



**Sales Representative**  
Job Benchmark Report  
8-1-2012



If the job could talk, it would clearly define the knowledge, hard skills, people skills, behavior and culture needed for superior performance. Your unbiased input regarding the specific requirements of the job in question has been applied to the TTI Talent Insights® Job benchmarking process. The result is an evaluative report that analyzes a total of 18 separate areas. Additional feedback and suggested interview questions that pertain to each area complete this report.

## REWARDS/CULTURE HIERARCHY (6 AREAS)

This section clearly identifies the rewards/culture of the job, which defines its sources of motivation. It clarifies "why" and "in what kind of environment" this job will produce success.

## BEHAVIORAL HIERARCHY (12 AREAS)

This section explores the behavioral traits demanded of the job. The higher the ranking, the more important the behavioral trait will be to the job for stress reduction and superior performance.

The results of this section are ranked on a scale, reflecting the unique levels of applicability and importance to the job. These rankings illustrate what is essential for this job to deliver superior performance and maximum value to your organization.

## REWARDS/CULTURE FEEDBACK

This section expands on the fact that every job in every organization has its own culture. The culture of any job is clearly defined by how it rewards superior performance.

## BEHAVIORAL FEEDBACK

This section clarifies the nature of the behavioral traits demanded by the job.

## REWARDS/CULTURE INTERVIEW QUESTIONS

This section contains suggested interview questions that pertain specifically to the rewards/culture of the job.

## BEHAVIORAL INTERVIEW QUESTIONS

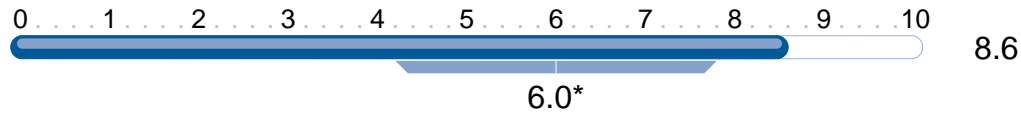
This section contains suggested interview questions that pertain specifically to the behavioral traits required by the job.



# JOB REWARDS/CULTURE HIERARCHY

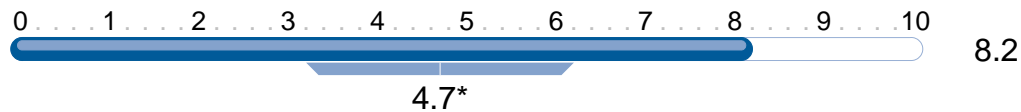
This section identifies the rewards/culture system of a specific job. Matching a person's passion to a job that rewards that passion always enhances performance. The graphs below are in descending order from the highest rewards/culture required by the job to the lowest.

**1. UTILITARIAN/ECONOMIC** - Rewards those who value practical accomplishments, results and rewards for their investments of time, resources and energy.

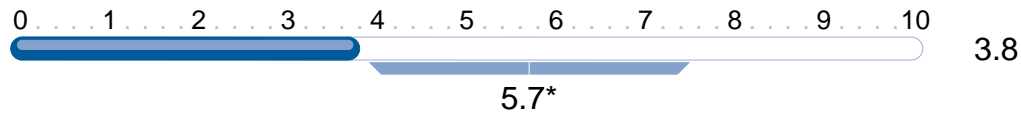


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**2. INDIVIDUALISTIC/POLITICAL** - Rewards those who value personal recognition, freedom, and control over their own destiny and others.



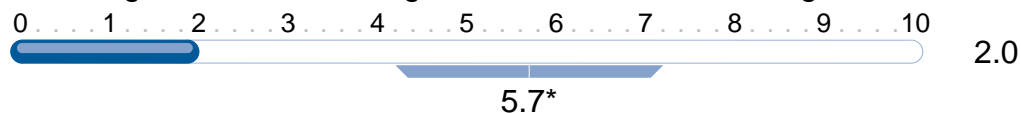
**3. SOCIAL** - Rewards those who value opportunities to be of service to others and contribute to the progress and well being of society.



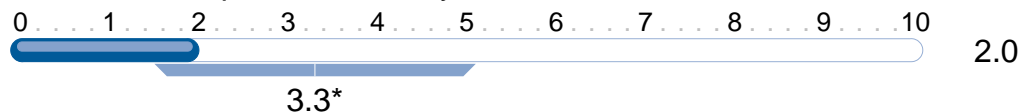
**4. TRADITIONAL/REGULATORY** - Rewards those who value traditions inherent in social structure, rules, regulations and principles.



**5. THEORETICAL** - Rewards those who value knowledge for knowledge's sake, continuing education and intellectual growth.



**6. AESTHETIC** - Rewards those who value balance in their lives, creative self-expression, beauty and nature.



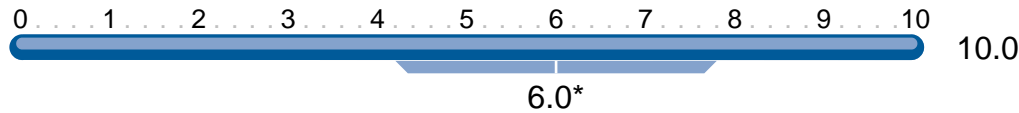
\* 68% of the population falls within the shaded area.



# ORGANIZATIONAL REWARDS/CULTURE HIERARCHY

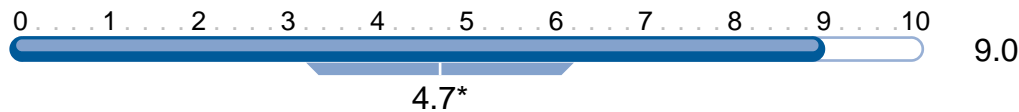
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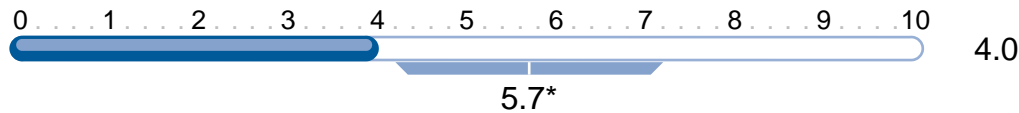


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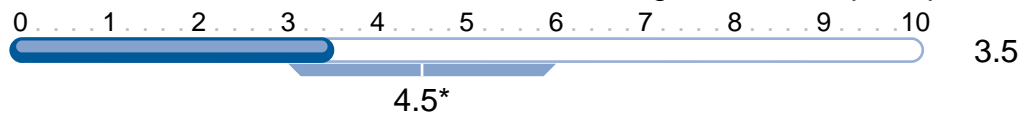
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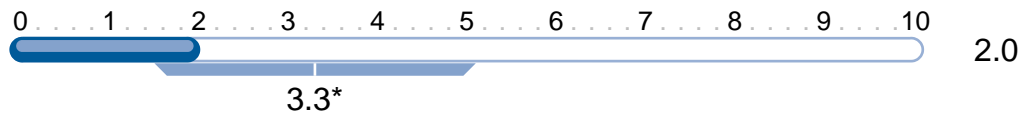
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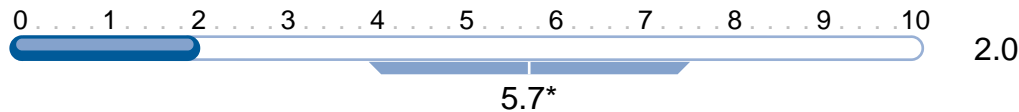
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**6. SOCIAL** - Rewards those who value opportunities to be of service to others and contribute to the progress and well being of society.



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# CONFLICTING JOB REQUIREMENTS

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

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

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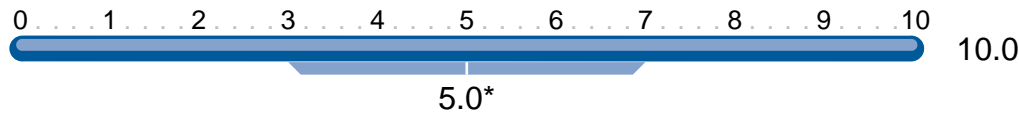
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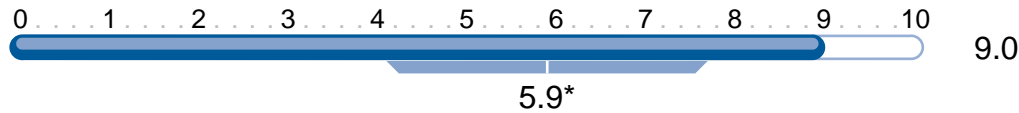
# BEHAVIORAL HIERARCHY

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

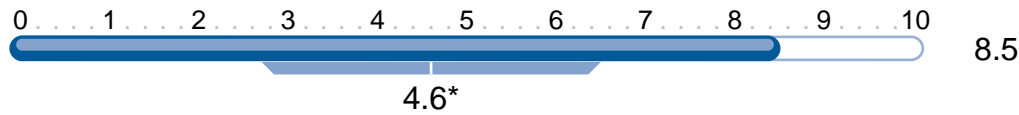
**1. COMPETITIVENESS** - The job exists within a demanding environment where consistently winning is critical. The job demands tenacity, boldness, assertiveness and a "will to win" in dealing with highly competitive situations.



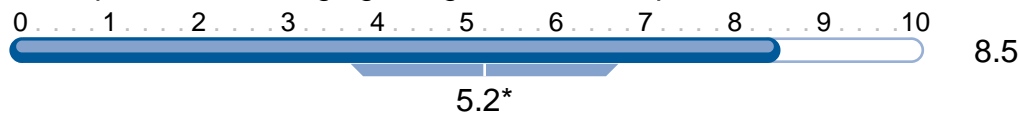
**2. FREQUENT INTERACTION WITH OTHERS** - The job will comfortably deal with multiple interruptions on a continual basis, always maintaining a friendly interface with others.



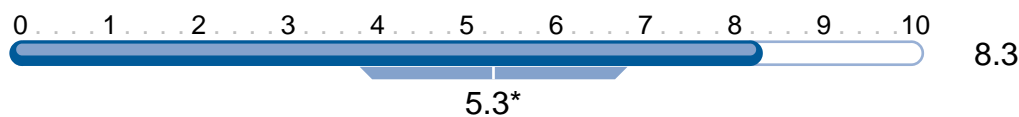
**3. URGENCY** - The job requires decisiveness, quick response, fast action. It will often be involved in critical situations demanding that on-the-spot decisions be made with good judgment. The job will repeatedly face important deadlines that must be met on time.



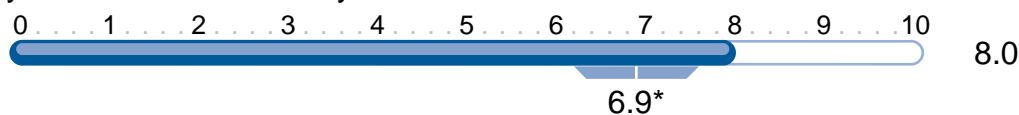
**4. VERSATILITY** - The job calls for a high level of optimism and a "can do" orientation. It will require multiple talents and a willingness to adapt them to changing assignments as required.



**5. FREQUENT CHANGE** - The job requires a comfort level with "juggling many balls in the air at the same time!" It will be asked to leave several tasks unfinished and easily move on to new tasks with little or no notice.



**6. CUSTOMER RELATIONS** - The job demands a desire to convey your sincere interest in your internal and/or external customers.



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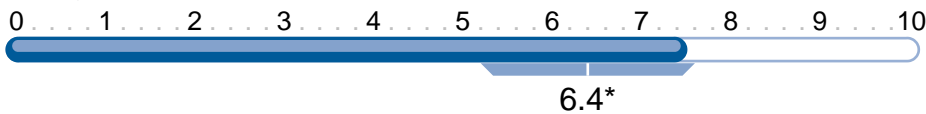
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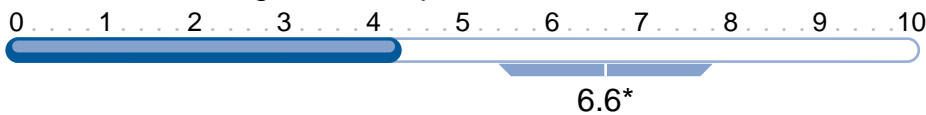
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**7. PEOPLE ORIENTED** - The job demands a positive and constructive view of working with others. There will be a high percentage of time spent in listening to, understanding and successfully working with a wide range of people from diverse backgrounds to achieve "win-win" outcomes.



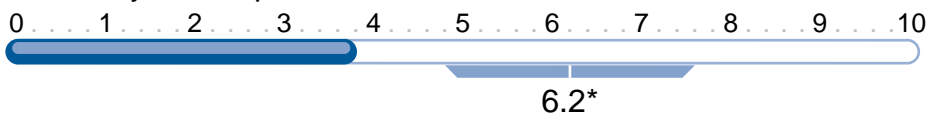
7.5

**8. FOLLOW UP AND FOLLOW THROUGH** - The job requires a need to be thorough and complete tasks that have been started.



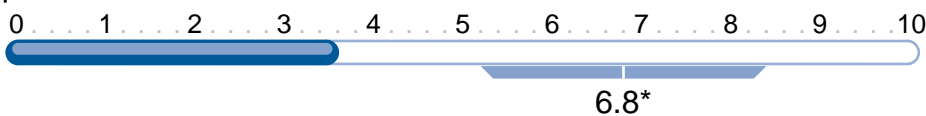
4.3

**9. CONSISTENCY** - The job requires the ability to do the job the same way on a repeated basis.



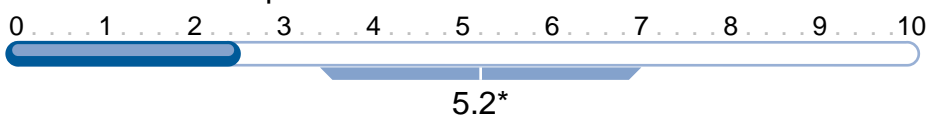
3.8

**10. FOLLOWING POLICY** - The job calls for complying with the policy or if no policy, complying with the way it has been done in the past.



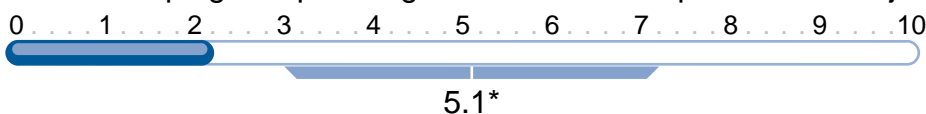
3.6

**11. ANALYSIS OF DATA** - The job deals with a large number of details. It requires that details, data and facts are analyzed and challenged prior to making decisions and that important decision-making data is maintained accurately for repeated examination as required.



2.5

**12. ORGANIZED WORKPLACE** - The job's success depends on systems and procedures, its successful performance is tied to careful organization of activities, tasks and projects that require accuracy. Record keeping and planning are essential components of the job.



2.2

\* 68% of the population falls within the shaded area.  
WB: 84-94-30-27 (13)



## JOB REWARDS/CULTURE FEEDBACK

*This section provides a brief description of the top three Job Rewards for this position. These rewards are listed in hierarchical order, with the most important listed at the top.*

1. UTILITARIAN/ECONOMIC

- Rewards those who value practical accomplishments, results and rewards for their investments of time, resources and energy.

2. INDIVIDUALISTIC/POLITICAL

- Rewards those who value personal recognition, freedom and control over their own destiny and others.

3. SOCIAL

- Rewards those who value opportunities to be of service to others and contribute to the progress and well being of society.

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*This section provides a brief description of the top three Behaviors required for this position. These are the behaviors that will need to be demonstrated most often for superior performance.*

**1. COMPETITIVENESS**

- The job exists within a demanding environment where consistently winning is critical. The job demands tenacity, boldness, assertiveness and a "will to win" in dealing with highly competitive situations.

**2. FREQUENT INTERACTION WITH OTHERS**

- The job requires a strong "people orientation," versus a task orientation. The job will comfortably deal with multiple interruptions on a continual basis, always maintaining a friendly interface with others.

**3. URGENCY**

- The job requires decisiveness, quick response, fast action. It will often be involved in critical situations demanding that on-the-spot decisions be made with good judgment. The job will repeatedly face important deadlines that must be met on time.

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# JOB REWARDS/CULTURE QUESTIONS

Read the following suggested interview questions as they relate to the rewards/culture environment of the job. Modify the questions to be more job-specific and assure that all candidates are asked the same questions.

1. UTILITARIAN/ECONOMIC: Rewards those who value practical accomplishments, results and rewards for their investments of time, resources and energy.
  - How important is earning a lot of money to you? What do you consider to be a "lot of money"?
  - Where would you like to be, financially, in 5 years? 10 years? Why?
  - What role does earning a significant income play in your job choices? In staying in a job?
  - Would you consider yourself to be a bottom line, practical thinker or are you more theoretical or philosophical? Why do you say that?
  
2. INDIVIDUALISTIC/POLITICAL: Rewards those who value personal recognition, freedom, and control over their own destiny and others.
  - What role does being in control of a situation play in your job satisfaction? How important is it for you to control your own destiny?
  - How important is independence to you? Power? Influencing others? What would be your level of satisfaction with a job if you had none of these?
  - How good are you in taking directions from others? How much do you like doing so?
  - How do you go about influencing others to act? Give me a concrete, real-world example of a time when you were able to move a group of people to action and exactly how you did it.

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# JOB REWARDS/CULTURE QUESTIONS

- 3. SOCIAL: Rewards those who value opportunities to be of service to others and contribute to the progress and well being of society.
  - Is there such a thing as "too much" service to others? Explain your answer to me, please.
  - Is there ever a point when employees should stand up and tell their manager that they are being mistreated? Give me an example of a circumstance where that might be the case.
  - Tell me how you would service an account that kept having problems with your product and kept coming back, yet showed no promise of future business.
  - What would you do if an employee was missing an undue amount of time to a family crisis? How would you handle it? At what point would you take corrective action? What would that action be?

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# BEHAVIORAL QUESTIONS

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

1. **COMPETITIVENESS:** The job exists within a demanding environment where consistently winning is critical. The job demands tenacity, boldness, assertiveness and a "will to win" in dealing with highly competitive situations.
  - How demanding are you of yourself and others? Do you think you are sometimes too demanding? Give me an example of a job situation where being demanding helped achieve the goal. Did it lead to other problems? Would others ever describe you as aggressive? Pushy? Why?
  - How important is winning to you? How do you define winning? Give me an example of a situation where you felt you were going to lose. How did it feel? How did you handle it?
  
2. **FREQUENT INTERACTION WITH OTHERS:** The job will comfortably deal with multiple interruptions on a continual basis, always maintaining a friendly interface 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?
  
3. **URGENCY:** The job requires decisiveness, quick response, fast action. It will often be involved in critical situations demanding that on-the-spot decisions be made with good judgment. The job will repeatedly face important deadlines that must be met on time.
  - 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 didn't have all the facts and you proceeded anyway. How did you feel? How did the it work out?

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## JOB REWARDS/CULTURE COMPOSITE

	<b>REWARDS/CULTURE</b>	<b>C</b>	<b>R1</b>	<b>R2</b>
1	UTILITARIAN/ECONOMIC	8.6	8.8	8.4
2	INDIVIDUALISTIC/POLITICAL	8.2	8.0	8.4
3	SOCIAL	3.8	2.0	5.6
4	TRADITIONAL/REGULATORY	2.2	2.4	2.0
5	THEORETICAL	2.0	2.0	2.0
6	AESTHETIC	2.0	2.0	2.0



## ORGANIZATIONAL REWARDS/CULTURE COMPOSITE

	<b>REWARDS/CULTURE</b>	<b>C</b>	<b>R1</b>	<b>R2</b>
1	UTILITARIAN/ECONOMIC	10.0	10.0	10.0
2	INDIVIDUALISTIC/POLITICAL	9.0	9.0	9.0
3	THEORETICAL	4.0	5.0	3.0
4	TRADITIONAL/REGULATORY	3.5	5.0	2.0
5	AESTHETIC	2.0	2.0	2.0
6	SOCIAL	2.0	2.0	2.0



	<b>BEHAVIORS</b>	<b>C</b>	<b>R1</b>	<b>R2</b>
1	COMPETITIVENESS	10.0	10.0	10.0
2	FREQUENT INTERACTION WITH OTHERS	9.0	9.0	9.0
3	URGENCY	8.5	8.5	8.5
4	VERSATILITY	8.5	8.5	8.5
5	FREQUENT CHANGE	8.3	8.5	8.2
6	CUSTOMER RELATIONS	8.0	7.5	8.5
7	PEOPLE ORIENTED	7.5	7.5	7.5
8	FOLLOW UP AND FOLLOW THROUGH	4.3	4.2	4.5
9	CONSISTENCY	3.8	3.8	3.8
10	FOLLOWING POLICY	3.6	3.5	3.8
11	ANALYSIS OF DATA	2.5	2.5	2.5
12	ORGANIZED WORKPLACE	2.2	2.0	2.5



## RESPONDENT KEY

Sales

R1: John Jones

R2: Mary Smith