

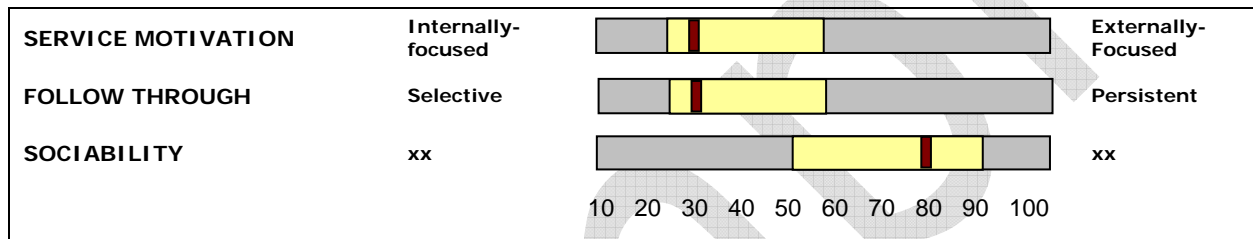
## ECI QuickSight™ Report

Name: John Sample

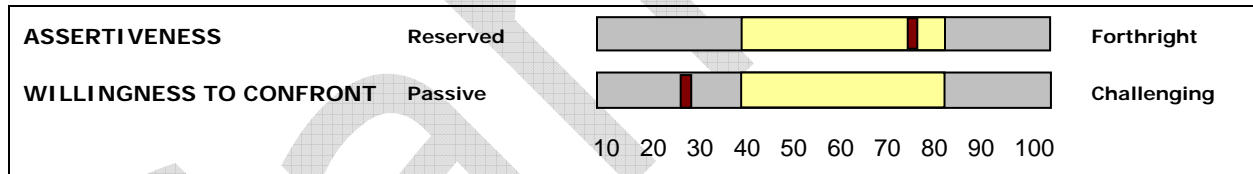
Position: Customer Service Representative

The ECI QuickSight™ traits are grouped into common behavioral dimensions to help you better understand the individual's preferences and motivations. Each scale represents a continuum equally distributed between the two extremes noted on the far left and right, with the colored marker indicating the individual's results. The Job Performance Footprint (desired range) is indicated by the colored area on each scale. Higher or lower scores are not better and worse. Rather, scores falling within the Job Footprint are optimal.

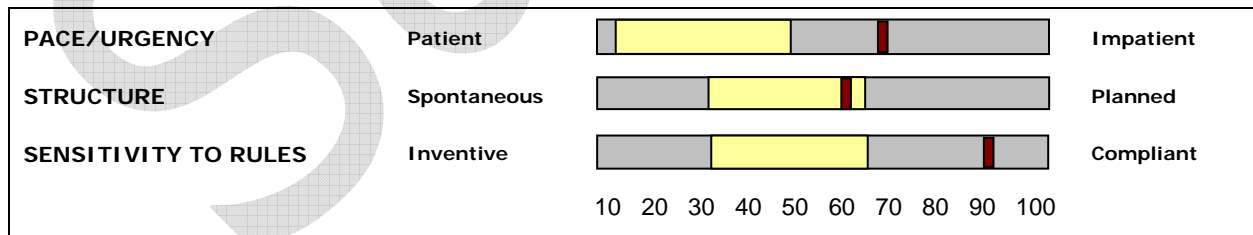
### Customer Service Skills



### Communication Skills



### Approach to Work



## ECI QuickSight™ Interview Questions

---

1. Tell me about a time when you pushed someone too hard and the individual did not buy into your idea. How have you modified your approach, if at all?
2. Tell me about a time when you had to alter your communication style to get your message across most effectively. How did you go about doing this and what was the result.
3. How do you deal with customers/individuals who do not agree with your ideas? Give an example of how this strategy worked for you.
4. Tell me about an important learning that came about as a result of a mistake or failure. How have you used that learning in other situations?
5. Give me an example of when the service you provided to your customers set you apart from your peers. What results did you achieve?
6. What kinds of work do you find most tiring in your current role?
7. Describe an occasion when you moved too fast to do a good job. Why did this happen? What did you learn?
8. Describe a time when you failed to seize an opportunity. What happened? In retrospect, what would you have done differently?
9. Describe the process you use to manage multiple priorities and stay on top of a heavy workload.
10. Tell me about a time when you bent the rules to accomplish an important objective. What were you able to achieve? Describe the problems you encountered.

The ECI QuickSight™ is a trait based personality assessment that measures universal characteristics and preferences that influence how individuals behave, interact with others and interpret cues in their work environment. It is not a pass/fail test. The results should be used as part of a structured interview process and should not be used as the sole measure for making a hiring decision.

## ECI QuickSight™ Trait Definitions

---

### PERSUASIVE MOTIVATION

Gratification received through convincing others

**Persuasive:** Individuals who have scores that fall closer to the right-hand side of the scale tend to gain considerable gratification through the successful persuasion of others. They enjoy lobbying for their ideas and achieving their personal objectives. At the extreme range, individuals can oversell their ideas at times.

**Non-Persuasive:** Individuals who have scores that fall closer to the left side of the scale tend to gain little gratification through convincing others of their viewpoints. They may not be internally motivated to actively enlist others in support of their ideas and to use their powers of persuasion to achieve their goals.

### ASSERTIVENESS

Comfort with stating ideas and opinions consistently

**Forthright:** Individuals who have scores that fall closer to the right-hand side of the scale tend to offer ideas and opinions with consistency, regardless of the business setting. They present themselves in an open, forthright manner when interacting with others. At the extreme, high scorers may dominate discussions and may not encourage others' participation.

**Reserved:** Individuals who have scores that fall closer to the left side of the scale tend to exhibit a more reserved communication style. They may not be comfortable communicating their ideas or feel it is necessary to offer their opinions. At the extreme, low scorers may be uncomfortable taking the lead in certain discussions.

### WILLINGNESS TO CONFRONT

Challenging others' thinking and managing opposition

**Challenging:** Individuals who have scores that fall closer to the right-hand side of the scale are inclined to openly challenge others whose ideas might differ from their own. They will often stand firmly in the face of disagreement and continue to press for their perspectives until others relent. At the extreme, higher scoring individuals could demonstrate a demanding or aggressive approach toward others and may not practice the give-and-take that is often needed to identify common thinking.

**Passive:** Individuals who have scores that fall closer to the left side of the scale tend to approach conflict from a more tactful, diplomatic perspective. They may shy away from negative situations, keep quiet when they disagree with others' perspectives, or relinquish their position to keep the peace when disagreement occurs. They may avoid conflict and look for ways to maintain a calm environment around them.

## RESILIENCY

Ability to deal with challenges and setbacks

**High:** Individuals who fall closer to the right-hand side of the scale tend to accept setbacks and disappointments in stride. They may see the challenges in their lives as learning experiences and will continue to press forward, despite the emergence of problems. They tend to be confident and open to feedback from others, will not typically internalize difficulties, and will continue to maintain a positive outlook. Individuals who score high may need to take the time to assess their mistakes and learn from them.

**Low:** Individuals who fall closer to the left side of the scale may struggle in handling setbacks. They may be inclined to blame themselves first when things go wrong, could require some time to think through a situation before moving forward, or become stressed when challenges arise. Additionally, they may view constructive feedback as criticism.

## SERVICE MOTIVATION

Gratification received through being of service to others

**Externally-Focused:** Individuals who fall closer to the right-hand side of the scale gain considerable gratification through helping and assisting others as needed to accomplish goals. They also tend to enjoy team interaction. At the extreme, they may put others' needs ahead of their own and, as a result, may need to focus upon bringing a more independent approach to work at times.

**Internally-Focused:** Individuals who fall closer to the left side of the scale tend to display a more independent, autonomous style and may not find team activities motivating. While they may enjoy assisting others as part of their role, it is not likely to be a primary motivator for them. They may need to place greater attention on the needs of others and to take a more active role in supporting team initiatives.

## PACE / URGENCY

Pace at which one prefers to approach daily tasks

**Impatient:** Individuals who fall closer to the right-hand side of the scale prefer working in a fast-paced environment and tend to accomplish a good amount in a short period of time. Typically, they take immediate action when presented with a task. They may become impatient at times, particularly when they are faced with individuals who prefer a more controlled pace or less urgent approach.

**Patient:** Individuals who fall closer to the left side of the scale tend to work at a more measured and steady pace. They also tend to be more patient in their approach to work. Individuals who score low may need to increase their speed of approach and urgency level in certain situations.

**CAUTION**

## Decision-making approach

**Cautious:** Individuals who fall closer to the right-hand side of the scale tend to be very diligent decision-makers who take their time in investigating options before choosing a course of action. They may avoid choices that they view as high risk. They could feel a certain level of anxiety if they are forced to make a decision before having all the facts. At the extreme, they could appear indecisive when faced with unfamiliar situations.

**Impulsive:** Individuals who fall closer to the left side of the scale are comfortable with relying on their intuition when making decisions. They may be impulsive at times, however, and could be inclined to make decisions based on their initial assessment of the situation. They are comfortable assuming risks. At times, these individuals may make assumptions and should validate their thinking before moving forward with their actions.

**STRUCTURE**

## Preference for a systematic or flexible approach to managing activities

**Planned:** Individuals who fall closer to the right-hand side of the scale are most comfortable working in a structured environment. They tend to be organized and systematic, and typically approach their daily tasking by creating and adhering to a plan of action. They may have difficulties managing unexpected changes to their plans and may become frustrated if faced with frequent disruptions during the day.

**Spontaneous:** Individuals who fall closer to the left side of the scale enjoy variety in their routine, easily adjust to changes in plans, and handle interruptions with little personal frustration. They are adept at managing multiple tasks concurrently. They may enjoy an evolving environment but could be inclined to be somewhat distracted or disorganized in their approach.

**SENSITIVITY TO RULES**

## Inclination for either following rules or breaking with convention

**Compliant:** Individuals who fall closer to the right-hand side of the scale tend to be sensitive to standard work guidelines and rules. They may see adherence to these standards as essential to maintaining order and fairness. These individuals may experience anxiety or frustration when rules are inconsistently applied or broken. Typically, they present themselves as decidedly correct, doing what is asked of them and not stepping outside sanctions and protocols. They often tend to abide by known and familiar routines when they problem solve and, as a result, could inadvertently miss out on valuable opportunities because of their reluctance to try something new and unproven.

**Inventive:** Individuals who fall closer to the left side of the scale treat established rules as general expectations. While rules are useful for the commonly-experienced situations, they recognize opportunities in which it makes sense to venture outside stated parameters. They enjoy inventing new strategies to resolve old problems and could value innovation more readily than others. At the extreme, they could overlook the importance of utilizing standard methods to get things done and may break with convention too quickly in some cases.

## STAMINA

A measure of energy level\*

**High:** Individuals who have scores that fall closer to the right-hand side of the scale are inclined to have a high level of energy. They do not tire easily and will continue to pursue activities consistently throughout the day. They are likely to remain physically active well after others have stopped. Those who score very high in this scale may have a tendency to set unreasonable expectations for those with a lower stamina level.

**Low:** Individuals who have scores that fall closer to the left side of the scale may be experiencing a drain on their personal energy level. As such, they may need to build in time to replenish their stamina. Lower stamina scores may also reflect short-term frustrations and/or stressors that are having a negative impact on the individual's energy.

*\*Please note, the results of the Stamina scale can change over a short period time, depending upon the individual's state of mind, work conditions, or particular situation at the time they completed the ECI QuickSight™.*