TTI Success Insights™ Management-Staff™ & Executive Reports

Both the TTI Management-Staff™ and Executive™ reports provide the employer and the individual an in-depth analysis of a person’s unique behaviors and emotions. Utilizing the “DISC” instrument as the “engine,” respondents answer 24 questions that identifies the respondents “natural” style as well as how the emotions and behavior “morph” while in the “adapted” (work) environment. This information provides invaluable insights that can be used in numerous ways, including:

- Greater understanding of the individuals’ behavioral and communication style
- An invaluable information source for further professional development and coaching
- A powerful team building tool - insight into how the individual style “fits” with other team members. This tool can be provided to all team members with team results plotted on a Success Insights® Wheel – pointing to team synergy’s and potentials for communication disconnects.

Other valuable applications include:
- New Employee Orientation
- Employee Development and Performance Plans
- Retention Strategies for Key Employees
- Conflict Resolution
- Improved Communication and Change Management

Each Management-Staff or Executive report contains a number of personalized sections that illuminate separate areas with opportunities for enhanced communications and understanding. Feedback includes:

- General Characteristics
- Value to the Organization
- Checklist for Communicating
- Don'ts on Communicating
- Communication Tips
- Perceptions (Self and Others)
- Descriptors (Behavioral Style)
- Natural and Adapted Styles (Problems, People, Pace, Procedures)
- Adapted Style (Current Behavior in Relation to Work)
- Areas for Improvement
- Action Plan
- Behavioral Hierarchy
- Style Insights™ Graphs and Success Insights® Wheel

All descriptions courtesy of Target Training International (TTI)
Assessments Offered To SBAM Members

TTI Success Insights™ Team Building Report
This report presents the results of a respondent’s “DISC” assessment from the perspective of their behavior and emotions as a potential team member. Including many of the same report feedback sections above, the Team Building report also includes an analysis of the respondents strengths and weaknesses he brings to the team.

This report should be considered for any leader or individual who is seeking to:
- be a more effective team member
- identify the behavior and emotion characteristics of a current or potential team
- determine potential for or understanding of conflict or synergy

TTI Career Planning Insights™ Report
This insightful report, like the Management-Staff and Executive reports (above) uses an individual’s responses to the 24-question “DISC” assessment. This report should be considered by individual’s who desire to better understand their unique behavior and emotional strengths and weaknesses in the work environment. This insight is valuable to any individual seeking greater awareness of how to maximize their effectiveness in a career. The Career Planning Insights report provides an understanding of:

- Personal Strengths
- Basic Needs: what is required in a job for the individual to perform at optimum level
- Adapted Style: behavior the individual deems necessary to be successful on the job
- Present Wants: further analysis of the respondents needs
- Ideal Environment: the respondent’s ideal work environment
- Checklist for Communicating: tips on communicating most effectively with the respondent
- Strengths And Weaknesses

TTI Success Insights™ Communicating with Style Report
The Communicating With Style assessment report provides an in-depth view of an individual’s communication style. By understanding one’s own communication styles, we can gain a greater understanding of how people hear and perceive us. We can also use this knowledge to “morph” our communication styles to more effectively find a common ground with others for more effective communications.

This report is compiled from the completion of the DISC assessment. The report provides checklists do’s and don’ts for communicating, how to flex your communication style to better communicate with other styles, provide situational strategies for dealing with tough communication issues with other styles, an action plan outline, and the Style Insights™ DISC result graphs.

Communicating With Style has numerous applications. Consider it for any individual or team who desires to improve their understanding of their unique communication style and their communications with others. It is especially powerful when used with individuals or teams that are
struggling with communicating or perception issues.

**TTI Success Insights™ Customer Service Report**

This report presents the results of a respondent’s “DISC” assessment from the perspective of their behavior and emotions relative to *customer service*. Including many of the same report feedback sections above, the *Customer Service Report* also includes an analysis of the respondent’s strengths and weaknesses relative to customer service as well as helpful coping strategies for dealing with challenging customer service situations.

This report should be considered for any leader or individual who is seeking to:

- deliver more effective customer service
- determine potential for a successful customer service career/position
- identify the behavior and emotion characteristics of a current or potential customer service team

**TTI Success Insights™ Time P.L.U.S. Report**

_Time P.L.U.S._ provides powerful insight into an individual’s use of and attitude toward time as a result of their unique behavior and emotional style. Utilizing the “DISC” instrument as the “engine”, respondents answer 24 questions that provide invaluable insight into the respondent’s general characteristics that may contribute to poor time management. The report includes

- General Characteristics overview
- Time wasters characteristic of the respondent’s style
- Checklist for Communicating Do’s and Don’ts to improve communication time management
- Interactive Flexibility –Information on how the respondent can more effectively communicate with different people styles.

This report should be a must-do for any individual or team struggling to understand and improve their time management skills.

**Job Insights & Talent Insights Series**

Businesses everywhere are seeking better ways to secure the talent necessary to their success. Jobs and the specific talent of the people who fill them are the unique building blocks of that success. But how can you discover the specific talents required by a “job” and match them to the talents inherent in a “person”? Only through reports that will give you an accurate reading of the behaviors and values common to both the job and the person. By understanding the attributes of individuals who are currently successfully performing a job, we can then assess potential candidates using the profile that has emerged.

*First, Job Insights will benchmark the job:*

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*All descriptions courtesy of Target Training International (TTI)*
TTI Job Insights™ Report Series
All jobs have unique requirements for behavior. These behaviors can be determined by the results of the [Job Insights] questionnaire, produced by the people who know the job. The result of this benchmarking process is a set of bar graphs that define required, job-related behaviors such as: Frequent Interaction with Others, Customer Oriented, Versatility, Frequent Change, Urgency, Competitiveness, Organized Workplace, and Analysis of Data. The [Job Insights Report] is a powerful way for all employers to benchmark a position by the people actually conducting that work successfully.

Once the job has been benchmarked, reports can provide you more detail on how your employees evaluated a given position. The [Job Insights™ Multi-Respondent Report] provides a position’s benchmark data from your staff. This information can then be used as the baseline for candidates interviewing for the position. The [Job/Talent Insights™ Comparison Report] compares all the potential job candidates and their scores to the average scores of your company’s benchmark group. This data allows you to better determine a candidates match with a work teams behaviors and motivators.

Second, Talent Insights™ Will Determine the Candidate’s Talent

TTI Talent Insights™
People have unique behaviors that can be matched to jobs, but seldom are! The job applicants who complete the [Talent Insights™ report respond to questions that define these unique behaviors. The result is a set of bar graphs that indicate where the respondent falls within the scale of common job-related behaviors: Frequent Interaction with Others, Customer Oriented, Versatility, Frequent Change, Urgency, Competitiveness, Organized Workplace, and Analysis of Data.

Now, Match Talent To The Job!
The right talent in the right job equals top performance and employee satisfaction, which is what every successful company wants! After completing the job benchmark with [Job Insights] and defining talent with [Talent Insights], you have a total of 14 separate factors that are key to finding the right fit. You now have access to a value piece of information you need to make the best decisions on hiring top talent.

With the addition of coordinating reports such as the [Management-Staff™] and [Workplace Motivators™], you can have access to further detailed information that can be used for coaching, talent development and performance appraisals.

TTI Workplace Motivators™ Report
Knowledge of an individuals values helps to tell us why they do things. A review of the individual’s experiences, references, education and training help to tell us WHAT they can do. Behavioral assessments help to tell us HOW a person behaves and performs in the work environment. The
Assessments Offered To SBAM Members

Workplace Motivators report measures the relative prominence of six basic interests or values (a way of valuing life):

**Theoretical** – The drive for **Knowledge**
**Utilitarian/Economic** – The drive for **Money**
**Aesthetic** – the need for **Form and Harmony**
**Social/Altruistic** – **Helpfulness**
**Individualistic/Political** - The drive for **Power**
**Traditional/Regulatory** - The need for **Power**

This report illuminates and amplifies an employee’s motivating factors to help business leaders build on the strengths that each person brings to the work environment.

**TTI Success Insights™ Work Environment Version Report**
If a 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 three-part report identifies how (1) a person **perceives** a job, (2) how that job **compares** to his/her ideal job and (3) **identifies potential job options** based upon their behavioral styles and natural talents.

This report has multiple applications. Business leaders or individuals should consider utilizing this report when:
- The individual is considering career options
- An individual is struggling in a position and not sure “it is the right fit”
- An employer desires to evaluate a job candidate’s fit in a position. This information can be used in tandem with the **Job and Work Insights™** above. Additionally, erroneous perceptions about the job can be corrected, and the person and employer can better ascertain the probability of job and personal satisfaction to be gained from the particular position.

**TTI Success Insights™ Interviewing Insights Report**
**General Version**
Use this assessment to prepare for a wide variety of initial interviews for jobs, including (but not limited to) the following:
- Administration
- Clerical
- Reception
- Staff Assistants
- Operations

All descriptions courtesy of Target Training International (TTI)
Assessments Offered To SBAM Members

- Warehouse Workers
- Technical Support, etc.

**Sales Version**
Use this assessment to prepare for initial sales position interviews and follow-up with successful candidates using the full TTI Success Insights Sales Version report.

**TTI Success Insights™ Sales Strategy Index Report**
*The IDS Sales Strategy Index Report* presents 54 different “real life” sales situations. Each situation has four alternative ways to be handled. Respondents are given the opportunity to rank the four alternatives from “best” to “worst.” By comparing their response with those of proven top sales professionals, a report is generated showing strengths, weaknesses and how well they understood sales strategy in seven categories:
- Prospecting
- First Impressions
- Qualifying
- Demonstration
- Influence
- Close
- General

This tool is an invaluable aid in assessing a potential sales candidate’s attitudes and potential performance levels in conducting each of these critical sales functions.

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