

WIMBUSH INDIVIDUAL CONTRIBUTOR ABILITY TEST RESULTS

RESULTS FOR: **Good CSR Manager**

Date: 9/29/2013

Contact Person Fletcher Wimbush

Position: CSR MANAGER

Researcher's Comments: Please feel welcome to call me with any questions. 719-637-8495

Good with People and Excellent Logic.

My comments will be included in the Aptitude test results.

Minutes to do the test:

28

Because it took less than 29 minutes, the overall results were increased by 10%.

Position Benchmarks: CSR MANAGEMENT

DEFINITION:

CSR MANAGEMENT: This Employee will be dealing with and handling people in a supervisory manner. S/he will know how to handle and work with people effectively and be bright.

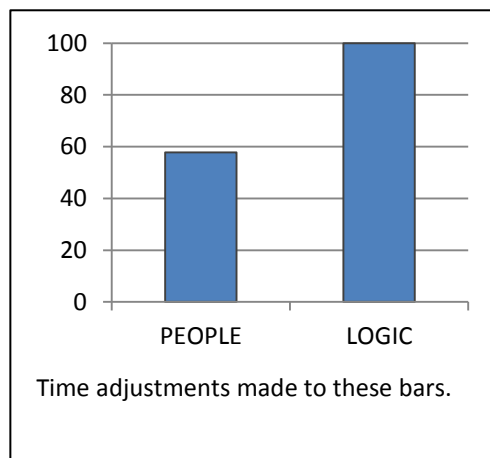
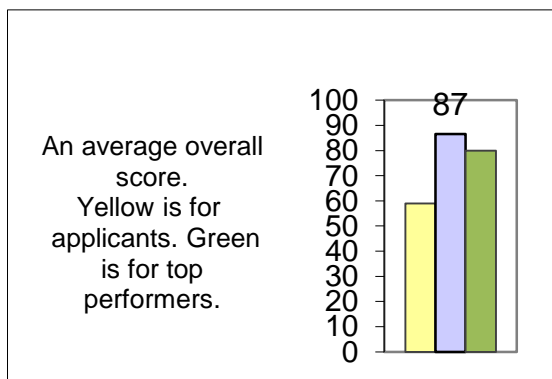
TESTING PROFILE:

CSR Managers should get overall scores on this assessment around the 75 level. Higher level executives and managers will get even better scores.

Honesty: **83**

Attitude: **31**

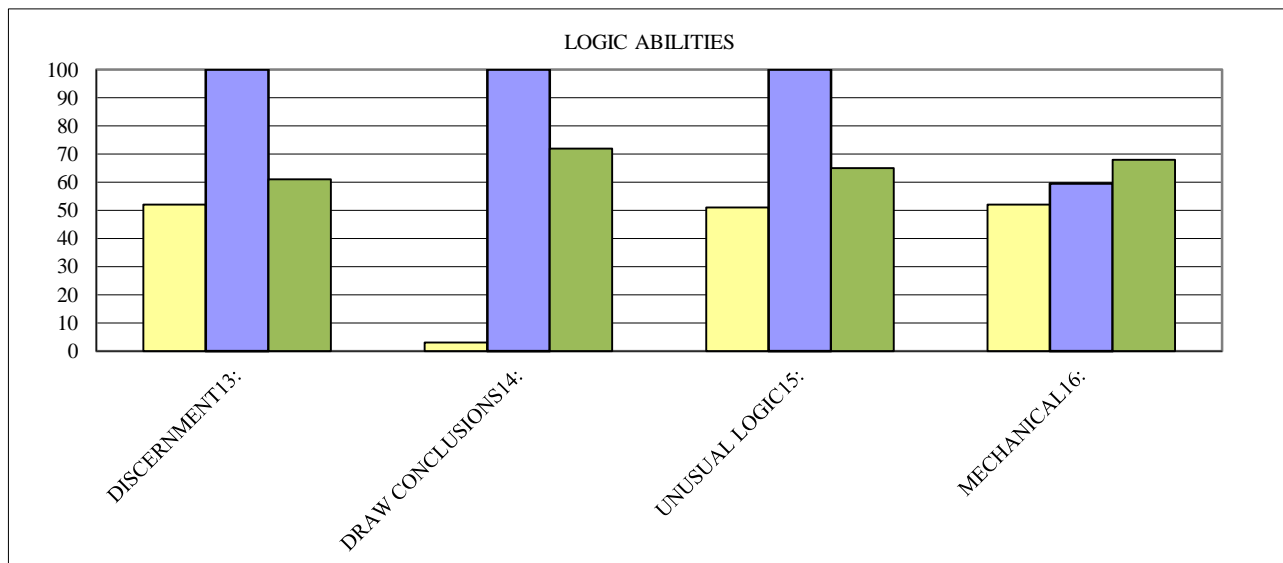
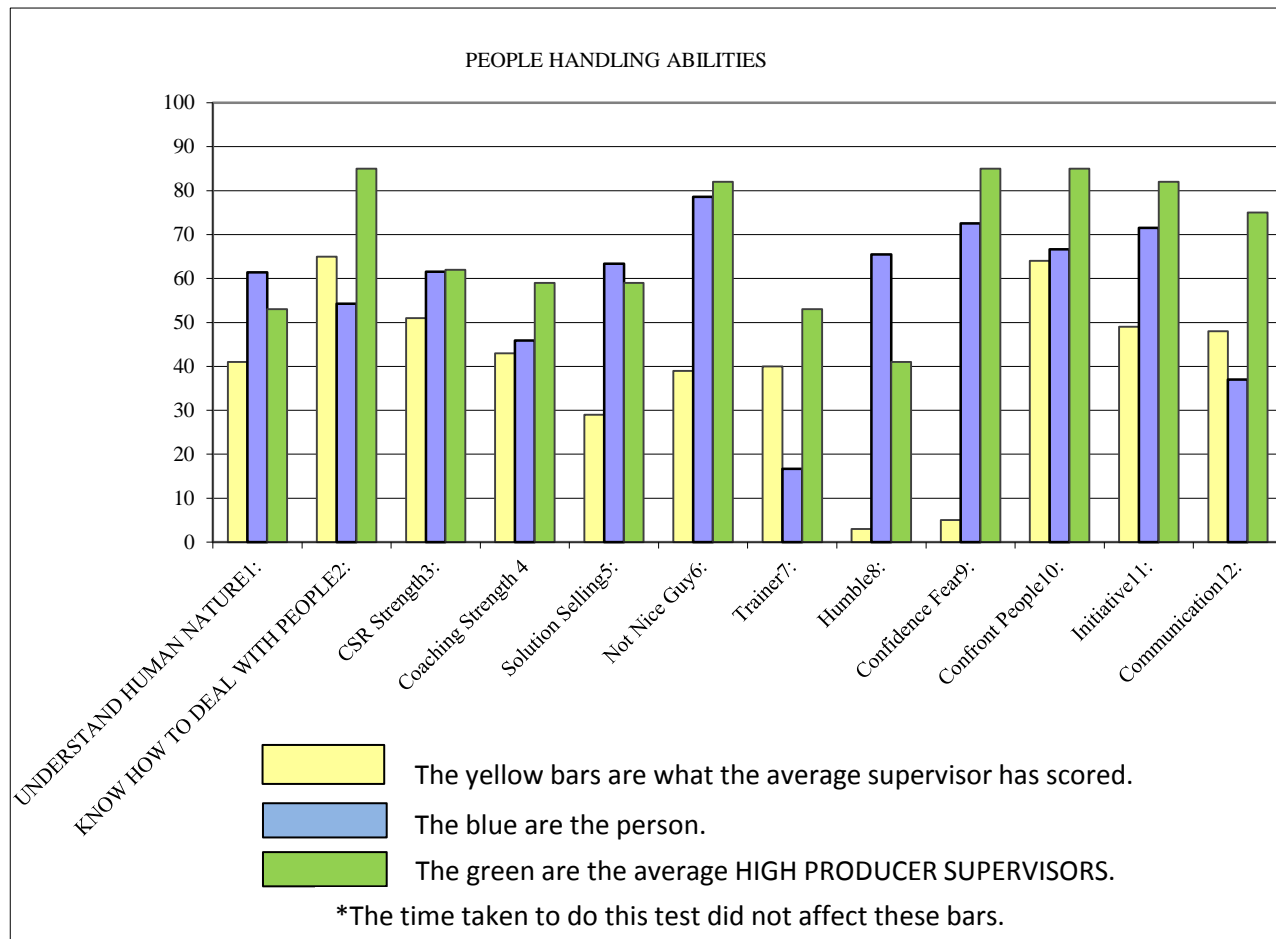
IC ABILITY CHARTS



PEOPLE and LOGIC Percentage with time adjustments:

87

PEOPLE AND LOGIC CHARTS



IC ABILITY People Traits and Descriptions

PEOPLE PERSON/LOGICAL PERSON BALANCE:

This person is better at analytical problem solving than dealing with people.

UNDERSTANDING HUMAN NATURE:

Understanding how people will behave, or are, in given situations is excellent.

KNOWING HOW TO DEAL WITH PEOPLE:

Knowing how to deal with people in given situations is borderline.

CSR (CUSTOMER SERVICE REPRESENTATIVE) STRENGTH:

An excellent savvy of being CSR humble but poor CSR communication and good CSR listening.

COACHING STRENGTH:

An OK savvy of a realistic approach, excellent coaching motivation but OK coach listening.

SUB COACHING-A realistic approach.

An excellent understanding of reading people signs but very poor interactive coaching.

SOLUTION SELLING:

A borderline understanding of speaking up, excellent sol. sell. listening but poor questioning.

NOT A NICE GUY:

An excellent understanding of confronting reality but very poor not being nice about confronting people.

TRAINER:

A very poor understanding of the value of interactive training yet good observing comprehension.

HUMBLE:

This person is modest, willing to admit mistakes and has a good idea of one's limitations.

CONFIDENCE FEAR:

This person has an excellent understanding how fear can affect personal confidence.

CONFRONT PEOPLE:

This person has a very good understanding of the need to confront people at times.

INITIATIVE:

This person believes in using initiative.

COMMUNICATION:

This person has a borderline idea of what it takes to efficiently get an idea over to another.

IC ABILITY Logic Traits and Descriptions

DISCERNMENT:

This person is excellent at seeing the subtle differences between one thing and a similar group of things.

DRAW CONCLUSIONS (Only 2 questions to this trait.):

This person is Excellent at being able to deduct one piece of information from another group of information.

UNUSUAL LOGIC:

This person has an excellent ability to step outside the box and see simple solutions to logic problems.

MECHANICAL PROBLEMS:

This person is OK at being able to solve mechanical problems accurately.