



# **AutoServicePro™**

**Suitability for Customer Care Service and Sales**



## AutoServicePro™ Science Score

### OVERALL RECOMMENDATION



PROCEED WITH EXTREME CAUTION  
PROCEED WITH CAUTION  
**PROCEED**

### AutoServicePro™ SCIENCE SCORE

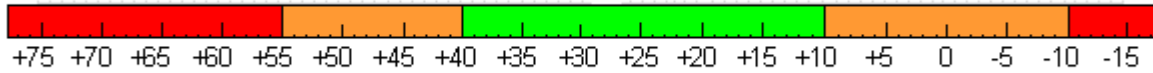
|   | Score                        |  | Rating   |
|---|------------------------------|--|----------|
| <b>EP = Self Management</b><br>Predicts Self Management Potential   | <u>21</u>                    | If EP is 10 - 40      5<br>If EP -10 to 9      4<br>If EP > 40 or < -10      3 | <u>5</u> |
| <b>MP = Motivational Profile</b><br>Describes Motivational Factors and Predicts Closing Style<br><br><b>IP = Team Orientation</b><br>Describes the Comfort and Need for Structure and Systems | <u>-12</u><br><br><u>-27</u> | <b>Subtract 1 if:</b><br>MP > 40 or < -30<br>or<br>IP > 35 or < -40            | _____    |
| <b>SD = Self Directed</b><br>Reflects Feelings of Being in Control<br><br><b>NSP = Networking/Self-Promotion</b>  | <u>45</u><br><br><u>30</u>   | <b>Subtract 1 if:</b><br>SD is less than 25<br>or<br>NSP is less than 25       | _____    |
|   |                              | <b>FINAL CCP™ RATING (min.=1)</b>  | <u>5</u> |

| Science Rating |                    |              |                             |                                     |
|----------------|--------------------|--------------|-----------------------------|-------------------------------------|
| 5<br>Excellent | 4<br>Above Average | 3<br>Average | 2                           | 1                                   |
| <b>PROCEED</b> |                    |              | <b>PROCEED WITH CAUTION</b> | <b>PROCEED WITH EXTREME CAUTION</b> |

## CHARACTER TRAITS – PERSONALITY

**SELF-STARTING:** Self-management; Initiating/responding; Ability to organize, and monitor results.

### **SELF-MANAGEMENT**



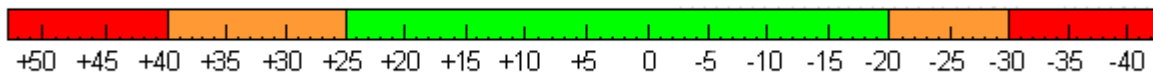
VERY PROACTIVE

RESPONSIVE

| Scores          | Interpretation   |
|-----------------|--|
| <b>&gt;55</b>   | <b>Strong Caution</b> – Potentially too strong for the culture (very competitive, aggressive personality). If brought into the business will excel, but will be quickly looking for other opportunities to progress in their career. |
| <b>40 - 55</b>  | <b>Mild Caution</b> – Potentially too strong for the culture. Competitive and proactive in setting goals.  |
| <b>10- 39</b>   | <b>Excellent</b> - Good self-manager; some balance towards following a process.  |
| <b>9 - -9</b>   | <b>Mild Caution</b> - More responsive than proactive; lower than average self management.  |
| <b>&lt; -10</b> | <b>Strong Caution</b> – Very responsive and needs a strict process to follow in order to self manage.  |

**MOTIVATORS (MOTIVATIONAL PROFILE):** Closing Style/Money Motivation; Sense of urgency; Relationship Building/Serviceing.

### **MOTIVATIONAL PROFILE**



CHALLENGE ORIENTED

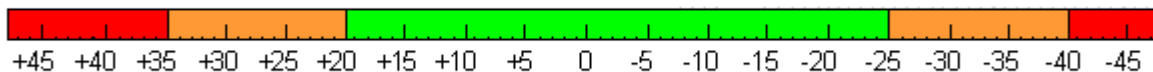
CHALLENGE/SERVICE

RELAXED/DEPENDABLE

| Scores           | Interpretation   |
|------------------|--|
| <b>&gt; 40</b>   | <b>Strong Caution</b> – Very bottom-line driven, impatient, hurried, extremely hard closer.  |
| <b>39 -25</b>    | <b>Mild Caution</b> – Hard closer, can be impatient at times with clients, motivations are towards money and challenge primarily;  |
| <b>25- -19</b>   | <b>Excellent</b> – Good closer, balance between money/challenge and relationship building and has a good sense of urgency.   |
| <b>-20 - -29</b> | <b>Mild Caution</b> – Motivated by safety/security and the people side of the business; tendency to be service oriented; soft closer; good fit to relationship-based sales; persuasive |
| <b>&lt; -30</b>  | <b>Strong Caution</b> – Motivations are more towards safety and security versus challenge/money; weak “closer” or “no closer”  |

**TEAM ORIENTATION:** Need for structure and feedback; Coaching style; Retention

### **TEAM ORIENTATION**



VERY INDEPENDENT

INDEPENDENCE ORIENTED

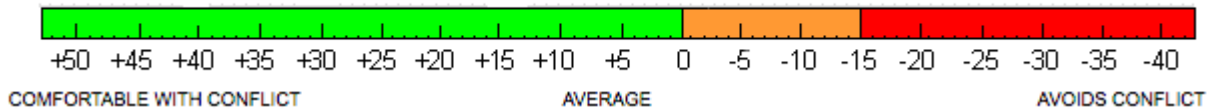
TEAM ORIENTED

VERY TEAM ORIENTED

| Scores          | Interpretation  |
|-----------------|---|
| <b>&gt; 35</b>  | <b>Strong Caution</b> – Very independent; does not like structure or feedback, difficult to coach.  |
| <b>34 - 20</b>  | <b>Mild Caution</b> – Prefers autonomy in their work environment, but will integrate with existing structure. This person prefers minimal amount of feedback or interaction with the team. Could be some challenges with coaching.      |
| <b>19 - -24</b> | <b>Excellent</b> – The people work well within a team player and existing structure. Can operate independently.   |
| <b>&lt; -25</b> | <b>Strong Caution</b> – Strongly oriented towards dependency; may require more than usual attention from the manager or people on their team. This person has a high need for structure, feedback and reassurance on a continual basis. |

**COMFORT WITH CONFLICT:** A person's level of comfort dealing with conflict.

**COMFORT WITH CONFLICT**

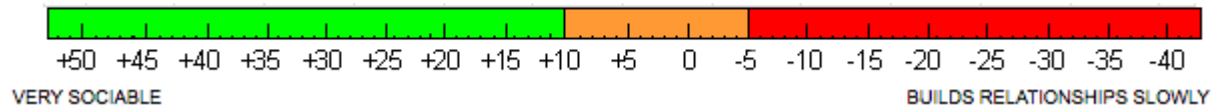


| Scores  | Interpretation   |
|---------|--|
| >0      | <b>Excellent</b> – deals well with situations of interpersonal conflict  |
| 0 - -15 | <b>Mild Caution</b> – Would prefer not to deal with situation where conflict might arise. Will need some coaching. |
| < -15   | <b>Strong Caution</b> – will avoid conflict at all costs   |

**COMMUNICATION STYLE**

**PEOPLE ORIENTATION:** A person's natural interpersonal communication style

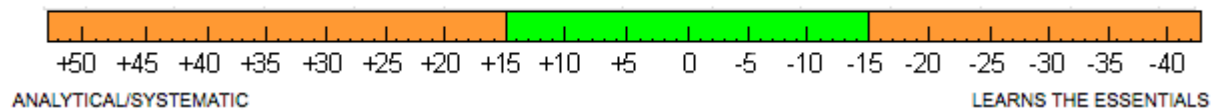
**PEOPLE ORIENTATION**



| Scores | Interpretation   |
|--------|--|
| > 10   | <b>Excellent</b> – Very sociable, outgoing and friendly                |
| 9 - -4 | <b>Mild Caution</b> - May not be comfortable dealing with other people |
| < -5   | <b>Caution</b> - Shy, reserved, and builds relationships slowly        |

**DETAIL ORIENTATION:** Interest in learning technical material; Detail orientation.

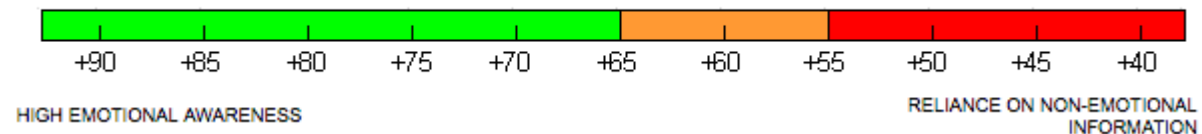
**ANALYTICAL ORIENTATION**



| Scores   | Interpretation  |
|----------|---|
| > 16     | <b>Mild Caution</b> – Very detail oriented, but may get bogged down in details. |
| -15 – 15 | <b>Excellent</b> – Will pay attention to the details and enjoys learning.       |
| < - 15   | <b>Mild Caution</b> – Learns only the necessities.                              |

**EMOTIONAL INTELLIGENCE:** Approach to manage emotional information about themselves and others

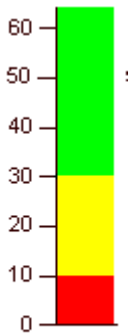
**EMOTIONAL QUOTIENT**



| Scores  | Interpretation   |
|---------|--|
| > 65    | <b>Excellent</b> – Very good at understanding and using emotional information. |
| 65 - 55 | <b>Mild Caution</b> – Some potential growth opportunities.                     |
| < 55    | <b>Strong Caution</b> – Low understanding and using emotional information.     |

## ATTITUDES

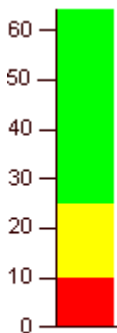
**SELF DIRECTED:** Self Confidence; The degree of feeling in control of their own environment.



SC

| Scores         | Interpretation  |
|----------------|---|
| <b>&gt; 30</b> | <b>Excellent</b> – Feeling very much in control, high level of self confidence          |
| <b>29 – 10</b> | <b>Mild Caution</b> - May not be feeling in control. Explore Caution.                   |
| <b>&lt;10</b>  | <b>Strong Caution</b> – does not feel in control of their environment. Explore cautions |

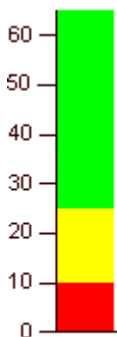
**LIFESTYLE MANAGEMENT:** Effectiveness in coping with a demanding lifestyle; Handling stress.



LM

| Scores         | Interpretation  |
|----------------|---|
| <b>&gt; 25</b> | <b>Excellent</b> – Handles stress and demanding lifestyle very well                             |
| <b>10 -25</b>  | <b>Mild Caution</b> – may be dealing with current stress or does not handle stress well at all. |
| <b>&lt; 10</b> | <b>Strong Caution</b> – indicating few coping skills or current stress level high               |

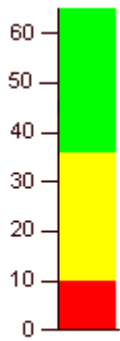
**NETWORKING AND SELF PROMOTION:** Reflects individual's approach to networking; Dealing with rejection; Selling self and the organization.



NSP

| Scores         | Interpretation  |
|----------------|---|
| <b>&gt; 25</b> | <b>Excellent</b> – very comfortable promoting self and product; Handles rejection well                          |
| <b>10 -25</b>  | <b>Mild Caution</b> – may show some discomfort with promoting self and products. Some sensitivity to rejection. |
| <b>&lt; 10</b> | <b>Strong Caution</b> – Uncomfortable promoting self and products. Sensitive to rejection.                      |

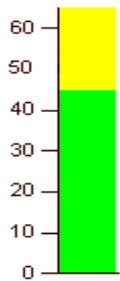
**LISTENING STYLE:** Approach to listening to others and gathering information



LS

| Scores  | Interpretation   |
|---------|--|
| > 35    | <b>Excellent</b> – a very effective listener   |
| 10 - 35 | <b>Mild Caution</b> – may talk over client or interrupt them. Can miss valuable information during conversation      |
| < 10    | <b>Strong Caution</b> – constantly interrupting other people may and misses relevant information during conversation |

**UNCERTANTY COEFFICIENT (Honesty):** Reliability of Results



UC

| Scores | Interpretation  |
|--------|---|
| > 45   | <b>Excellent</b> – Results are Reliable               |
| < 45   | <b>Caution</b> – Results warrant further exploration. |