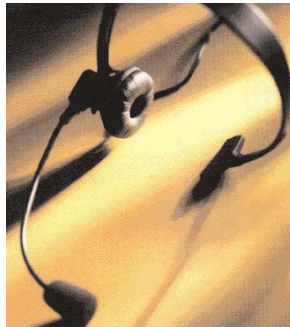


SERVICEPro™

Service PROFILE



The SERVICEPRO™ is a state-of-the-art psychometric profiling tool that identifies the individual's strengths and aptitudes for a service career while providing selection strategies, structured interview questions and development suggestions to build a more effective service culture.

The ServicePRO:

- Identifies inherent potential to provide top quality service
- Provides a comprehensive selection strategy
- Gives managers valuable coaching & development strategies
- Is objective, comprehensive and thoroughly validated
- Is economical
- Is available online
- Provides valuable individual feedback to candidate

The SERVICEPRO™ is a personality profile designed specifically to identify the key characteristics of individuals being considered for a wide variety of service oriented positions. It assesses self management potential, motivational profile, fit to structure, comfort with conflict and overall fit to various service performance environments. The SERVICEPRO™ also assesses social orientation, analytical orientation, confidence, managing energy and commitment to service as a career.

Profiling for Performance, Retention and Fit to Information Technology Career

Today more than ever, service based industries and customer service organizations are a key component of the economy and nobody can afford to lose a customer. As more and more successful organizations focus on maintaining their competitive edge, many have adopted psychometric profiling tools to be used as part of a selection and development strategy focused on hiring superior service people.

Selection & Retention

The SERVICEPRO™ provides an objective assessment of the individual's strengths and how they may be used in delivering quality service. It predicts probable performance and fit into the service culture. By assessing self management, motivation, need for structure and comfort with conflict among other attributes, the SERVICEPRO™ can identify those who are most likely to succeed and be retained within a service organization.

Training & Coaching

The SERVICEPRO™ is comprehensive and objective, often providing managers with insights that they may not have considered when managing service people. The SERVICEPRO™ identifies the

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individual's inherent strengths and how they can be leveraged into providing superior service. The **SERVICEPRO™** also provides insight into areas that are growth opportunities which need development. It also presents useful suggestions on coaching and managing the individual in each of these areas. The **SERVICEPRO™** also provides useful in-depth personal feedback with developmental suggestions for the individual completing the profile.

Interpretation Information

The **SERVICEPRO™** measures 8 separate character traits (self direction, motivation, social orientation, non-conforming, compliant, relaxed, analytical orientation and conforming) which include both the powerful and neutralizing aspects of personality. This allows for the formation of a profile which can be compared to norms for a wide variety of service cultures. In addition, the **SERVICEPRO™** measures the individual's feelings about confidence, lifestyle management and commitment to a service career. These issues can be attitudinal blocks to performance in a service role. All these factors are presented in an easy to interpret fashion with selection questions and coaching suggestions included.

Validation of the SERVICEPRO™

The **SERVICEPRO™** provides a normative database that allows for ideal candidate and service culture mathematical modelling, strategic planning and succession planning. It is statistically validated using each organization's unique performance criteria. This is done by focusing on the various service roles and the specific competencies required for each position to build a customized selection model for the client. This analysis also provides management with powerful knowledge of their service organization, allowing them to make strategic changes.

The **SERVICEPRO™** and Self Management Group Australia's many other profiling and training systems are available on-line. For further details call Wally Barnier on 0412 625 393 or email info@selfmanagementgroup.com.

The Self Management Group is a Canadian organisation specialising in the screening, selection, development, and retention of top performers for roles in sales, service and management.

Self Management Group Australia distributes The Self Management Group's psychometric profiles in Australasia.