

ASSESSMENT RESULTS

PERSONAL & CONFIDENTIAL	
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POSITION:	Account Management
DATE	December 9, 2008
ADDRESS	C/O The Receiver Your Company PO Box 1234 Anycity, OH 40000-1234

The validity scales from the Self-Descriptive Index indicate that you answered the questionnaires in an extremely open and forthright manner and, therefore, probably exaggerated your limitations. However, the results presented here are an accurate description of your work style and motivational needs. You may have had problems completing some of the items appropriately because you might not have fully understood the meaning of the statements or you could have responded a little too carelessly.

Skills Potential Summary

All scores shown are percentile scores, which range from 1 to 99. These scores indicate how an individual compares to a large sample of professionals who completed the assessment. Do not confuse percentile scores with percentage correct scores. Percentile scores allow you to compare one person's scores with a group of others who took the assessment.

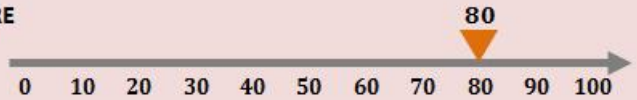
According to Chally's analysis of Your Company position information, we have agreed that the following Sales Skills are most critical to success in this position:

CRITICAL SUCCESS SKILLS	PERCENTILE
MAXIMIZE RESULTS BY SYSTEMATICALLY MANAGING AN ACCOUNT PLAN	80
DRIVEN TO PRODUCE BY INCREASING SALES TO EXISTING ACCOUNTS	97
WORK THE SYSTEM FOR THE CUSTOMER	34
EDUCATE CUSTOMERS THROUGH STRUCTURED TRAINING	75
PROMOTE CUSTOMER RELATIONS BY SOLICITING FEEDBACK	43
RESPOND AT ANY HOUR	81

In-Depth Evaluation of Critical Skills Potential for Account Management

MAXIMIZE RESULTS BY SYSTEMATICALLY MANAGING AN ACCOUNT PLAN

SCORE

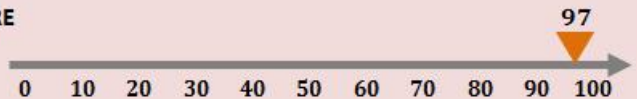


Consistently meet or exceed sales targets through personally controlling the critical aspects of the sales and delivery processes; systematically work each account plan and anticipate problems in order to work around them; are driven to win customers' attention and treat their business as an honor, never letting them feel taken for granted

Skill/Capability Level: You possess a strong desire to succeed and take responsibility for reaching or surpassing sales goals by personally managing the principle stages of the sales and delivery process. You understand the importance personal dedication and involvement play in achieving your goals. You implement a system to handle the key tasks inherent in account management so that you can anticipate issues that could prevent you from achieving the desired high level of success. In this way, you can plan contingencies to prevent or work around them. You do not get caught up in administrative tasks or the sales process itself, but make the customer your main focus. You go out of your way to meet requests so that the customer feels that they are your primary concern.

DRIVEN TO PRODUCE BY INCREASING SALES TO EXISTING ACCOUNTS

SCORE



Motivated to advance in a sales career by increasing the product diversity offered to existing accounts; concentrate on finding avenues to generate increased sales from established accounts; work to increase revenue by identifying additional products to complement what is currently sold to the existing customer base

Skill/Capability Level: Your goal is to grow sales by finding additional opportunities to serve existing customers or expanding the base through referrals to other contacts. For you, cultivating new leads is not as important as maximizing the customers and leads currently at your disposal. You are willing to explore new product applications to be able to increase the repertoire of products you can offer to existing customers. You seek new ways to satisfy the needs of your entire customer base so that you can increase sales.

WORK THE SYSTEM FOR THE CUSTOMER

SCORE

34



Show skill and ease at working in groups; work with others to achieve better results and forge close working relationships and alliances in order to get things done; are quick to cooperate versus expect others to bend to your wishes; support joint ownership and shared recognition for results; recognize the advantages of group participation in planning and problem solving

Skill/Capability Level: When working to accomplish a task or goal, you may rely on your own ideas and skills rather than consult and work with co-workers, other departments, or management. You may view working within a team as an annoyance rather than as a valuable resource for achieving success.

Coaching Suggestions: Keep in mind that, although solo flying may be enjoyable, there may be times when your efforts could be more effective by having a co-pilot. Have you ever felt the need to return a favor? If you cooperate with someone else, there is a greater likelihood that the person you helped will be willing to cooperate in the future.

EDUCATE CUSTOMERS THROUGH STRUCTURED TRAINING

SCORE

75



Help the customer to gain maximum benefit from the product or service by committing to continuous education that provides information updates or product training; prepare more structured sessions to cover the most critical areas of learning; stay on top of information needed by customers in an effort to serve as a resource; take responsibility for motivating customers to update their information; reinforce shared information through periodic repetition; routinely adjust education process to address individual and group progress or understanding

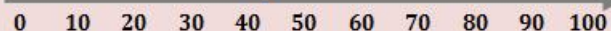
Skill/Capability Level: You prepare training presentations for your audience, and you stay on top of new information in order to serve as a group resource. You do your best to cover the areas most critical to maximizing the benefits your customers will receive from your products and services. When training, you center your efforts on those key competencies most likely to have a positive impact on customers' ability to maximize the benefits of your products or services. You provide relevant information while making the training inviting and easy to learn.

**PROMOTE CUSTOMER RELATIONS BY SOLICITING
FEEDBACK**

SCORE

43

0 10 20 30 40 50 60 70 80 90 100



Seek customer feedback regularly to verify satisfaction and uncover minor issues which could escalate if left unattended; solicit suggestions for continuous improvement and demonstrate personal attention to the customer even when there is no problem; listen to feedback without judgment or defensiveness, remaining focused on results rather than personal feelings; stay logical and objective and refrain from expressing personal frustrations to the customer; ensure future business by anticipating and removing potential sources of dissatisfaction

Skill/Capability Level: You may be reticent to probe for problems that may be in the early stages of development. You may take a reactive, rather than proactive approach to customer relations, preferring to wait for the customer to contact you instead of regularly asking for feedback and addressing minor concerns before they build into problems. As a result, your customers could feel that their satisfaction is not of importance to you. You might have difficulty stepping back from situations and looking at customer comments objectively. You might become defensive when faced with negative service feedback and thus add your own emotions to those of the customer. Consequently, you could inflame the situation instead of restoring satisfaction and improving the longevity of the relationship.

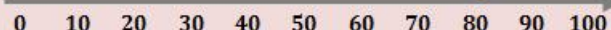
Coaching Suggestions: Design a call schedule that includes number and frequency of customer calls, purpose and expected actions to be taken, and outputs or results expected. Once the schedule is in place, stick to it. If you are reluctant to probe customers for potential problems, remember that this is your chance to take care of small concerns before they cause real trouble. Ask your manager for suggestions for quickly handling small issues and remember to keep a log of common ones so that you can find the source and prevent their recurrence. You need to learn to step back and look at customers' input objectively. Remember that adding your own emotions and judgment to a situation will only serve to inflame the situation. All customers have concerns at one time or another, so you'll need to get some advice from your manager for creating positive, logical methods for resolving issues. Ask for assistance with particularly difficult customers and ensure that the same concerns are not recurring.

RESPOND AT ANY HOUR

SCORE

81

0 10 20 30 40 50 60 70 80 90 100



Organize time to cover ongoing priorities and will make arrangements to cover whenever absence is unavoidable; understand that rewards are commensurate with effort and invest the time to get the job done; use time efficiently during regularly scheduled hours so that extra hours are not inevitable, but are responsive to additional requirements or demands when necessary

Skill/Capability Level: You use your time efficiently during the day in order to avoid regular after-hours work, but your sense of duty will allow you to easily pitch in when late demands require your assistance. You accept that your responsibilities to those who count on you cannot always be met during regular working hours. You establish a back-up person to support your customers when you are not available. You know that some absences may be unavoidable and thus prepare a system to handle unpredictable or unpreventable overloads when you cannot provide customer support.

Key Motivational Characteristics

The motivational characteristics described below measure your preferences, wants, or desires. However, they DO NOT necessarily indicate that you currently have developed the habits or skills to satisfy them entirely on your own. You may wish to note these specific motivational needs and utilize the suggested tips to enhance your potential.

MOTIVATIONAL CHARACTERISTICS	TIPS
You are not satisfied using accepted procedures but prefer developing new ways of approaching your objectives.	Administrative assistance or management software may be helpful since you will be less interested in the consistent follow-up that may be necessary to track loose ends.
You have an aggressive style that may be perceived by some as too pushy. You may intimidate some who do not feel comfortable communicating their concerns and needs with you.	You need to be cognizant of how you are perceived and recognize when you might be offending others or eliciting negative reactions.
You have an idealistic outlook on life and feel that what you expect is what you get. You do not always feel it is necessary to make extensive preparations for the future because, in your view, whatever happens is most likely for the best.	Although your expectations of life are rosy, it may be worth your while to prepare alternatives to just letting things happen. A good outline for the future will serve as a road map should things not work out as you anticipate.
You operate most comfortably with people in a congenial, face-to-face work environment. You read others' reactions and make necessary adjustments in your approach. You prefer not to offend the people with whom you interact.	You are uncomfortable working alone for long periods of time. You need to build time with people into your day if you are working on solitary tasks.
You need a challenge, but can lose ambition if it seems too formidable. You have a tendency to hold in anger and blame yourself for failing to achieve high standards of success.	Because you sometimes set goals or standards that are too high, ask for feedback on the value of your work, even if you did not reach your own target.
You have a strong drive to develop close, personal relationships with those around you. An atmosphere of mutual support is a positive work environment for you, but it might develop into a situation where you may favor particular friends.	Be careful that your decisions are objectively sound and consistent, rather than inadvertently leaning toward those you may feel are most loyal to you.

We hope this report has given you a satisfactory explanation of your profile results, and we wish you luck in your future endeavors.



Solid Science, Better Results