for Property	6.6	7.0	Intuitive Decision Making
8.8	8.0	Material Possessions	6.6	7.0	Balanced Decision Making
8.7	7.9	Correcting Others	6.5	7.1	Personal Drive
8.6	8.2	Realistic Goal Setting for Others	6.3	7.3	Consistency and Reliability
8.6	7.9	Emotional Control	6.3	7.3	Job Ethic
8.6	8.0	Practical Thinking	6.2	7.3	Sense of Mission
8.5	8.0	Following Directions	6.0	7.1	Internal Self Control
8.5	7.7	Evaluating Others	6.0	8.1	Self Improvement
8.5	8.0	Respect for Policies	5.5	7.4	Self Confidence
8.5	7.8	Monitoring Others	5.5	7.4	Handling Rejection
8.4	7.5	Problem Solving	5.3	6.7	Self Assessment
8.2	7.6	Using Common Sense	5.0	7.3	Sense of Self
8.2	7.7	Evaluating What is Said	4.9	7.2	Persistence
8.1	7.6	Status and Recognition	4.4	7.0	Handling Stress
8.0	7.3	Surrendering Control			
8.0	7.9	Conveying Role Value			
8.0	7.8	Persuading Others			
8.0	7.8	Systems Judgment			
7.9	7.9	Proactive Thinking			
7.8	7.6	Concrete Organization			
7.8	7.7	Realistic Expectations			
7.8	7.5	Quality Orientation			
7.6	7.4	Developing Others			
7.6	7.7	Sense of Belonging			
7.6	7.1	Role Awareness			
7.5	7.2	Personal Accountability			
7.5	7.2	Taking Responsibility			
7.4	7.3	Results Orientation			
7.3	7.9	Leading Others			
7.3	7.1	Role Confidence			
7.3	6.9	Initiative			
7.2	7.3	Conceptual Thinking			
7.2	7.6	Realistic Personal Goal Setting			
7.2	7.8	Relating to Others			
7.1	7.3	Project Scheduling			



# CORE SKILLS LIST

*For consulting and coaching*

Score	Mean	Description	Score	Mean	Description
7.0	7.5	Accountability for Others	7.2	7.8	Relating to Others
8.8	8.0	Attention to Detail	8.5	8.0	Respect for Policies
9.4	7.9	Attitude Toward Others	8.8	8.2	Respect for Property
6.6	7.0	Balanced Decision Making	7.4	7.3	Results Orientation
7.2	7.3	Conceptual Thinking	7.6	7.1	Role Awareness
7.8	7.6	Concrete Organization	7.3	7.1	Role Confidence
6.3	7.3	Consistency and Reliability	5.3	6.7	Self Assessment
8.0	7.9	Conveying Role Value	5.5	7.4	Self Confidence
8.7	7.9	Correcting Others	7.0	6.9	Self Direction
7.6	7.4	Developing Others	6.0	8.1	Self Improvement
8.6	7.9	Emotional Control	6.7	7.4	Self Management
9.4	8.1	Empathetic Outlook	7.6	7.7	Sense of Belonging
7.1	7.4	Enjoyment of the Job	6.2	7.3	Sense of Mission
8.5	7.7	Evaluating Others	5.0	7.3	Sense of Self
8.2	7.7	Evaluating What is Said	7.1	7.5	Sense of Timing
8.5	8.0	Following Directions	8.9	7.9	Sensitivity to Others
8.9	7.8	Freedom from Prejudices	8.1	7.6	Status and Recognition
7.0	7.1	Gaining Commitment	8.0	7.3	Surrendering Control
5.5	7.4	Handling Rejection	8.0	7.8	Systems Judgment
4.4	7.0	Handling Stress	7.5	7.2	Taking Responsibility
7.3	6.9	Initiative	8.8	8.3	Theoretical Problem Solving
9.3	7.6	Integrative Ability	8.8	8.1	Understanding Motivational Needs
6.0	7.1	Internal Self Control	8.2	7.6	Using Common Sense
6.6	7.0	Intuitive Decision Making			
6.3	7.3	Job Ethic			
7.3	7.9	Leading Others			
7.1	7.6	Long Range Planning			
8.8	8.0	Material Possessions			
7.0	6.9	Meeting Standards			
8.5	7.8	Monitoring Others			
4.9	7.2	Persistence			
7.5	7.2	Personal Accountability			
6.5	7.1	Personal Drive			
8.9	8.1	Personal Relationships			
8.0	7.8	Persuading Others			
8.6	8.0	Practical Thinking			
7.9	7.9	Proactive Thinking			
8.4	7.5	Problem Solving			
6.9	7.4	Project and Goal Focus			
7.1	7.3	Project Scheduling			
7.8	7.5	Quality Orientation			
7.8	7.7	Realistic Expectations			
8.6	8.2	Realistic Goal Setting for Others			
7.2	7.6	Realistic Personal Goal Setting			