



TTI  
SUCCESS  
INSIGHTS®

**Talent Insights®**  
Multiple Respondent Job Report

**Job Benchmark**  
Account Manager

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**CommunicationWorks**

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## Introduction

If the job could talk, it would clearly define the knowledge, hard skills, people skills, behavior and culture needed for superior performance. Your unbiased input regarding the specific requirements of the job in question has been applied to the TTI Talent Insights® Job benchmarking process. The result is an evaluative report that analyzes a total of 18 separate areas. Additional feedback and suggested interview questions that pertain to each area complete this report.

### Rewards/Culture Hierarchy (6 Areas)

This section clearly identifies the rewards/culture of the job, which defines its sources of motivation. It clarifies "why" and "in what kind of environment" this job will produce success.

### Behavioral Hierarchy (12 Areas)

This section explores the behavioral traits demanded of the job. The higher the ranking, the more important the behavioral trait will be to the job for stress reduction and superior performance.

The results of this section are ranked on a scale, reflecting the unique levels of applicability and importance to the job. These rankings illustrate what is essential for this job to deliver superior performance and maximum value to your organization.

### 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.

### Behavioral Feedback

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

### Rewards/Culture Interview Questions

This section contains suggested interview questions that pertain specifically to the rewards/culture of the job.

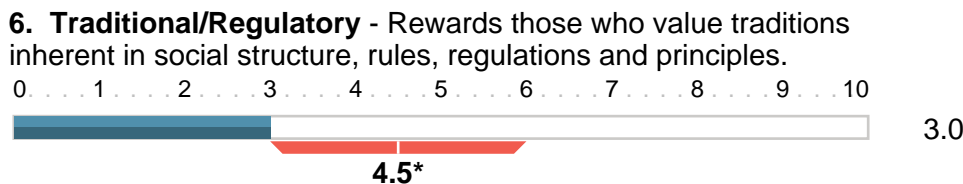
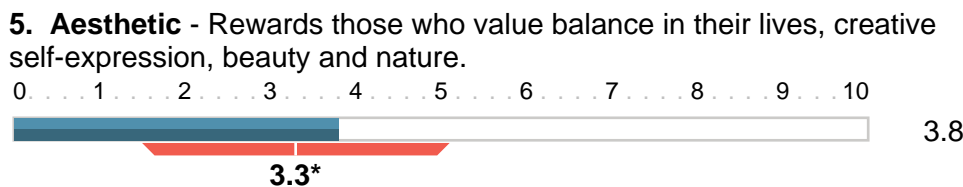
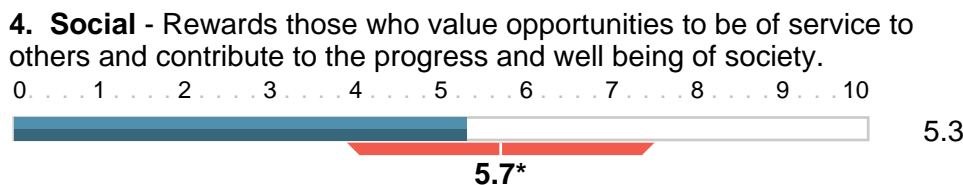
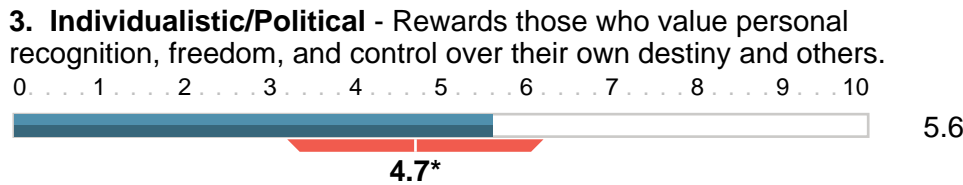
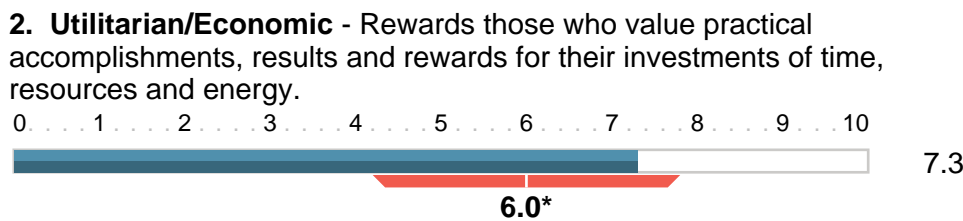
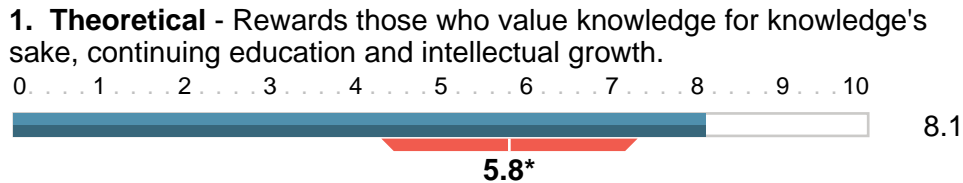
### Behavioral Interview Questions

This section contains suggested interview questions that pertain specifically to the behavioral traits required by the job.



# Job 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.*



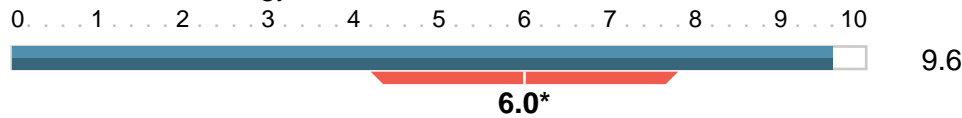
\* 68% of the population falls within the shaded area.



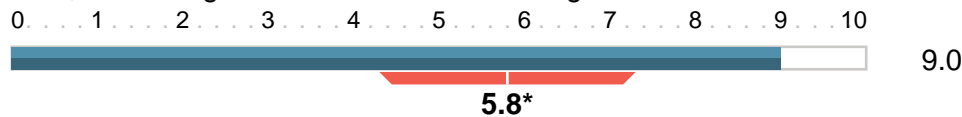
# Organizational Rewards/Culture Hierarchy

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

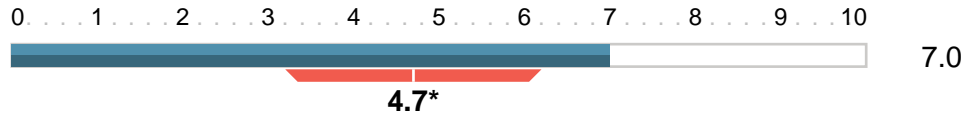
**1. Utilitarian/Economic** - Rewards those who value practical accomplishments, results and rewards for their investments of time, resources and energy.



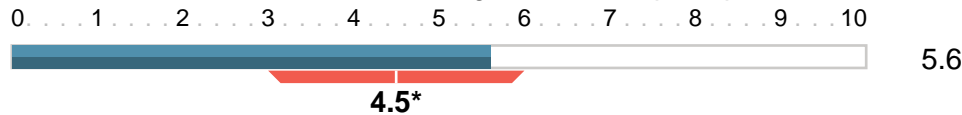
**2. Theoretical** - Rewards those who value knowledge for knowledge's sake, continuing education and intellectual growth.



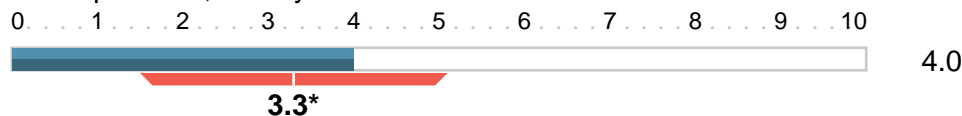
**3. Individualistic/Political** - Rewards those who value personal recognition, freedom, and control over their own destiny and others.



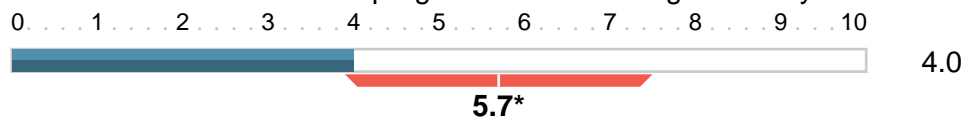
**4. Traditional/Regulatory** - Rewards those who value traditions inherent in social structure, rules, regulations and principles.



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



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



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



## 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.*

This position is requiring the incumbent to have a behavioral style with the potential for me-me conflicts. This is quite common in positions and normal for individuals to possess such behavioral styles. Based on the incumbent's behavioral style, the organization may need to make modifications to the communication flow and activity levels of the position. Please review the incumbent's behavioral report for ideas that may help decrease the risk of behavioral job stress.

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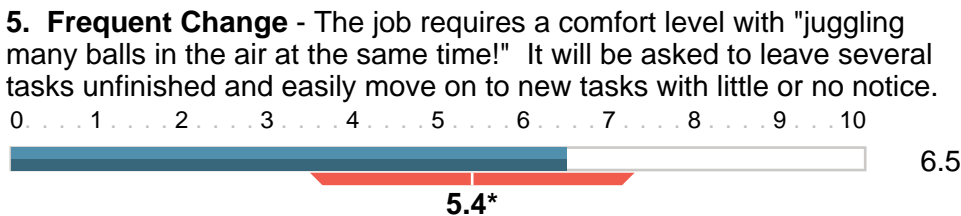
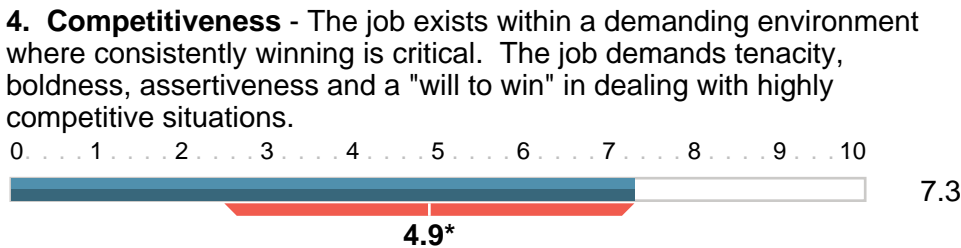
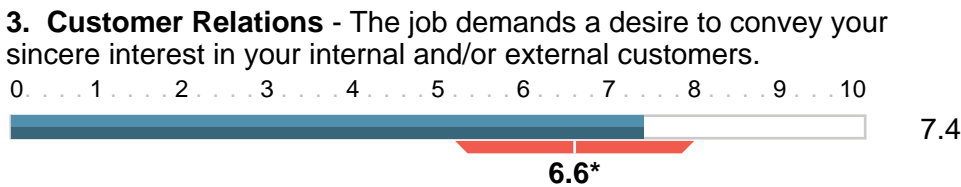
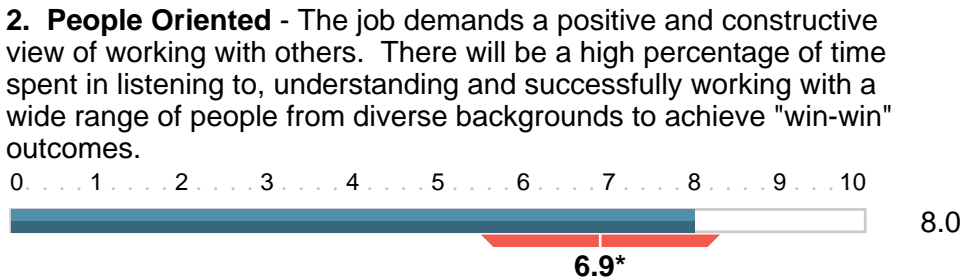
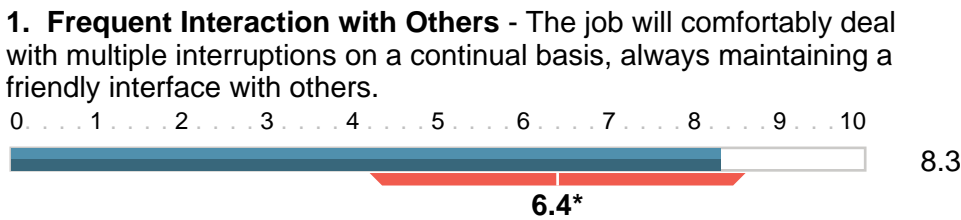
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# Behavioral Hierarchy

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.




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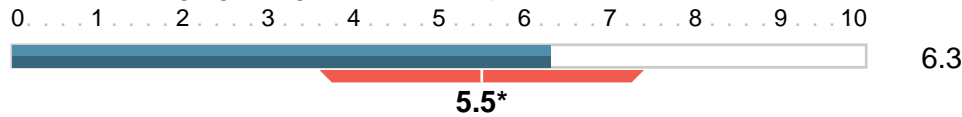
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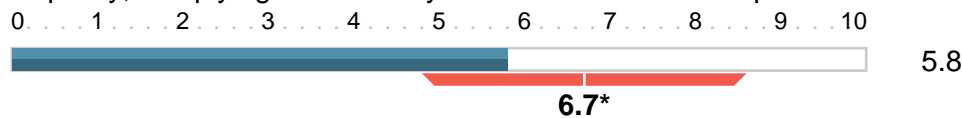


# Behavioral Hierarchy

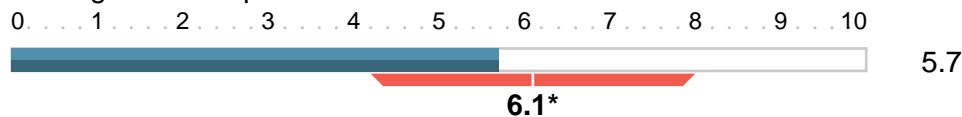
**6. Versatility** - The job calls for a high level of optimism and a "can do" orientation. It will require multiple talents and a willingness to adapt them to changing assignments as required.



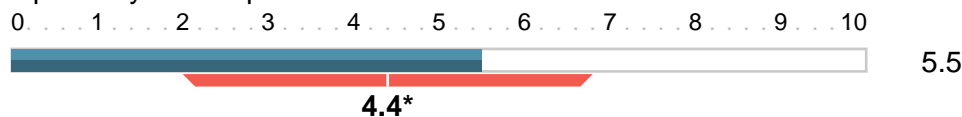
**7. Following Policy** - The job calls for complying with the policy or if no policy, complying with the way it has been done in the past.



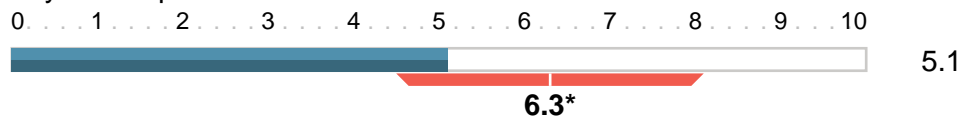
**8. Follow Up and Follow Through** - The job requires a need to be thorough and complete tasks that have been started.



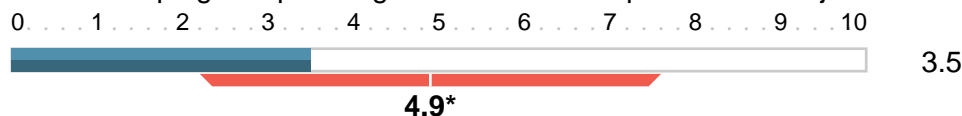
**9. Urgency** - The job requires decisiveness, quick response, fast action. It will often be involved in critical situations demanding that on-the-spot decisions be made with good judgment. The job will repeatedly face important deadlines that must be met on time.



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



**11. 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.

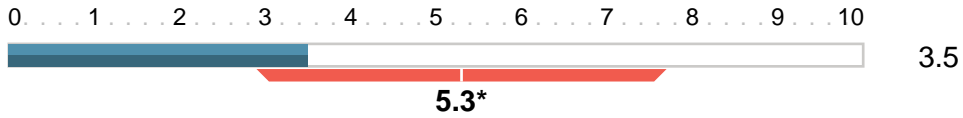


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# Behavioral Hierarchy

**12. 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.



WB: 68-81-62-46 (29)  
\* 68% of the population falls within the shaded area.













## Job Rewards/Culture Composite

	REWARDS/CULTURE	C	R1	R2	R3
1	Theoretical	8.1	8.4	6.0	10.0
2	Utilitarian/Economic	7.3	7.2	7.2	7.6
3	Individualistic/Political	5.6	5.2	7.2	4.4
4	Social	5.3	5.6	4.4	6.0
5	Aesthetic	3.8	2.8	4.8	4.0
6	Traditional/Regulatory	3.0	3.2	2.0	4.0



## Organizational Rewards/Culture Composite

	REWARDS/CULTURE	C	R1	R2	R3
1	Utilitarian/Economic	9.6	10.0	10.0	9.0
2	Theoretical	9.0	9.0	9.0	9.0
3	Individualistic/Political	7.0	5.0	9.0	7.0
4	Traditional/Regulatory	5.6	8.0	2.0	7.0
5	Aesthetic	4.0	3.0	5.0	4.0
6	Social	4.0	3.0	2.0	7.0



## Behaviors Composite

	BEHAVIORS	C	R1	R2	R3
1	Frequent Interaction with Others	8.3	8.0	8.0	9.0
2	People Oriented	8.0	8.0	7.5	8.5
3	Customer Relations	7.4	7.2	7.0	8.0
4	Competitiveness	7.3	7.0	7.0	8.0
5	Frequent Change	6.5	6.2	7.0	6.5
6	Versatility	6.3	6.0	6.5	6.5
7	Following Policy	5.8	6.2	5.2	6.0
8	Follow Up and Follow Through	5.7	6.0	5.2	6.0
9	Urgency	5.5	5.0	6.0	5.5
10	Consistency	5.1	5.5	4.8	5.2
11	Organized Workplace	3.5	4.0	3.0	3.5
12	Analysis of Data	3.5	4.0	3.5	3.0



## Respondent Key

R1: SUBJECT MATTER EXPERT (SME) #3  
R2: SUBJECT MATTER EXPERT (SME) #1  
R3: SUBJECT MATTER EXPERT (SME) #2