



TTI SUCCESS INSIGHTS™

Work Environment™ Version

Service Assistant
Nova Consulting Group

vs.

Nova Consulting
Arnie Assistant's Natural Style

8-23-2005

A New Level of Thinking

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INTRODUCTION

Every job that requires human effort has a work environment. That work environment can be best described in terms of behavior. Simply put, "If the job could talk, what behavioral characteristics would it ask for?" When you match the behavioral style of the person to the job, the person will be better able to perform the job requirements. If the behavior of the person does not match the job, there will be tension between the job and the person's natural behavior, which may affect longevity and work performance.

This report allows you to compare the natural behavioral style a person brings to the job with the behavior required by the job. Differences do not mean the person cannot do the job IF he/she is willing to pay the price for success. Understanding the job requirements will allow the development of good coping skills, which are essential for positive physical and mental health.



WORK ENVIRONMENT

Our changing work environments require the need to clearly focus on the behavioral job roles. Conflict, misunderstanding, and poor performance can be the price paid for lack of job clarity. Use the report to clarify the behavioral demands of the job.

The Position's overview:

- Team approach to task completion.
- Being loyal to the job, people and company.
- Being obliging and accommodating.
- Limited change or change that is planned in advance and organized.
- Weighing pros and cons before making decisions.
- Leadership by example.
- Power and authority based on expertise.
- Limited confrontation.
- Logical approach to decision making.
- Balance between people and task.
- Concerned with how other people feel.
- Advancement based on knowledge and skills.
- Adherence to safety rules.
- Tangible results although some tasks may be repetitive.
- A helper and counselor approach.



WORK ENVIRONMENT

Our changing work environments require the need to clearly focus on the behavioral job roles. Conflict, misunderstanding, and poor performance can be the price paid for lack of job clarity. Use the report to clarify the behavioral demands of the job.

Arnie's "Natural Style" overview:

- Being steady, patient, and consistent approach to work tasks.
- Team approach to task completion.
- Systematic guidelines and a deliberate approach to problem-solving.
- Accuracy and adherence to standards and procedures.
- Being loyal to the job, people and company.
- Being obliging and accommodating.
- Awareness of errors and mistakes.
- Limited change or change that is planned in advance and organized.
- Weighing pros and cons before making decisions.
- Leadership by example.
- Power and authority based on expertise.
- Limited confrontation.
- Logical approach to decision making.
- Concerned with how other people feel.
- Advancement based on knowledge and skills.
- Adherence to safety rules.
- Little or no people conflict.
- Detailed job description in writing.
- Tangible results although some tasks may be repetitive.



WORK ENVIRONMENT

- Responsibility with limited authority.



DOMINANCE - CHALLENGE

This page of the report lists how the job requires a person to respond to problems and challenges. Scope of authority, power and decisiveness may be key areas. Analyze carefully.

The Position's behavior demands:

1. Conservative and calculating approach to problem solving.
2. Quality over efficiency.
3. Care in delegating assignments.
4. Policies and procedures in writing.
5. Specialized activities and assignments.
6. Logical thinking.
7. Analytical skills.
8. An ability to weigh the pros and cons of a decision.
9. Examples to follow.
10. High tolerance level for conflict.
11. Predictable work environment.
12. Standards to maintain quality.

Arnie's "Natural Style":

1. Some rules and procedures to follow.
2. More emphasis on quality than on efficiency.
3. Adaptability.
4. Leadership by example.
5. Limited scope of activities.
6. Analysis of data before making a decision.
7. Patience.



INFLUENCE - CONTACTS

This page of the report lists how the job requires a person to influence others to a way of thinking or doing. Trust, openness, facts and data (oral or written), discussion, and communication are key areas. Analyze carefully.

The Position's behavior demands:

1. Democratic relationships.
2. Earned trust.
3. Friendly work environment.
4. Verbal skills.
5. Being polite and diplomatic.
6. Working with people.
7. Acceptance of new ideas.
8. Coaching and counseling.
9. Participatory management.

Arnie's "Natural Style":

1. Ability to work alone.
2. Earned trust based on experience.
3. Critical analysis of new ideas.
4. Planned use of time.
5. Logical approach to decision making.
6. Limited contact with people.
7. Conservative approach to new activities.
8. Limited projects with time to complete.
9. Analysis of facts and data.
10. Thinking before acting.
11. Analysis of outcome before delegating responsibility.



STEADINESS - CONSISTENCY

This page of the report lists how the job requires a person to deal with activity levels. Change, persistence, consistency, and listening skills are key areas. Analyze carefully.

The Position's behavior demands and Arnie's "Natural Style":

1. Patience and persistence.
2. Good listening skills.
3. Showing loyalty.
4. Ability to concentrate on task.
5. Follow-through on assigned task.
6. Following established procedures.
7. Identification with team.
8. Security of work situation.
9. Job description in writing.
10. Steady work pace-limited change.
11. Ranking of work tasks.
12. Friendly work atmosphere.
13. Shared information when requested.
14. Organizational chart for clarification of authority.
15. Complete demonstration of task to be completed.
16. Freedom from conflict and confrontation.



COMPLIANCE - CONSTRAINTS

This page of the report lists how the job requires a person to respond to rules and regulations set by other people. Key areas to consider are rules required to maintain quality, accuracy, and precision. Analyze carefully.

The Position's behavior demands:

1. Awareness and sensitivity to rules and procedures.
2. Practical work.
3. Persistence in getting the job completed.
4. Freedom from direct control and supervision.
5. Expression of new ideas.
6. Limited independence to question procedures.
7. Testing new ideas and procedures.
8. Taking calculated risks.
9. Questioning the status quo.

Arnie's "Natural Style":

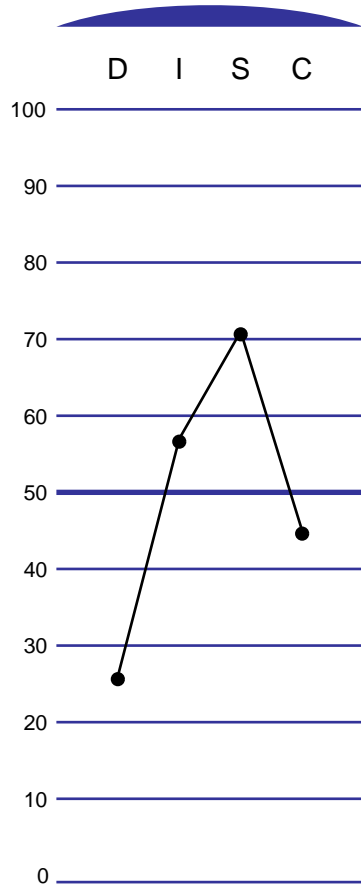
1. Rules and procedures.
2. High quality control standards.
3. Systematic approach.
4. Work done accurately the first time.
5. Analysis of facts and data.
6. Clarification of responsibility and authority.
7. Clean, tidy and organized work station.
8. Time to perform quality work.
9. Balanced judgment.
10. Analysis of outcomes before initiating change.
11. Few mistakes.
12. Well defined job description and expectations.
13. Complete instructions.



WORK ENVIRONMENT™

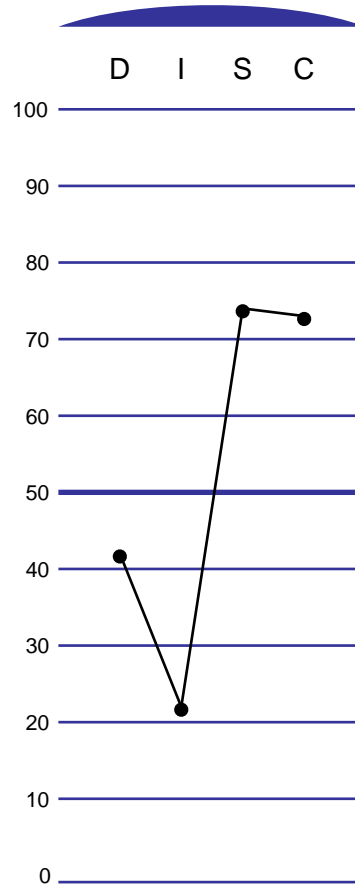
Service Assistant Nova Consulting Group

Work Environment
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Score	45	32	26	37
%	26	57	71	45

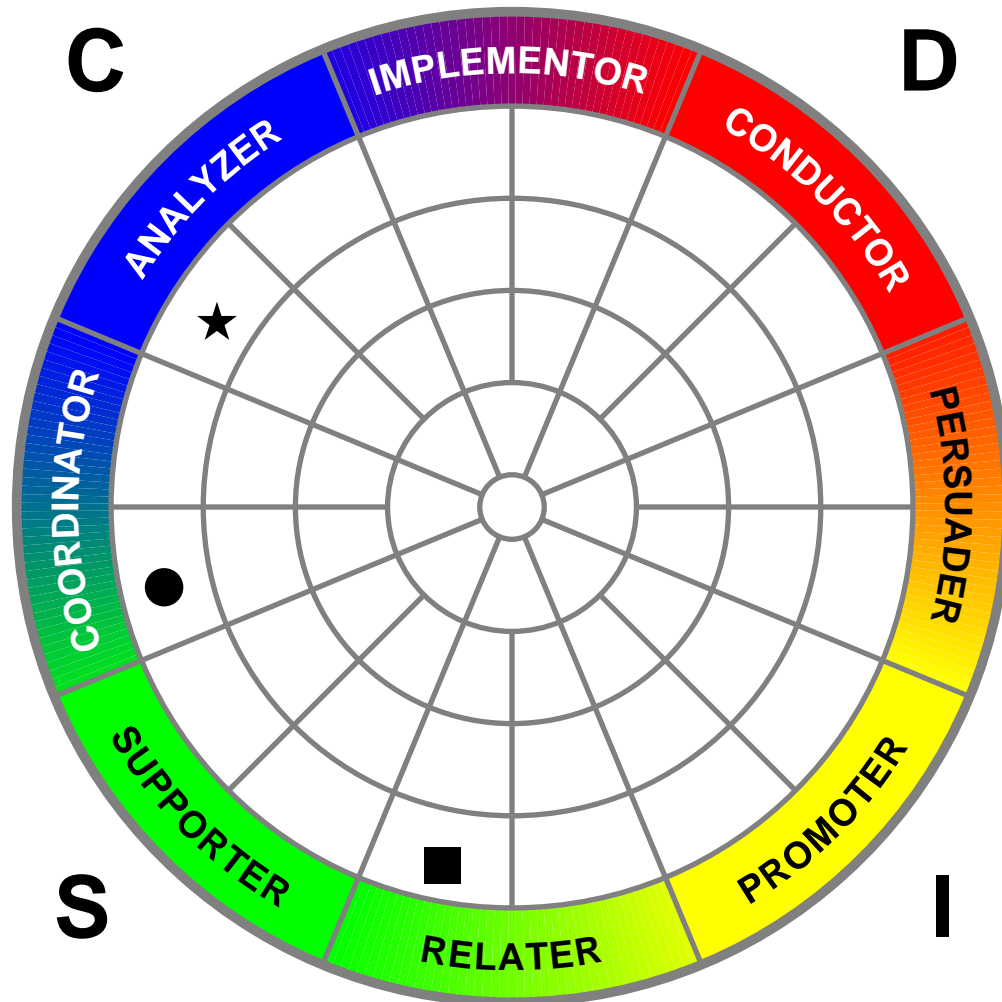
STYLE ANALYSIS
Natural
Arnie Assistant



Score	7	8	3	3
%	42	22	74	73



THE SUCCESS INSIGHTS® WHEEL



- Work Environment: ■ (17) SUPPORTING RELATER
Natural: ● (20) SUPPORTING COORDINATOR
Adapted: ★ (22) COORDINATING ANALYZER