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SALES INDICATOR

Job Match Management Report

Wednesday, October 11, 2006

Sue SuperSales

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Building and Retaining the High Performance Workforce

GUIDE TO THE JOB MATCH MANAGEMENT REPORT

The *Profiles Sales Indicator Job Match Management Report* presents the following information you will find helpful for managing Sue SuperSales:

- **Sales Indicator Summary** – This chart provides a snapshot of the Sales Success Qualities Sue SuperSales brings to the job. It shows the overall match to the job and individual scores. You will also see how the scores match the target pattern.
- **Sales Success Qualities** – This section of the report has a more complete description of the Sales Success Qualities you can expect from Sue SuperSales.
- **Critical Sales Behaviors** – This section describes Sue SuperSales with regard to seven Critical Sales Behaviors considered important for success in selling.

Please consult the User's Guide for additional information on using these results in working with Sue.

Sales Indicator Summary

Job Match Pattern: PSIPatternConcTest

Job Match Percent  **93%**

Competitiveness

- Reserved
- Non-confrontational
- Cooperative



- Persuasive
- Confident
- Assertive

Self-Reliance

- Welcomes support
- Appreciates the need for procedures



- Independent
- Individualistic

Persistence

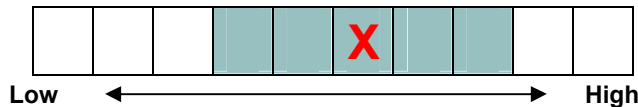
- Flexible
- Good sensitivity
- Limited follow-through



- Persevering
- Unwavering
- Emotionally tough

Energy

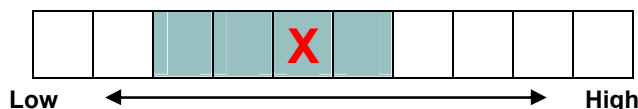
- Systematic
- Steady paced
- Patient



- High endurance
- Spontaneous
- Fast paced

Sales Drive

- Relaxed
- Unassuming
- Process focused



- Success oriented
- Outcome focused
- Internally driven

The shaded areas represent the range of characteristics provided by your organization for this job pattern.

The "X's" indicate this individual's scores.

The Distortion Scale deals with how candid and frank the respondent was while taking this assessment.

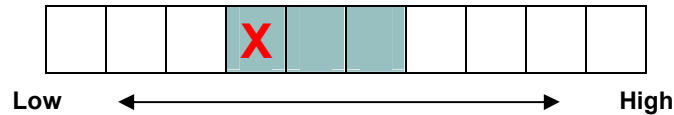
The range for this scale is 1 to 9, with higher scores suggesting greater candor.

The Distortion Scale score on this assessment is 9

Sales Success Qualities

This section further details the results for Ms. SuperSales. For each quality, you will see the Job Match Pattern and the score obtained. Following this, the bulleted statements from the individual's report are shown, along with comments directed toward her supervisor. Should the score fall outside of the Job Match Pattern, additional comments are provided.

Competitiveness



- When her group works collectively, she will probably be willing to affirm what others suggest, rather than stand up for a different proposal of her own. Reward every attempt she makes in this area, with the ultimate goal being greater assertiveness.
- It occasionally helps her to practice her presentations, because she has enough competitiveness to assert herself with moderate confidence. Provide the resources available for her to accomplish this.
- She is not liable to overshadow others or forcefully try to influence their opinions, except in special circumstances. You may have to offer her some motivation to do so when the situation calls for it.
- She is not always the first to speak her mind in a group, unless she happens to generate a good idea and is willing to defend it. As she becomes more comfortable with this group, it is possible that a better sense of confidence will appear.

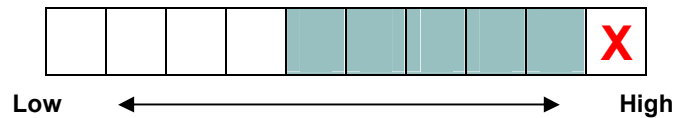
Self-Reliance



- Occasionally, she may need to practice a sales call with a script, so that she is comfortable, confident and credible in her presentation. Your coaching could aid in this area.
- A sales environment that rewards following procedures and maintaining specific goals is compatible with her sales style. In most cases, a productive sales environment may require more independence than she seems to express.
- It can be frustrating for her to deal with a distant and unavailable supervisor. You should do what you can to provide backup for her at work.
- Some say they work best when they have no idea what is “just around the corner,” but for her, a little predictability can go a long way toward personal satisfaction. You may have to encourage further training if her structured sales style is incompatible with this particular sales environment.

The shaded areas represent the range of characteristics provided by your organization for this job pattern.
The “X’s” indicate this individual’s scores.

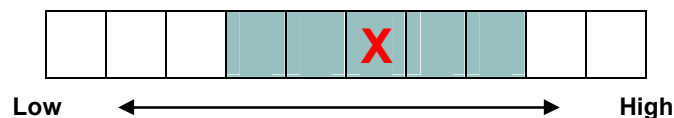
Persistence



On the Persistence scale Ms. SuperSales is above the profile for this Job Match Pattern. This suggests that her ability to see something through to the very end is greater than the position typically requires and that she may become frustrated by the adjustment and adaptation typical of this position. Discussions with her should explore the possibility that the needs of this position may not be focused enough to maintain her motivation and/or level of performance.

- Often, she may find herself trying to succeed when others have decided the risk of failure is too high. Her single-mindedness may need occasional monitoring by you to be certain that her drive and focus are not unfounded.
- Emotionally tough, time pressures or minor setbacks rarely break down her resolve. This tenacity can be an effective tool in encouraging others in the team during minor holdups.
- If accomplishing a goal is creating stress among team members, she usually persists without hesitation. Her steadfastness can be used as a motivational tool with your direction.
- She is willing to accept a challenge, even if failure is a potential result. Rewarding her resolve enhances her healthy respect for accepting risk.

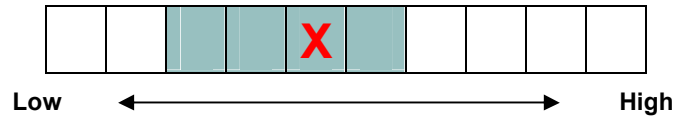
Energy



- She is often on the move, but occasionally requires time to recuperate. You should be able to rely on her ability to keep up a good pace.
- Her moderate level of determination and enthusiasm can be motivational to others, yet she is equally capable of turning to others for her motivational needs. She should, in other words, be open to working closely with others to build and share enthusiasm and encouragement.
- If given the opportunity to balance excitement with consistency in her everyday procedures, she usually accepts with interest. Too much of either may upset her balanced level of energy.
- She may sometimes prefer active responsibilities to dealing with the mundane routines of the office. Maintain an awareness of her motivational level when the current responsibilities are more routine than usual.

The shaded areas represent the range of characteristics provided by your organization for this job pattern.
The "X's" indicate this individual's scores.

Sales Drive



- She occasionally shows a tendency to postpone taking action when problems are not clearly defined, probably in an effort to avoid high risks. You may need to try some creative interventions to help her acquire a better appreciation of risk-taking.
- Others may sometimes assume that she is less involved with a particular challenge than she really is. She may find it difficult to express her drive for sales in a way that is familiar to others. Keep communications flowing.
- She may occasionally say yes to an unfavorable agreement rather than turn it down and should guard against being easily maneuvered. Make yourself available so that she may easily turn to you when she is in doubt about a situation.
- In general, the satisfaction of a customer is more important for her than winning at all costs. You may be able to counsel her on the effectiveness of a win/lose attitude where appropriate, while maintaining a strong customer satisfaction ideal.

The shaded areas represent the range of characteristics provided by your organization for this job pattern.
The "X's" indicate this individual's scores.

Critical Sales Behaviors

This section presents seven sales behaviors that were developed from a combination of Sales Success Qualities. They are typically considered important for success in most selling situations. The statements provided should be considered when working with Ms. SuperSales.

PROSPECTING

More often than not, Ms. SuperSales has the energy to hunt for opportunities. She responds more effectively when the structure for prospecting is provided by her organization. She should stay with the task consistently, gathering as much information as necessary from each potential prospect, thus allowing her to move directly into the sales mode.

CLOSING THE SALE

Ms. SuperSales is most comfortable asking for an order when she is certain the prospect understands how it will be of benefit. She will not easily take "no" for an answer, however. In fact, she will stay with a prospect and ask for the sale as often as it takes to get a definite answer. She will tend to carefully qualify the prospects before trying to close them.

CALL RELUCTANCE

With her sound level of energy, she should be able to routinely apply vigorous effort in a broad range of business activities. It may not come naturally for Ms. SuperSales to contend with co-workers, yet she may draw on her need to network with others in order to best accomplish the task. Occasionally, Ms. SuperSales may be hesitant to make calls, but is able to push past that reluctance when motivational support is available.

SELF-STARTING

If given the opportunity to add excitement to her daily events, Ms. SuperSales usually accepts it willingly. The bustle and stress of a fast paced profession can be motivational for her. However, Ms. SuperSales probably performs best when a supervisor sets specific goals for her to attain. It is rarely a problem for her to deal with an attentive supervisor. Areas that may need to be developed include the ability to set internal goals, enhance overall drive for sales and decrease distractibility when she is under pressure. One of the most motivational aspects of sales for her can be the service she provides to a customer, and the satisfaction they express for that service, so this may be needed when trying to enhance her overall self-starting potential.

WORKING WITH A TEAM

More often than not, Ms. SuperSales will be willing to support a fine plan rather than to demand others to go along with her. Ms. SuperSales is a team player who accepts the role of follower but may be willing to lead others when the setting is familiar and she feels her expertise will aid the group in a positive manner. It is rarely a problem for Ms. SuperSales to accept another individual's influence or authority. If one individual in the team is prone to take charge independently, Ms. SuperSales usually has less of a problem with it than others. She is willing to put her own needs aside for the benefit of the team. It is rarely a problem for her to deal with an attentive supervisor and she will do best when part of a collective of people striving toward a common goal.

BUILDING AND MAINTAINING RELATIONSHIPS

Establishing and maintaining client relationships will be relatively easy for Ms. SuperSales since she has the energy and high persistence to keep her going. However, Ms. SuperSales probably performs best when a supervisor sets specific goals for her to attain, including a plan for keeping up with clients. This particular level of self-reliance may cause her to seek out a boost from a supervisor in order to develop the initiative needed to create relationships with clients. A strength for her is her tenacity, which can be an effective tool in maintaining relationships with clients.

COMPENSATION PREFERENCE

Ms. SuperSales seeks a reliable, safe means of insuring cash flow. Being top of the sales board or in a position of recognition is of minor importance to one with a combination of traits such as is seen here. One of the most motivational aspects of sales for her can be the service she provides to a customer, and the satisfaction they express for that service.

NOTE: This job match pattern should reflect your expectations and/or how your top performers responded to the Profiles Sales Indicator. The report indicates how this individual's results compared with the job match pattern. A continuing review of the impact and effectiveness of this job match pattern is important to ensure that it reflects your company's needs and culture.

When using this report for decision-making, its contents should not be used as the basis for more than one-third of any decision. Profiles International, Inc. is only responsible for the contents of this report and is not liable for any unauthorized disclosure or misuse of the information contained herein.