



**TTI Success Insights®**  
TriMetrix® DNA - Gap Report



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**service writer**  
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## INTRODUCTION

Long-term superior performance is directly related to job fit. Job fit, in simple terms, is having the talent that the job requires.

Most people match some, but not necessarily all, job requirements. When this happens, we have a gap. The gap is nothing more than an area for development.

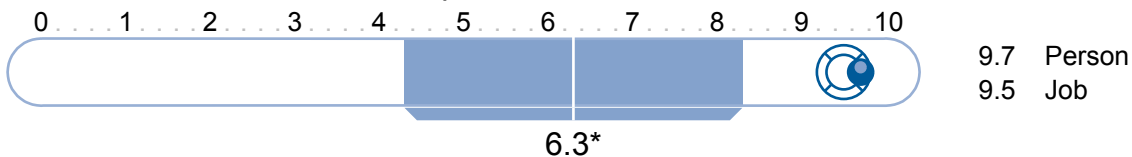
This report makes it easy for both manager and subordinate to discuss and develop a plan for personalized development.



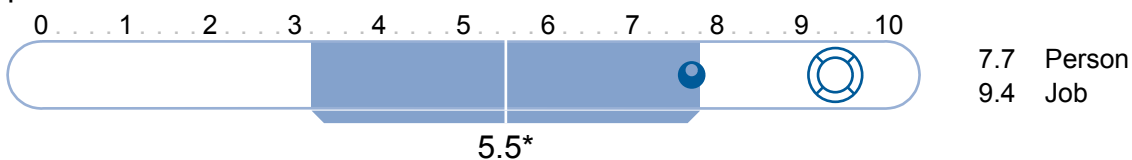
# JOB COMPETENCIES HIERARCHY

This section identifies which competencies are important to the job benchmark from its highest to lowest rankings. In comparing talent, it is important to note that gaps may point to a competency that is of significant importance to the job, but has a low ranking for the person. In turn, a competency may be of low importance to the job, but has a high ranking for the person.

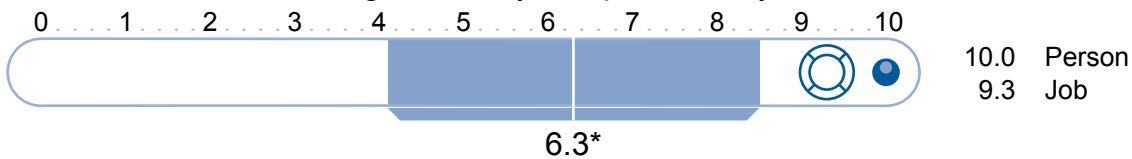
## 1. CUSTOMER SERVICE - Anticipating, meeting and/or exceeding customer needs, wants and expectations.



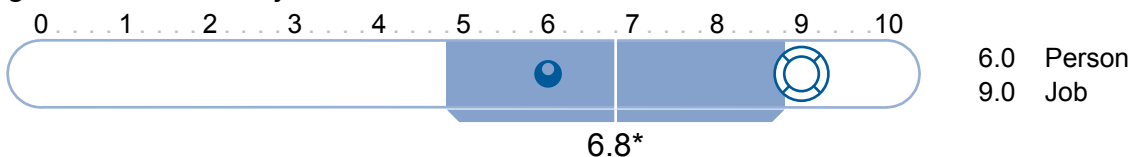
## 2. PERSONAL EFFECTIVENESS - Demonstrating initiative, self-confidence, resiliency and a willingness to take responsibility for personal actions.



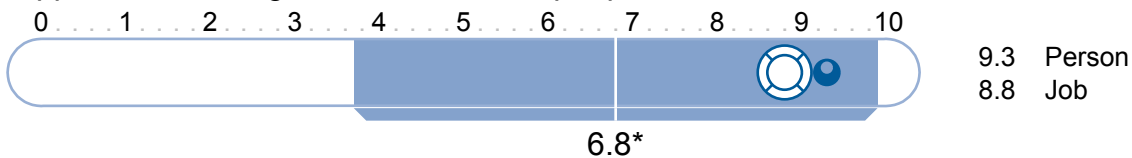
## 3. TEAMWORK - Working effectively and productively with others.



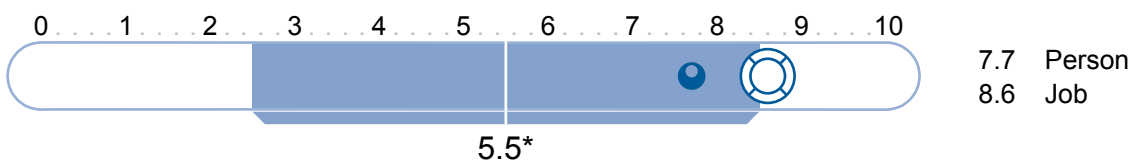
## 4. GOAL ORIENTATION - Energetically focusing efforts on meeting a goal, mission or objective.



## 5. INTERPERSONAL SKILLS - Effectively communicating, building rapport and relating well to all kinds of people.



## 6. PERSUASION - Convincing others to change the way they think, believe or behave.

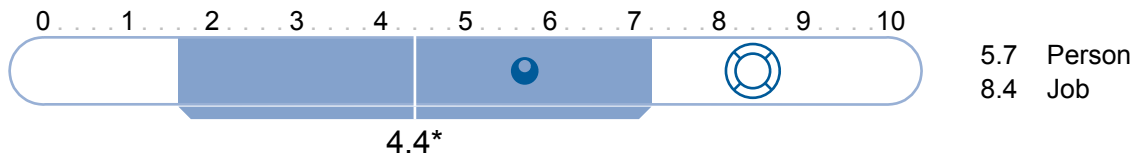


\* 68% of the population falls within the shaded area.

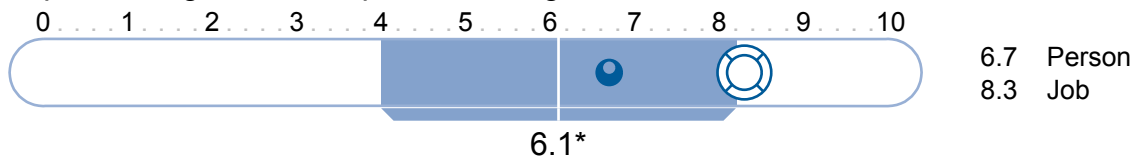


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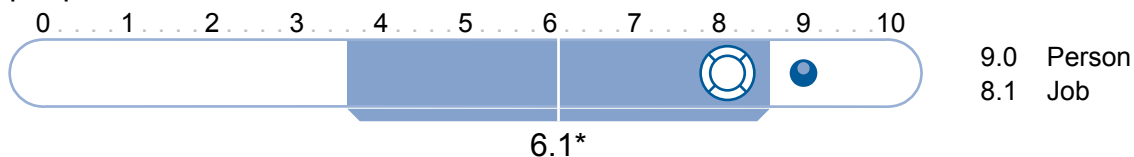
**7. SELF-MANAGEMENT (TIME AND PRIORITIES)** - Demonstrating self control and an ability to manage time and priorities.



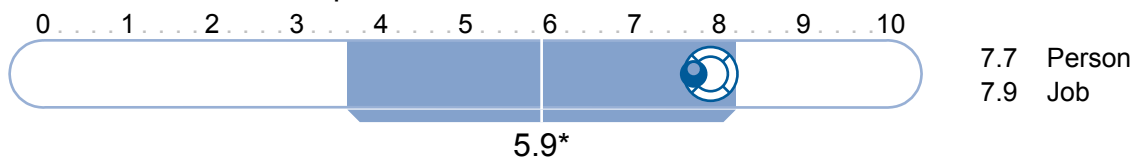
**8. CONTINUOUS LEARNING** - Taking initiative in learning and implementing new concepts, technologies and/or methods.



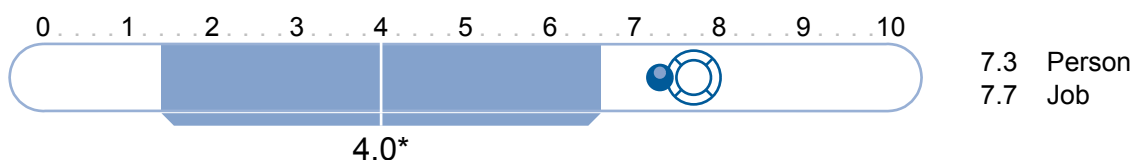
**9. LEADERSHIP** - Achieving extraordinary business results through people.



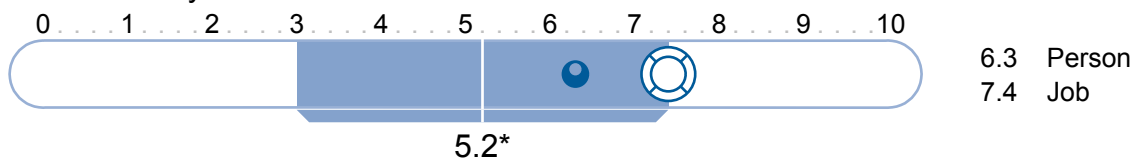
**10. DIPLOMACY** - Effectively handling difficult or sensitive issues by utilizing tact, diplomacy and an understanding of organizational culture, climate and/or politics.



**11. DECISION MAKING** - Utilizing effective processes to make decisions.



**12. CONFLICT MANAGEMENT** - Addressing and resolving conflict constructively.

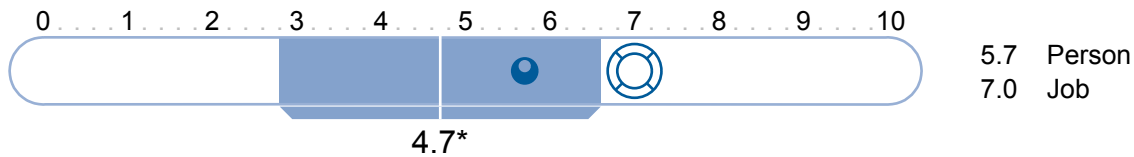


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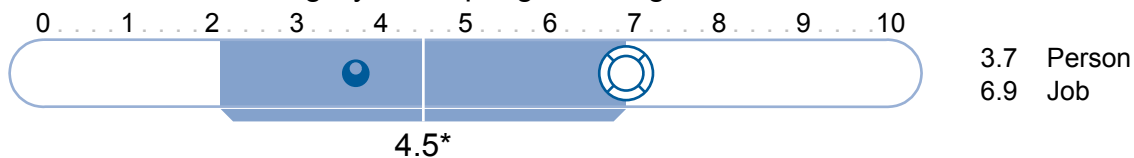


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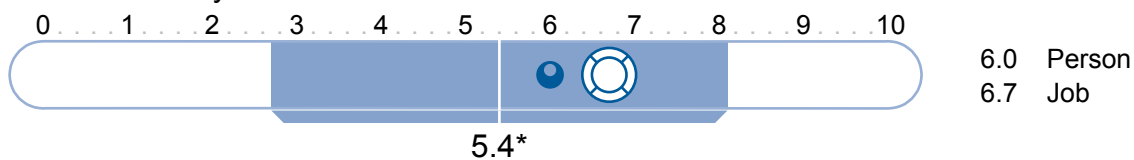
**13. ANALYTICAL PROBLEM SOLVING** - Anticipating, analyzing, diagnosing, and resolving problems.



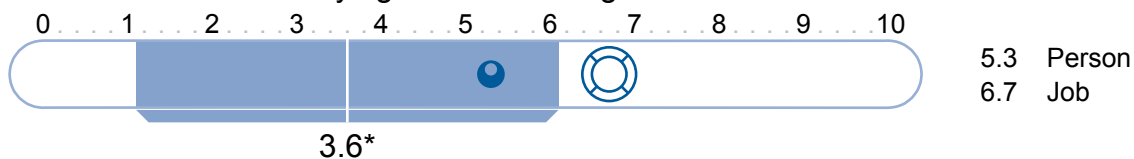
**14. FLEXIBILITY** - Agility in adapting to change.



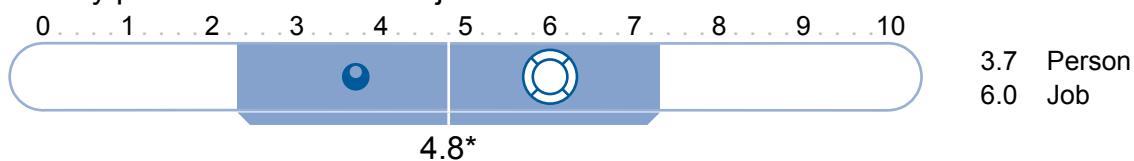
**15. WRITTEN COMMUNICATION** - Writing clearly, succinctly and understandably.



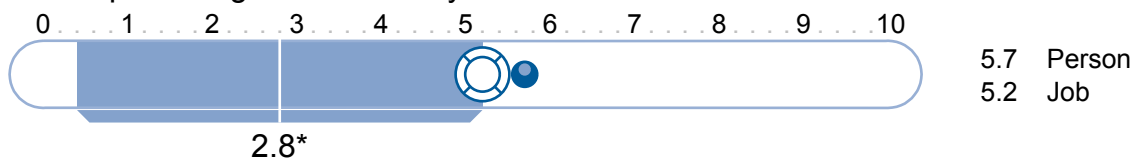
**16. EMPATHY** - Identifying with and caring about others.



**17. PLANNING/ORGANIZING** - Utilizing logical, systematic and orderly procedures to meet objectives.



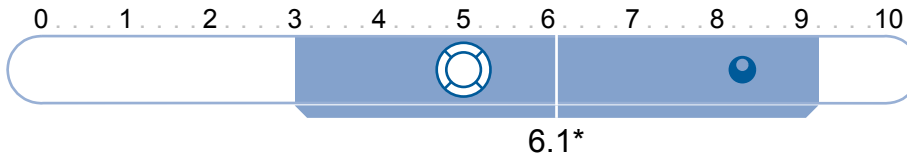
**18. FUTURISTIC THINKING** - Imagining, envisioning, projecting and/or predicting what has not yet been realized.



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

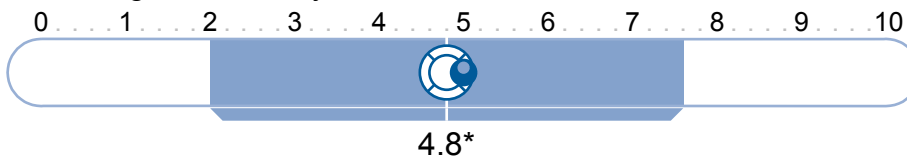


**19. PRESENTING** - Communicating effectively to groups.



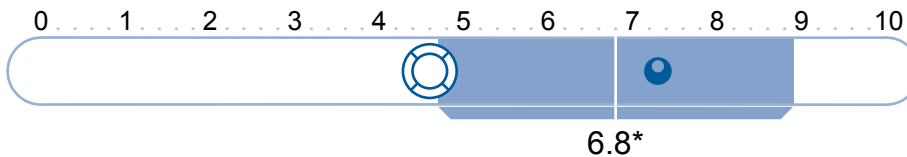
8.3 Person  
5.0 Job

**20. CREATIVITY/INNOVATION** - Adapting traditional or devising new approaches, concepts, methods, models, designs, processes, technologies and/or systems.



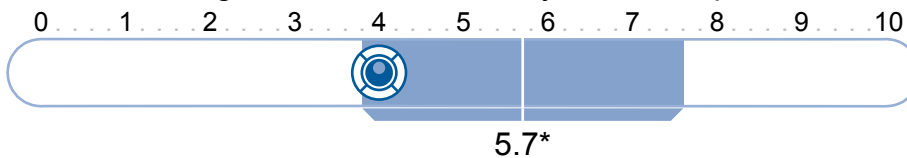
5.0 Person  
4.8 Job

**21. EMPLOYEE DEVELOPMENT/COACHING** - Facilitating and supporting the professional growth of others.



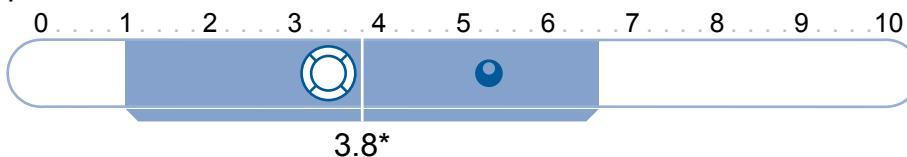
7.3 Person  
4.6 Job

**22. MANAGEMENT** - Achieving extraordinary results through effective management of resources, systems and processes.



4.0 Person  
4.0 Job

**23. NEGOTIATION** - Facilitating agreements between two or more parties.



5.3 Person  
3.4 Job

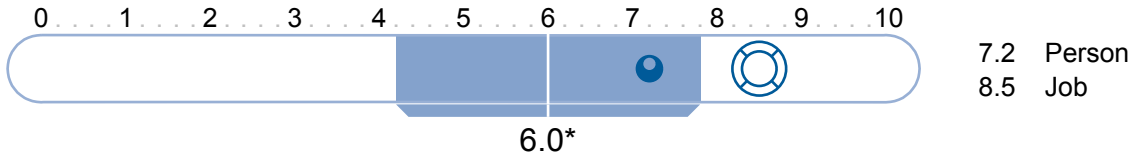
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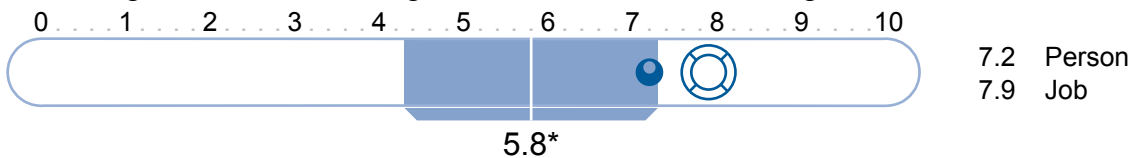
# JOB REWARDS/CULTURE HIERARCHY

These graphs are based on the hierarchy of the job benchmark's rewards/culture in descending order from highest required by the job to the lowest. Gaps may point to a job culture that does not match the person's passion and may produce negative feelings about the job.

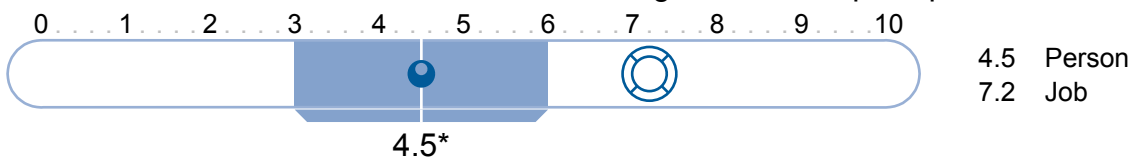
**1. UTILITARIAN/ECONOMIC** - Rewards those who value practical accomplishments, results and rewards for their investments of time, resources and energy.



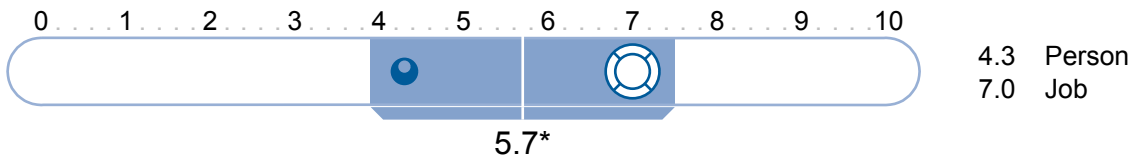
**2. THEORETICAL** - Rewards those who value knowledge for knowledge's sake, continuing education and intellectual growth.



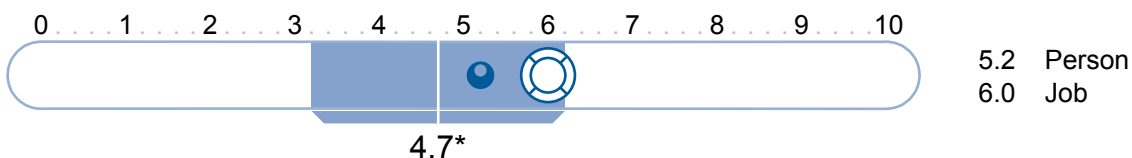
**3. TRADITIONAL/REGULATORY** - Rewards those who value traditions inherent in social structure, rules, regulations and principles.



**4. SOCIAL** - Rewards those who value opportunities to be of service to others and contribute to the progress and well being of society.



**5. INDIVIDUALISTIC/POLITICAL** - Rewards those who value personal recognition, freedom, and control over their own destiny and others.



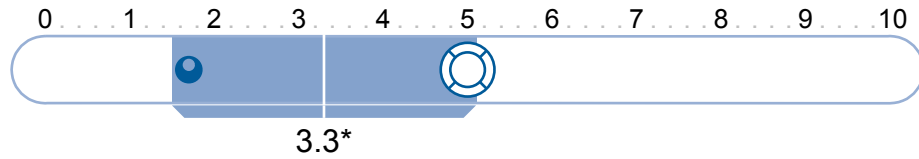
\* 68% of the population falls within the shaded area.

- Job    - Person



# JOB REWARDS/CULTURE HIERARCHY

**6. AESTHETIC** - Rewards those who value balance in their lives, creative self-expression, beauty and nature.



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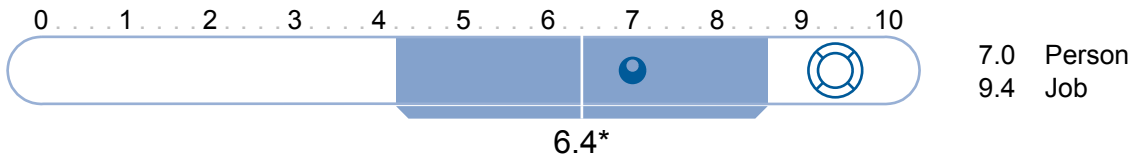
⊙ - Job   ● - Person



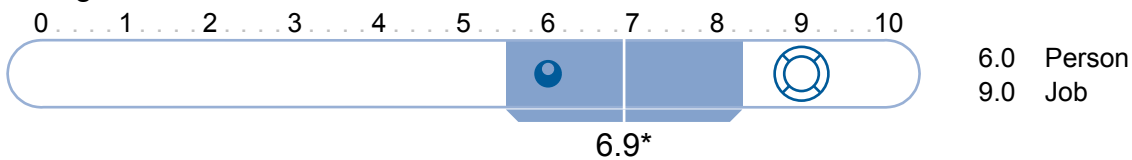


This section is designed to give a visual understanding of the behavioral traits demanded of the job and the natural behavioral style(s) of the individual(s). The graphs are in descending order from the highest rated behavioral traits required by the job to the lowest. In comparing the results in this section, it is important to note how gaps may indicate a level of stress that could be created when a person is forced to adapt behavior that is not his/her natural style.

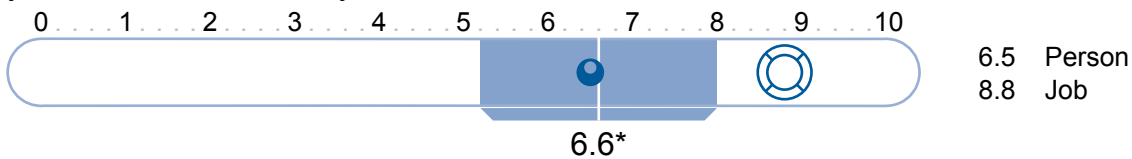
**1. FREQUENT INTERACTION WITH OTHERS** - The job will comfortably deal with multiple interruptions on a continual basis, always maintaining a friendly interface with others.



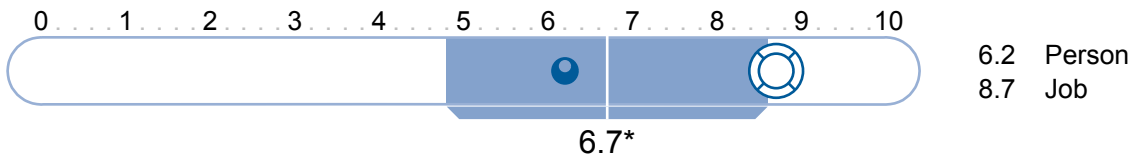
**2. PEOPLE ORIENTED** - The job demands a positive and constructive view of working with others. There will be a high percentage of time spent in listening to, understanding and successfully working with a wide range of people from diverse backgrounds to achieve "win-win" outcomes.



**3. CUSTOMER RELATIONS** - The job demands a desire to convey your sincere interest in your internal and/or external customers.



**4. FOLLOWING POLICY** - The job calls for complying with the policy or if no policy, complying with the way it has been done in the past.

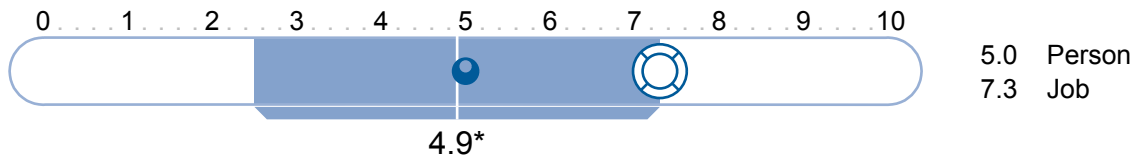


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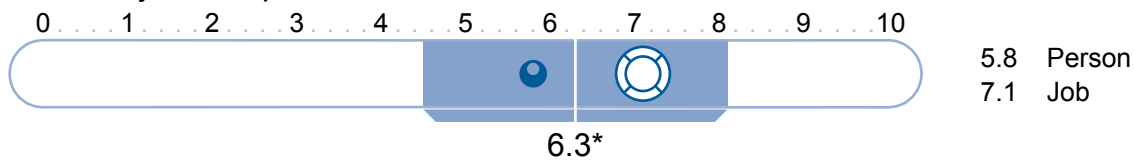
- Job    - Person



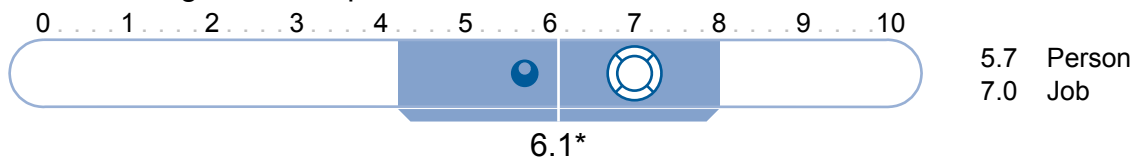
**5. COMPETITIVENESS** - The job exists within a demanding environment where consistently winning is critical. The job demands tenacity, boldness, assertiveness and a "will to win" in dealing with highly competitive situations.



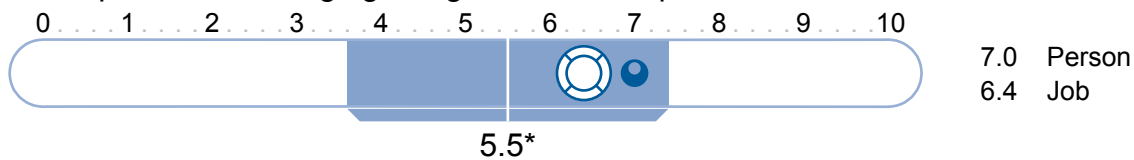
**6. CONSISTENCY** - The job requires the ability to do the job the same way on a repeated basis.



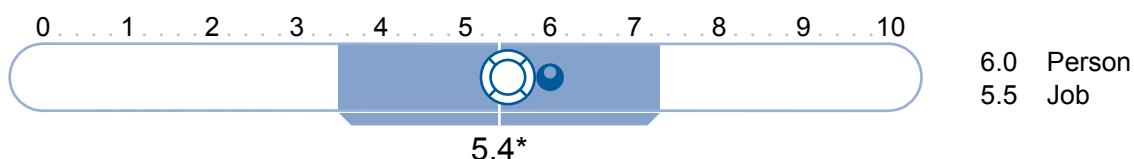
**7. FOLLOW UP AND FOLLOW THROUGH** - The job requires a need to be thorough and complete tasks that have been started.



**8. 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.



**9. 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.

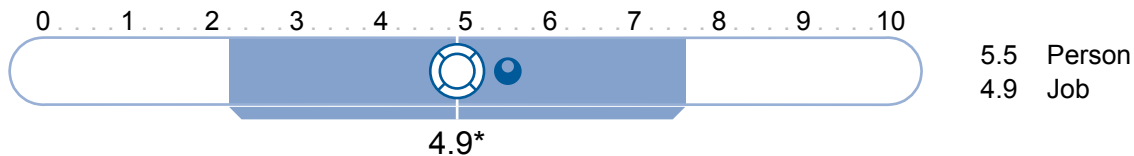


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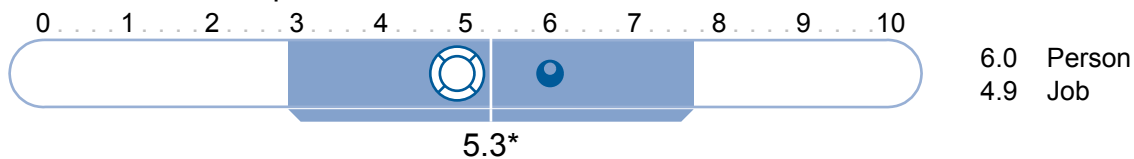
- Job    - Person



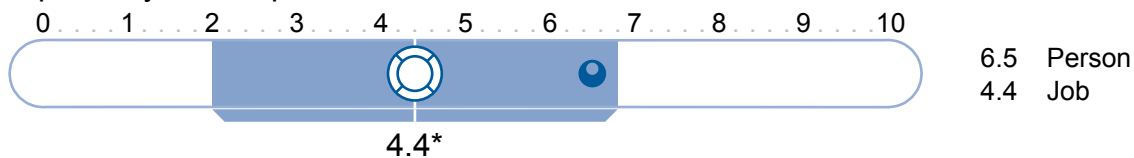
**10. ORGANIZED WORKPLACE** - The job's success depends on systems and procedures, its successful performance is tied to careful organization of activities, tasks and projects that require accuracy. Record keeping and planning are essential components of the job.



**11. 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.



**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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Job Competencies Hierarchy	Zone Range	Person
1. CUSTOMER SERVICE	8.4 — 10.0	9.7
2. PERSONAL EFFECTIVENESS	7.9 — 10.0	7.7
3. TEAMWORK	8.6 — 10.0	10.0
4. GOAL ORIENTATION	8.9 — 10.0	6.0
5. INTERPERSONAL SKILLS	6.9 — 9.9	9.3
6. PERSUASION	8.6 — 10.0	7.7
7. SELF-MANAGEMENT (TIME AND PRIORITIES)	7.3 — 10.0	5.7

Job Rewards/Culture Hierarchy	Zone Range	Person
1. UTILITARIAN/ECONOMIC	7.9 — 10.0	7.2
2. THEORETICAL	7.4 — 10.0	7.2
3. TRADITIONAL/REGULATORY	6.1 — 10.0	4.5

Job Behavioral Hierarchy	Zone Range	Person
1. FREQUENT INTERACTION WITH OTHERS	8.7 — 10.0	7.0
2. PEOPLE ORIENTED	8.4 — 10.0	6.0
3. CUSTOMER RELATIONS	8.1 — 10.0	6.5

