



SUCCESS INSIGHTS®
Workplace Behaviours™ Version

Sorption Business Manager

"There's no limit to what you can do if you put your mind to it!"
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Specialists in People Development & Recruitment Selection



Jobs today are forever changing and people have to adapt to these changes at a faster rate than ever before. The changes may be the job skills needed, the working environment, the technical skills needed or simply the way in which the job needs to be done. Jobs are also becoming more complex. One job description today may encompass the duties of three or four jobs ten years ago. Therefore people in the positions need to be able to perform a variety of functions that call for different ways of getting things done.

The TTI Success Insights Workplace Behaviours report is designed to give an overview of how the job needs to be done. This will allow an organisation to determine the type of individual that would be most successful in a given position. Some jobs require the incumbent to be all things to all people. This can cause extreme stress for an individual. Often times, an organisation can reevaluate the position in order to make it more realistic for one person to perform successfully. Doing so will lead to increased retention, productivity and job satisfaction.

As you read through this report, remember to think of the job, not the person!



Our changing work environments require the need to clearly focus on the different behavioural demands of the job. The Job Characteristics section of this report describes the behavioural demands of the position. The report breaks down the job into four behavioural groups for the ease of matching people to the job.

This job calls for an individual

- To have and exhibit the authority to carry out responsibilities.
- To be able to respond quickly to problems or crisis situations.
- To have a demanding attitude of self and others.
- Who thrives on challenging assignments.
- With creative and original thinking abilities.
- Who performs well with freedom from routine and details.
- Who desires some independence in decision making.
- Who has a sense of urgency for getting things done.
- Who desires an appropriate title to acknowledge status and prestige.
- Who is good at accepting and initiating change.
- Who is decisive and firm in decision making.
- Who is a self-starter who enjoys competition.
- Who has good leadership and directive skills.
- Who has future orientation and an abstract thinking ability.



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This job calls for an individual

- Who desires many social interactions.
- With a very high trust level.
- With an optimistic outlook towards all activities.
- Who can skilfully use vocabulary to generate enthusiasm.
- Who has highly persuasive communication abilities.
- Who desires a high level of contact with people.
- Who exhibits an enthusiastic acceptance of new ideas.
- With the ability to move from one activity to another quickly.
- Who desires a flexible use of time.
- With an outgoing personality.
- Who demonstrates new and innovative ways of solving problems.
- Who can develop democratic relationship with others.
- Who enjoys working with people more than working with things.
- Who wants to work in a team environment.
- Who has the ability to project self-confidence.
- Who gets things done through people.
- Who will succeed in an environment with freedom from detail and control.



JOB CHARACTERISTICS

Steadiness—Pace—Consistency

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This job calls for an individual

- Who works best when juggling several balls at the same time.
- Who desires openness in communication.
- Who demonstrates alertness and sensitivity to problems.
- Who has the ability to work on more than one project.
- Who is flexible.
- Who can adapt to change.
- Who works best with a support system to help with detail.
- Who works best with questioning procedures in place.



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This job calls for an individual

- Who desires rules and procedures.
- Who works best under quality controls.
- Who desires a systematic approach to work.
- Who thinks before acting.
- Who analyses facts and data.
- Who desires clarification of responsibilities and authority.
- Who works best with a clean work station.
- Who demonstrates a disciplined use of time.
- Who demonstrates balanced judgment.
- Who clarifies the use of data.



CONFLICTING JOB REQUIREMENTS

The TTI Success Insights Workplace Behaviours assessment is designed to analyse the job by letting the job talk. This section describes the potential conflicts or concerns for people in this position. In some cases an organisation may choose to re-evaluate the position or its key accountabilities.

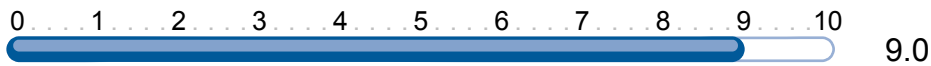
Congratulations! Based on the information analysed, this position does not have immediate potential for internal behavioural conflicts. Please be aware that any variance from how the position was described in the assessment responses could lead to me-me conflicts or behavioural stress.



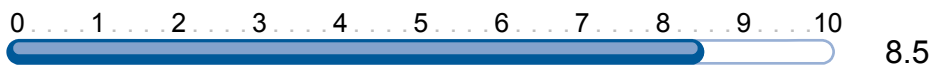
BEHAVIOURAL HIERARCHY

This section is designed to give a visual understanding of the behavioural traits demanded of the position. The graphs below are in descending order from the highest rated behavioural traits required by the job to the lowest. This means the higher the score the more important that behavioural trait is to stress reduction and superior job performance.

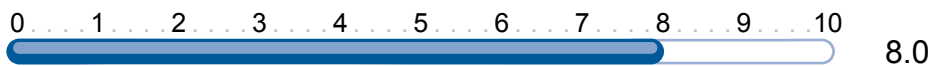
1. FREQUENT INTERACTION WITH OTHERS



2. VERSATILITY



3. URGENCY



4. COMPETITIVENESS



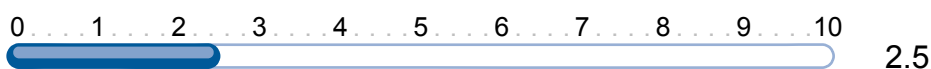
5. FREQUENT CHANGE



6. CUSTOMER ORIENTED



7. ORGANISED WORKPLACE



8. ANALYSIS OF DATA





Read the following suggested interview questions as they relate to the most desired behavioural traits to perform the job. Modify the questions to be more job-specific and assure that all candidates are asked the same questions.

1. FREQUENT INTERACTION WITH OTHERS

- How do you handle frequent interruptions by other people? How about your response to people who ask you question after question?
- Are you more comfortable with details or people with the big picture or with bits of data?

2. VERSATILITY

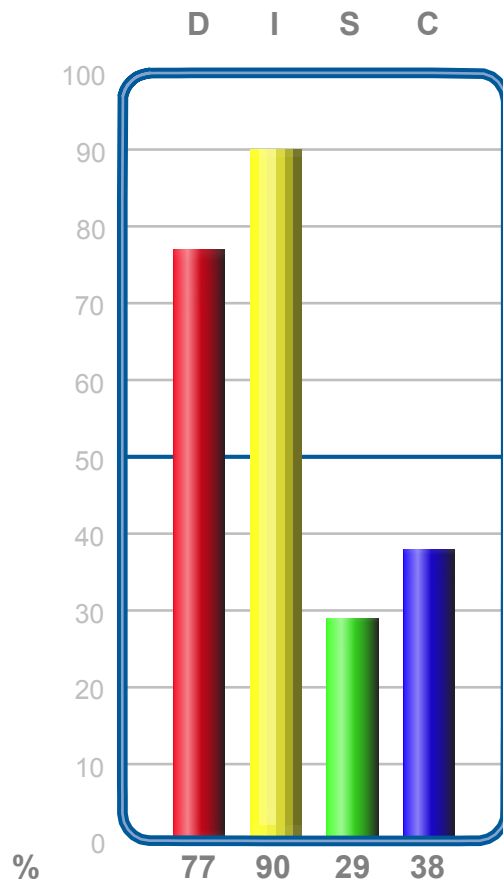
- Are you patient or impatient? Give me an example of how you handle slower-moving people. Would you consider yourself to be opinionated? Strong-willed? Explain.
- How important is it for you to be systematic? Describe a system you have set up, used and been successful with in any previous job you have had.

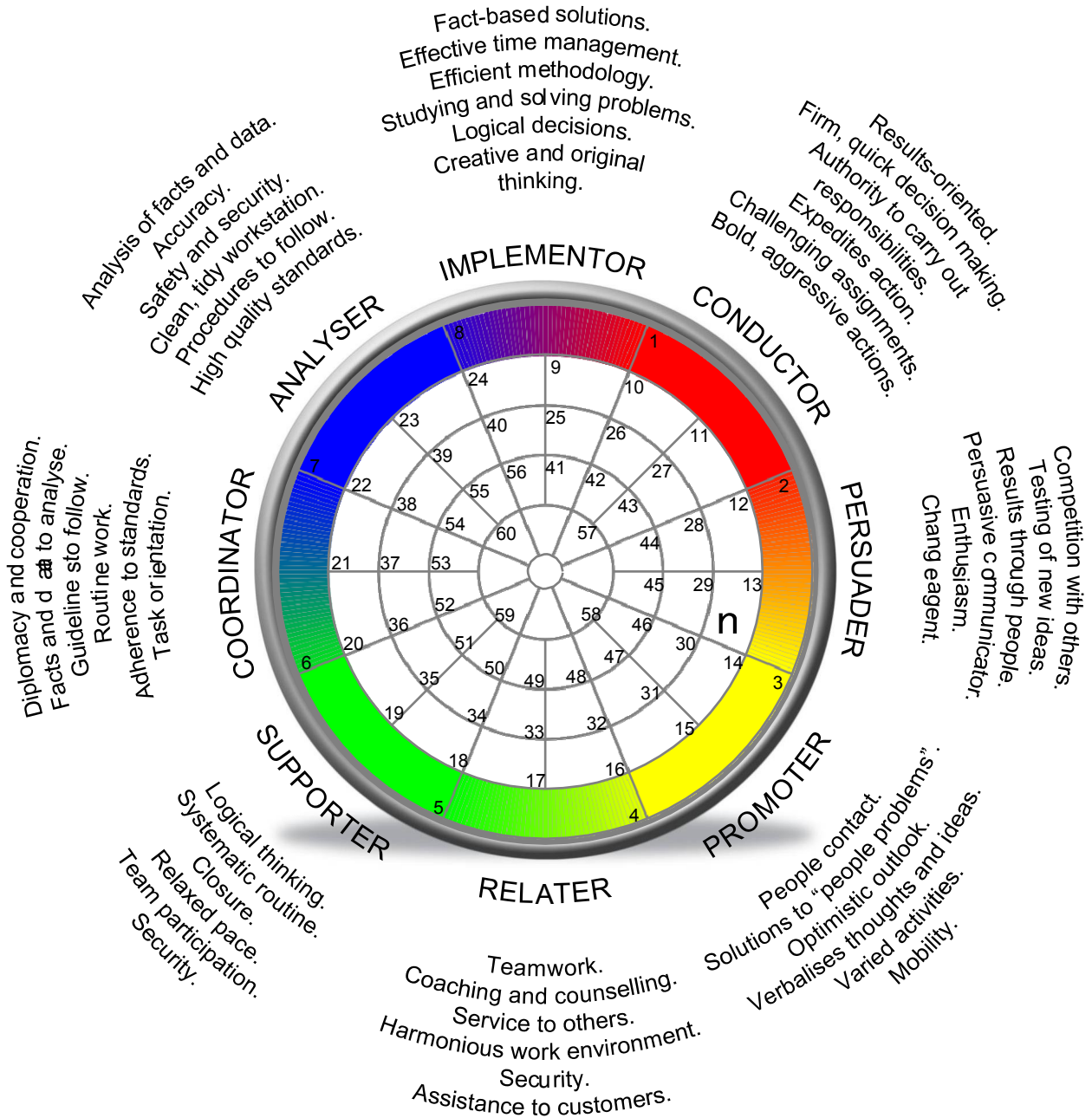
3. URGENCY

- When faced with a deadline, how do you respond? How important is it to you to have all the facts before proceeding? Give me an example of a time when you did not have all the facts and you proceeded anyway. How did you feel? How did it work out?



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Workplace Behaviours: n(13) PROMOTING PERSUADER