



# Range of Success™ Report

## Range of Success: *Customer Service*

(Comp: *ABC Manufacturing* / Dept: *Warehouse*)

### RightFit Summary

The RightFit report is a custom profile for the **Customer Service** position, developed using input provided by the following supervisors:

#### Direct Supervisor

Robert Haines

Kolbe A™

8 5 4 3

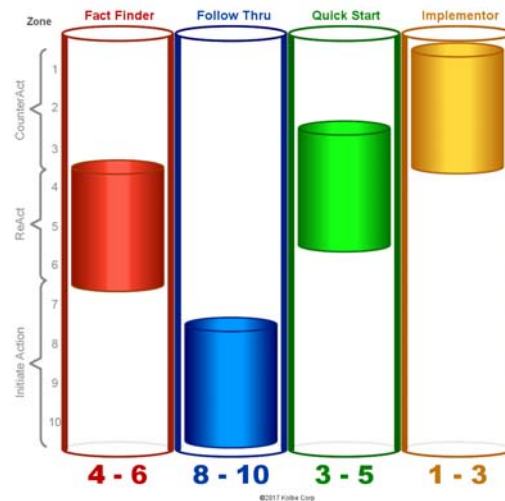
Kolbe C™

5 9 4 2

#### Additional Evaluator(s)

none

### Range of Success



This Range of Success report identifies the fundamentals of how a successful person will take action in the **Customer Service** position. It provides a picture of the conative strengths that are a RightFit for this job to compare with candidates' Kolbe A™ Index results. It was created using input from people within the company who understand the role. It should be used as part of a comprehensive recruitment and selection process that looks at candidates' cognitive abilities (skills and intelligence), affective traits (personality and motivation), and conative strengths.

An additional tool designed to get an objective analysis of how candidates apply their talents in all three parts of the mind is the Dynamynd® Interview. It includes a checklist, interview worksheets and instructions, and is designed to help employers streamline the hiring process. Contact your Kolbe consultant for more information.

An individual's conative talent is the constant we can count on. Unlike learned behavior and social style, it is instinctive. These instincts produce a distinctive cluster of behaviors in four Action Modes® as measured by the Kolbe A Index. All goal-directed action is initiated through one of these Action Modes.

### Kolbe Action Modes



**FACT FINDER:** Deals with gathering of information. Degree of detail, precision, documentation needed.



**FOLLOW THRU:** Deals with organizing of information. Amount of orderliness, sequencing, closure needed.



**QUICK START:** Deals with unknowns. Degree of inclination to risk, change, innovate.



**IMPLEMENTOR:** Deals with tangibles. Ability to deal with nature, tools, technology equipment.



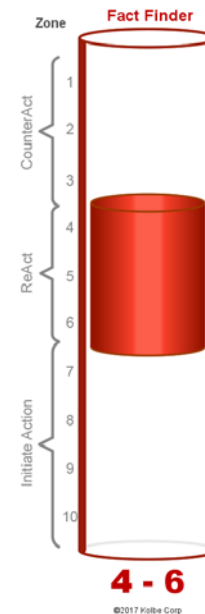
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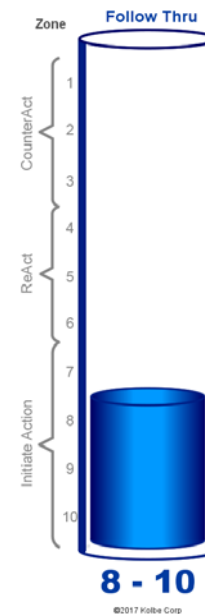
### A RightFit for *Customer Service* WILL HAVE A KNACK FOR:

- reviewing the data
- confirming priorities
- clarifying specifics
- elaborating the bottom line
- paraphrasing
- responding appropriately
- explaining historical context
- filling in the blanks
- editing written material
- highlighting what's important



### A RightFit for *Customer Service* WILL:

- work sequentially
- systematize processes
- diagram steps and procedures
- bring order out of chaos
- organize information and materials
- bring closure to projects
- provide structured systems
- chart and graph progress





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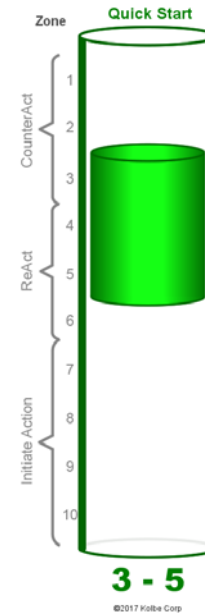
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### A RightFit for *Customer Service* WILL HAVE A KNACK FOR:

- accommodating risks
- participating in experiments
- navigating through uncertainty
- trying alternatives
- steadying spiraling change
- scouting innovations
- sampling ideas
- adjusting to change

### A RightFit for *Customer Service* WILL ALSO:

- stabilize the course
- stay with what's currently working
- protect the status quo
- remain focused
- confirm commitments
- reduce uncertainty
- curb hazards
- highlight potential liabilities
- minimize risk factors



### A RightFit for *Customer Service* WILL ALSO:

- Create abstract solutions
- conceptualize the problem
- envision circumstances
- use virtual presentations
- imagine concepts
- deal with the intangible
- sketch ideas
- visualize the end-result

