



TTI  
SUCCESS  
INSIGHTS®

## Talent Insights®

Sales

Max Muster  
INSIGHTS MDI®  
21/6/2017

**INSIGHTS MDI International® Deutschland GmbH**  
Klettgaustraße 21  
D-79761 Waldshut-Tiengen  
Tel. +49 (0) 7741 - 96 94 0  
info@insights.de • www.insights.de

INSIGHTS MDI  
INTERNATIONAL®





## Introduction Where Opportunity Meets Talent

The TTI Success Insights® Talent Insights Report was designed to increase the understanding of an individual's talents. The report provides insight to three distinct areas: behaviours, driving forces and the integration of these. Understanding strengths and weaknesses in these areas will lead to personal and professional development and a higher level of satisfaction.

**The following is an in-depth look at your personal talents in the three main sections:**

### Behaviours

This section of the report is designed to help you attain a greater knowledge of yourself as well as others. The ability to interact effectively with people may be the difference between success and failure in your work and personal life. Effective interaction starts with an accurate perception of oneself.

### Driving Forces

This section of the report provides information on the why of your actions, which with application and coaching, can tremendously impact your valuing of life. Once you know the motivations that drive your actions, you will immediately be able to understand the causes of conflict.

### Integrating Behaviours And Driving Forces

This section of the report will help you blend the how and the why of your actions. Once you can understand how your behaviours and driving forces blend together, your performance will be enhanced and you will experience an increase in satisfaction.



## Introduction Behaviours Section

**Behavioural research suggests that the most effective people are those who understand themselves, both their strengths and weaknesses, so they can develop strategies to meet the demands of their environment.**

A person's behaviour is a necessary and integral part of who they are. In other words, much of our behaviour comes from "nature" (inherent), and much comes from "nurture" (our upbringing). It is the universal language of "how we act," or our observable human behaviour.

**In this report we are measuring four dimensions of normal behaviour. They are:**

- How you respond to problems and challenges.
- How you influence others to your point of view.
- How you respond to the pace of the environment.
- How you respond to rules and procedures set by others.

This report analyses behavioural style; that is, a person's manner of doing things. Is the report 100% true? Yes, no and maybe. We are only measuring behaviour. We only report statements from areas of behaviour in which tendencies are shown. To improve accuracy, feel free to make notes or edit the report regarding any statement from the report that may or may not apply, but only after checking with friends or colleagues to see if they agree.





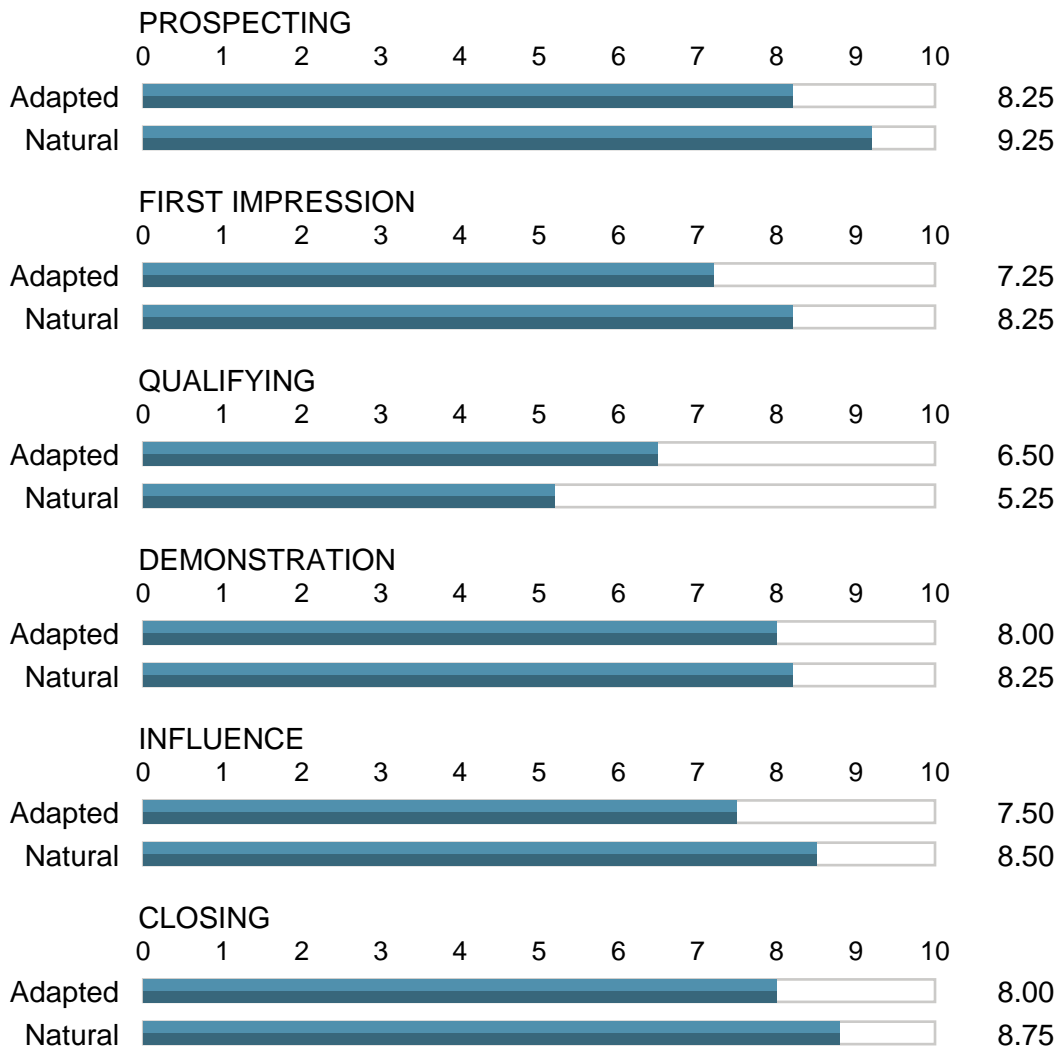


# Behavioural Selling Overview

The Behavioural Selling Overview reflects Max's natural and adapted styles within each phase of the Behavioural Selling Model. Max's natural style reflects his native, intuitive selling behaviour. Max's adapted scores reflect the behaviour that Max believes necessary in each phase of behavioural selling.

The level of effectiveness that Max either possesses naturally or is able to modify or "mask" is also shown. The higher the score, the more effective Max is at that phase of the sale. The lower the score, the greater challenge Max has in terms of delivering specific behaviour required for success within that phase.

The amount of difference between a salesperson's adapted and natural styles is also key. The greater the difference, the greater potential for stress.



0-5.0=POOR 5.1-6.6=FAIR 6.7-7.6=GOOD 7.7-8.8=VG 8.9-10=EX



# Potential Strengths or Obstacles to Behavioural Selling Success

*The Behavioural Selling Model is a scientific, professional selling process. The Behavioural Selling Overview outlines Max's performance tendencies within each specific phase of the Behavioural Selling Model.*

**Prospecting:** The first phase of the Behavioural Selling Model. It is the phase of the sale where prospects are identified, detailed background information is gathered, the physical activity of traditional prospecting is coordinated and an overall strategy for face-to-face selling is developed.

## In the Prospecting Phase, Max MAY have a TENDENCY to:

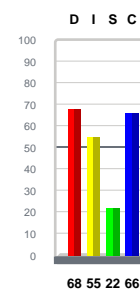
- Overlook small, but relevant bits of information that are important to gathering meaningful information essential to making a precise and meaningful presentation.
- Be a self starter in finding new business and will be aggressive in the pursuit of new accounts.
- Proceed with the sales process before he has gathered all the necessary facts. He wants get on with the process quickly...sometimes too quickly.
- Not keep detailed records while gathering information on prospects unless he sees it as leading directly to the sale.

**First Impression:** The first face-to-face interaction between a prospect and the salesperson, this phase is designed to enable the salesperson to display his or her sincere interest in the prospect...to gain positive acceptance and to develop a sense of mutual respect and rapport. It is the first phase of face-to-face trust building and sets the face-to-face selling process in motion.

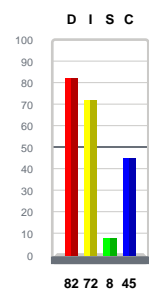
## In the First Impression Phase, Max MAY have a TENDENCY to:

- Launch into a traditional, yet outdated demonstration of his product or service rather than wait for the appropriate time to make an appropriate application oriented behavioural selling presentation.
- Not take the time to allow the prospect to feel comfortable in discussing those issues of a personal nature that are often critical to a mutually trusting sales relationship.
- Rush through the First Impression Phase and get into the Qualifying Phase prematurely while not allowing some prospects the time to feel a sense of trust, confidence and rapport.

Adapted Style



Natural Style





# Potential Strengths or Obstacles to Behavioural Selling Success

- Use confrontation as a means to display his position, power, knowledge and expertise. This may hinder the sales process unless he is calling on an equally aggressive buyer.

**Qualifying:** The questioning and detailed needs analysis phase of the face-to-face sale, this phase of the Behavioural Selling Model enables the salesperson to discover what the prospect will buy, when they will buy and under what conditions they will buy. It is allowing the prospect to identify and verbalise their level of interest, specific wants and detailed needs in the product or service the salesperson is offering.

## In the Qualifying Phase, Max MAY have a TENDENCY to:

- Not understand that listening is a receptive, accommodating skill rather than an aggressive, take charge type of skill.
- Impress the prospect with how much he knows by asking questions to which the prospect may not have the answers. May also ask questions that tend to put the prospect on the defensive.
- Not have presentation in logical order.
- Ask potentially insensitive and awkward questions of the prospect too soon upon the first meeting.

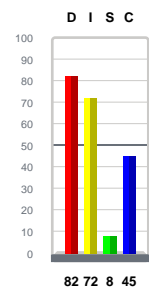
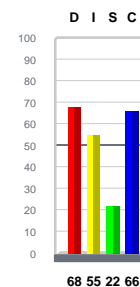
**Demonstration:** Much different from traditional "demonstration" or "product presentation," this phase allows the salesperson to demonstrate his or her product knowledge in such a way that it fulfils the stated or implied wants, needs, or intentions of the prospect as identified and verbalised in the Qualifying Phase.

## In the Demonstration Phase, Max MAY have a TENDENCY to:

- Ten to fifteen percent of his potential customers will feel comfortable with his presentation style which can be fast, direct and sometimes glossing over major points. However, the remaining prospects will feel somewhat uncomfortable with his natural style.
- Not take the time to ask feedback questions in order to assure that his presentation is on target and meeting the prospect's stated or implied needs.
- Develop highly creative solutions to prospect's problems. However, these solutions may tend to be too aggressive for some buyers. Needs to stay alert to buying signals and maintain focus on the buyer rather than on himself or his product or service.

Adapted Style

Natural Style







# Potential Strengths or Obstacles to Behavioural Selling Success

- Present the products or service that satisfy his own needs rather than really answering the prospect's true buying motives, time frame for buying and terms of purchase.

**Influence:** What people believe enough, they act upon. This phase is designed to enable the salesperson to build value and overcome the tendency that many prospects have to place little belief or trust in what is told to them. It is this phase of the sale that solidifies the prospect's belief in the supplier, product or service and salesperson.

## In the Influence Phase, Max MAY have a TENDENCY to:

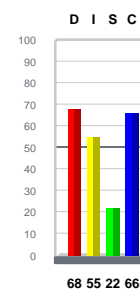
- Loosely "toss around" testimonials of others without providing the facts to support statements.
- Rely too much on high visibility customers, publications and prestigious references as testimonials or proven resources.
- Not allow prospect time to think through what the information really means and how the product or service will solve his problems.
- Subconsciously force prospect to agree with his intentions.

**Closing:** The final phase of the Behavioural Selling Model. This phase is asking the prospect to buy, dealing with objections, handling any necessary negotiation and completing the transaction to mutual satisfaction.

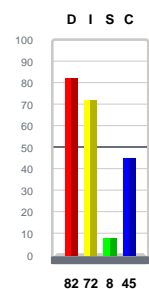
## In the Closing Phase, Max MAY have a TENDENCY to:

- Take objections lightly.
- Blame, deny, and defend when confronted with poor sales results.
- Take on a large number of outside activities.
- Be so direct in closing that he antagonises some buyers. The methodical buyer could be intimidated.

Adapted Style



Natural Style











## Selling Tips

*This section provides suggestions on methods which will improve Max's communications when selling to different styles. The tips include a brief description of typical people in which he may interact. By adapting to the communication style desired by other people, Max will become more effective in his communications with them. He may have to practice some flexibility in varying his communication style with others who may be different from himself. This flexibility and the ability to interpret the needs of others is the mark of a superior salesperson.*

### **When selling to a person who is dependent, neat, conservative, perfectionist, careful and compliant:**

- Prepare your "presentation" in advance.
- Stick to business--provide fact to support your presentation.
- Be accurate and realistic--do not exaggerate.

#### **Factors that will create tension:**

- Being giddy, casual, informal, loud.
- Wasting time with small talk.
- Being disorganised or messy.

### **When selling to a person who is ambitious, forceful, decisive, strong-willed, independent and goal-oriented:**

- Be clear, specific, brief and to the point.
- Stick to business. Give an effective presentation.
- Come prepared with support material in a well-organised "package."

#### **Factors that will create tension:**

- Talking about things that are not relevant to the issue.
- Leaving loopholes or cloudy issues.
- Appearing disorganised.

### **When selling to a person who is patient, predictable, reliable, steady, relaxed and modest:**

- Begin with a personal comment--break the ice.
- Present yourself softly, nonthreateningly and logically.
- Earn their trust--provide proven products.

#### **Factors that will create tension:**

- Rushing headlong into the interview.
- Being domineering or demanding.
- Forcing them to respond quickly to your questions.

### **When selling to a person who is magnetic, enthusiastic, friendly, demonstrative and political:**

- Provide a warm and friendly environment.
- Do not deal with a lot of details, unless they want them.
- Provide testimonials from people they see as important.

#### **Factors that will create tension:**

- Being curt, cold or tight-lipped.
- Controlling the conversation.
- Driving on facts and figures, alternatives, abstractions.





# The Absence of a Behavioural Factor

The absence of a behavioural factor may provide insight into situations or environments that may cause tension or stress. Based on research, we are able to identify situations that should be avoided or minimised in a person's day-to-day environment. By understanding the contribution of a low behavioural style, we are able to better articulate a person's talents and create environments where people can be more effective.

## Situations and circumstances to avoid or aspects needed within the environment in order to minimise behavioural stress.

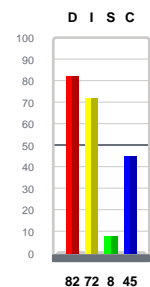
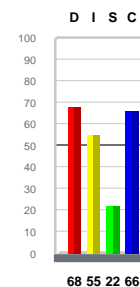
- Avoid projects that require constant focus without any room for variance in task.
- Avoid positions that revolve around routine work.
- The need for juggling many tasks at once may jeopardise quality.

## Understanding that the need to adapt is unavoidable at times, below are tips for adapting to those with S above the energy line and/or tips for seeking environments that will be conducive to the low S.

- Seek environments where change is rewarded versus discouraged.
- Recognise the constant need for change causes fear in others.
- Understand and recognise that the avoidance of delegation may have a negative impact long-term.

Adapted Style

Natural Style





# Descriptors

Based on Max's responses, the report has marked those words that describe his personal behaviour. They describe how he solves problems and meets challenges, influences people, responds to the pace of the environment and how he responds to rules and procedures set by others.

Driving	Inspiring	Relaxed	Cautious
Ambitious	Magnetic	Passive	Careful
Pioneering	Enthusiastic	Patient	Exacting
Strong-Willed	Persuasive	Possessive	Systematic
Determined	Convincing	Predictable	Accurate
Competitive	Poised	Consistent	Open-Minded
Decisive	Optimistic	Steady	Balanced Judgment
Venturesome	Trusting	Stable	Diplomatic
<b>Dominance</b>	<b>Influencing</b>	<b>Steadiness</b>	<b>Compliance</b>
Calculating	Reflective	Mobile	Firm
Cooperative	Factual	Active	Independent
Hesitant	Calculating	Restless	Self-Willed
Cautious	Sceptical	Impatient	Obstinate
Agreeable	Logical	Pressure-Oriented	Unsystematic
Modest	Suspicious	Eager	Uninhibited
Peaceful	Matter-of-Fact	Flexible	Arbitrary
Unobtrusive	Incisive	Impulsive	Unbending





# Natural and Adapted Selling Style

Max's natural selling style of dealing with problems, people, pace and procedures may not always fit the sales environment. This section is extremely important as it will identify if a salesperson's natural style or adapted style is correct for the current sales environment.




---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

## PROBLEMS - CHALLENGES

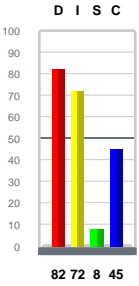
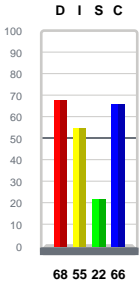
Natural	Adapted
Max is ambitious in his approach to selling, displaying a strong will and has a need to win against all obstacles. He has a tendency to confront prospects and desire to control the sales situation. He needs a territory and products that will constantly challenge him.	Max sees no need to change his sales approach from his basic style as it is related to solving problems and challenges.

## PEOPLE - CONTACTS

Natural	Adapted
Max is enthusiastic about his ability to influence others. He prefers an environment in which he has the opportunity to deal with different types of individuals. He is trusting and also wants to be trusted.	Max feels the environment calls for him to be sociable and optimistic. He will trust others and wants a positive environment in which to sell.

Adapted Style

Natural Style









# Time Wasters

*This section of your report is designed to identify time wasters that may impact your overall time use effectiveness. Possible causes and solutions will serve as a basis for creating an effective plan for maximising your use of TIME and increasing your PERFORMANCE.*

## Lack of a Written Plan

*A plan in this context may be an overall business plan including mission, goals, objectives, task requirements and utilisation of resources. It may also simply mean written priorities and a written daily plan of action.*

### Possible Causes:

- Action oriented, want to get things done now
- Priorities keep changing (self- or other-imposed)
- Have been successful without a plan in the past
- Want to "go with the flow" and not be stifled by a written daily agenda

### Possible Solutions:

- Write down personal and job-related values and prioritise them
- Write out a long-term plan that will support those values
- Recognise that by having priorities clearly in mind, constant change will be replaced with change-by-design

## Snap Decisions

*Snap decisions in this context are those decisions that are made too quickly without having all the necessary information.*

### Possible Causes:

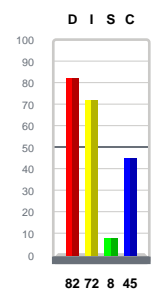
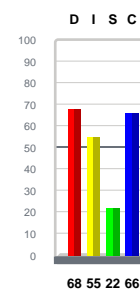
- Impatience overrides need to wait for more information
- Try to do too much
- Failure to plan in advance
- Lack specific goals

### Possible Solutions:

- Ask for recommendations
- Establish process for decisions prior to situation occurring
- Establish standard operating procedures and alternative procedures for possible problems

Adapted Style

Natural Style





# Time Wasters Continued

## Firefighting

Firefighting is often defined as being pulled away from priority tasks to answer questions, offer solutions, delegate or solve problem-related minor issues. These issues usually "flare up" quickly and are "put out" quickly.

### Possible Causes:

- Desire to solve problems quickly and sometimes without adequate information
- Lack of delegation
- Lack of standard operating procedures
- Poor/wrong priorities
- Failure to fit intensity to the situation

### Possible Solutions:

- Establish a plan
- Create operational procedures for tasks and known problems
- Establish a "management by objectives" approach

## Poor Delegation

Poor delegation usually means the inability to discriminate between tasks needing your time and attention, and those others are capable of accomplishing.

### Possible Causes:

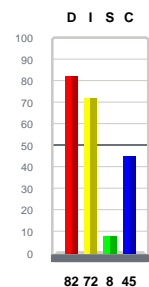
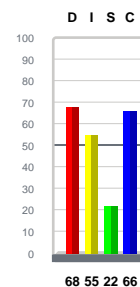
- Do not want to give up control
- Do not trust the abilities of others
- Do not understand the abilities of others
- Fear the talents of others
- Do not want to overload others

### Possible Solutions:

- Train and mentor others
- Develop a support team
- Give people the opportunity to help
- Recognise the time spent training others on routine tasks will result in gained cumulative time for higher priority tasks

Adapted Style

Natural Style





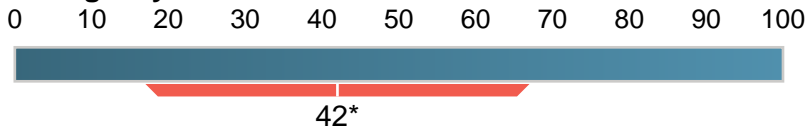




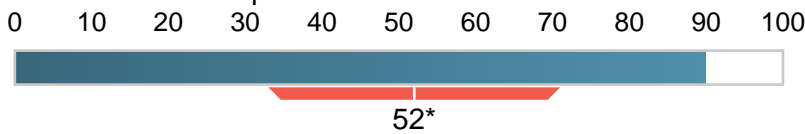
# Behavioural Hierarchy

The Behavioural Hierarchy graph will display a ranking of your natural behavioural style within a total of twelve (12) areas commonly encountered in the workplace. It will help you understand in which of these areas you will naturally be most effective.

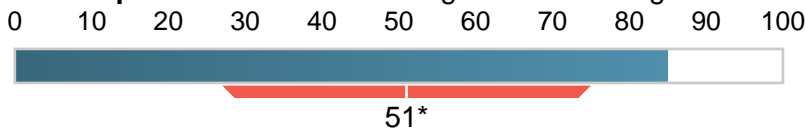
**1. Urgency** - Take immediate action.



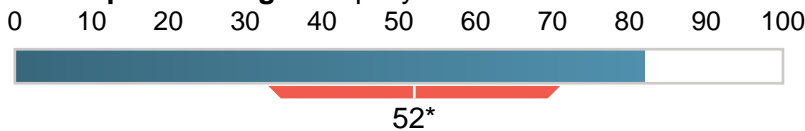
**2. Versatile** - Adapt to various situations with ease.



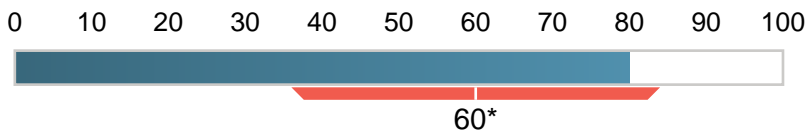
**3. Competitive** - Want to win or gain an advantage.



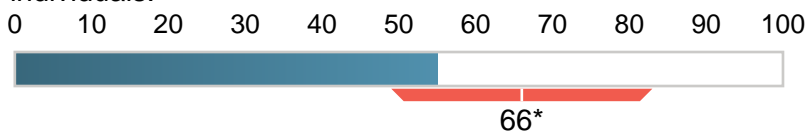
**4. Frequent Change** - Rapidly shift between tasks.



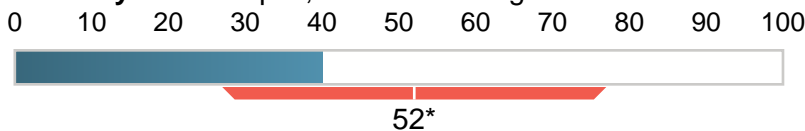
**5. Interaction** - Frequently engage and communicate with others.



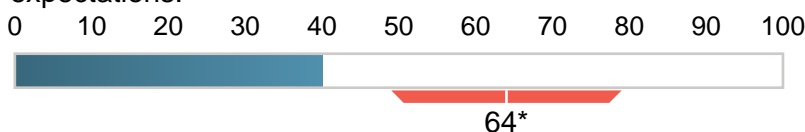
**6. People-Oriented** - Build rapport with a wide range of individuals.



**7. Analysis** - Compile, confirm and organise information.



**8. Customer-Oriented** - Identify and fulfil customer expectations.




---

---

---

---

---

---

---

---

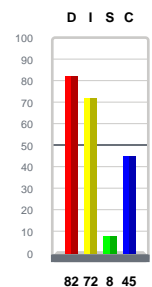
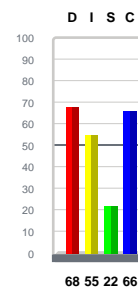
---

---

---

---

Adapted Style      Natural Style



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





# Behavioural Hierarchy

**9. Persistence** - Finish tasks despite challenges or resistance.

0 10 20 30 40 50 60 70 80 90 100



38

**10. Following Policy** - Adhere to rules, regulations, or existing methods.

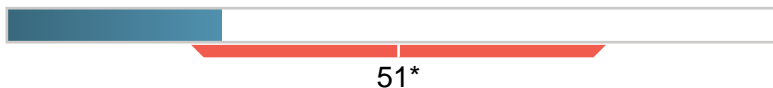
0 10 20 30 40 50 60 70 80 90 100



38

**11. Organised Workplace** - Establish and maintain specific order in daily activities.

0 10 20 30 40 50 60 70 80 90 100



28

**12. Consistent** - Perform predictably in repetitive situations.

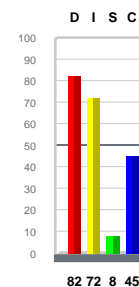
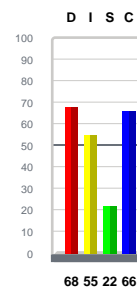
0 10 20 30 40 50 60 70 80 90 100



28

Adapted Style

Natural Style



SIA: 68-55-22-66 (25) SIN: 82-72-08-45 (12)  
\* 68% of the population falls within the shaded area.

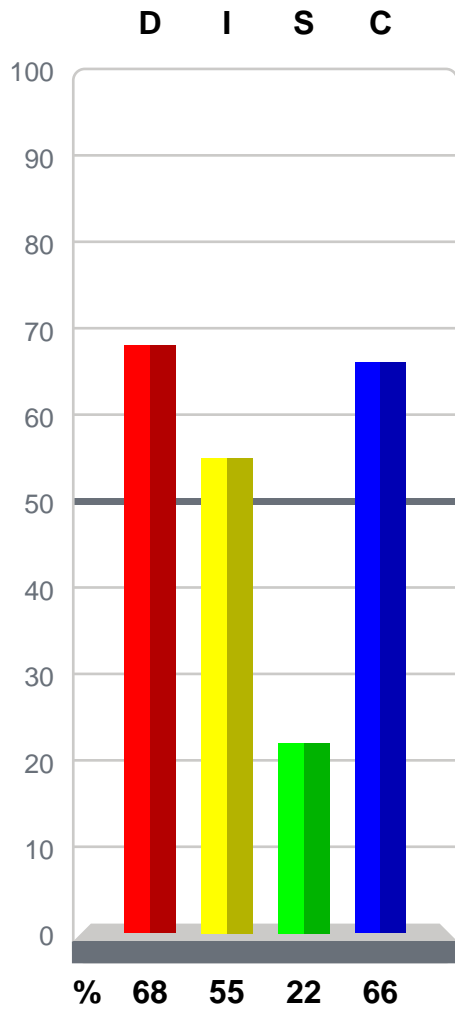


# Style Insights® Graphs

21/6/2017

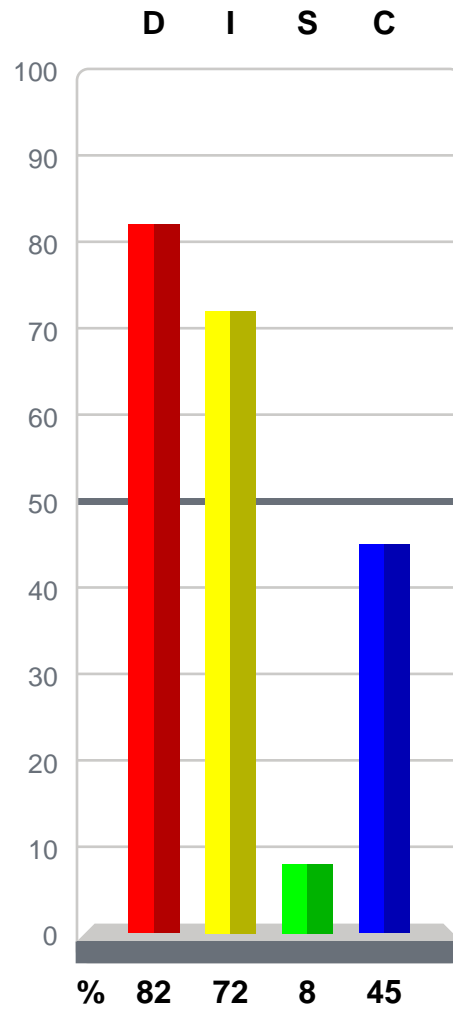
## Adapted Style

### Graph I



## Natural Style

### Graph II



German Norm 2017 R4

T: 0:58



## The Success Insights® Wheel

The Success Insights® Wheel is a powerful tool popularised in Europe. In addition to the text you have received about your behavioural style, the Wheel adds a visual representation that allows you to:

- View your natural behavioural style (circle).
- View your adapted behavioural style (star).
- Note the degree you are adapting your behaviour.
- If you filled out the Work Environment Analysis, view the relationship of your behaviour to your job.

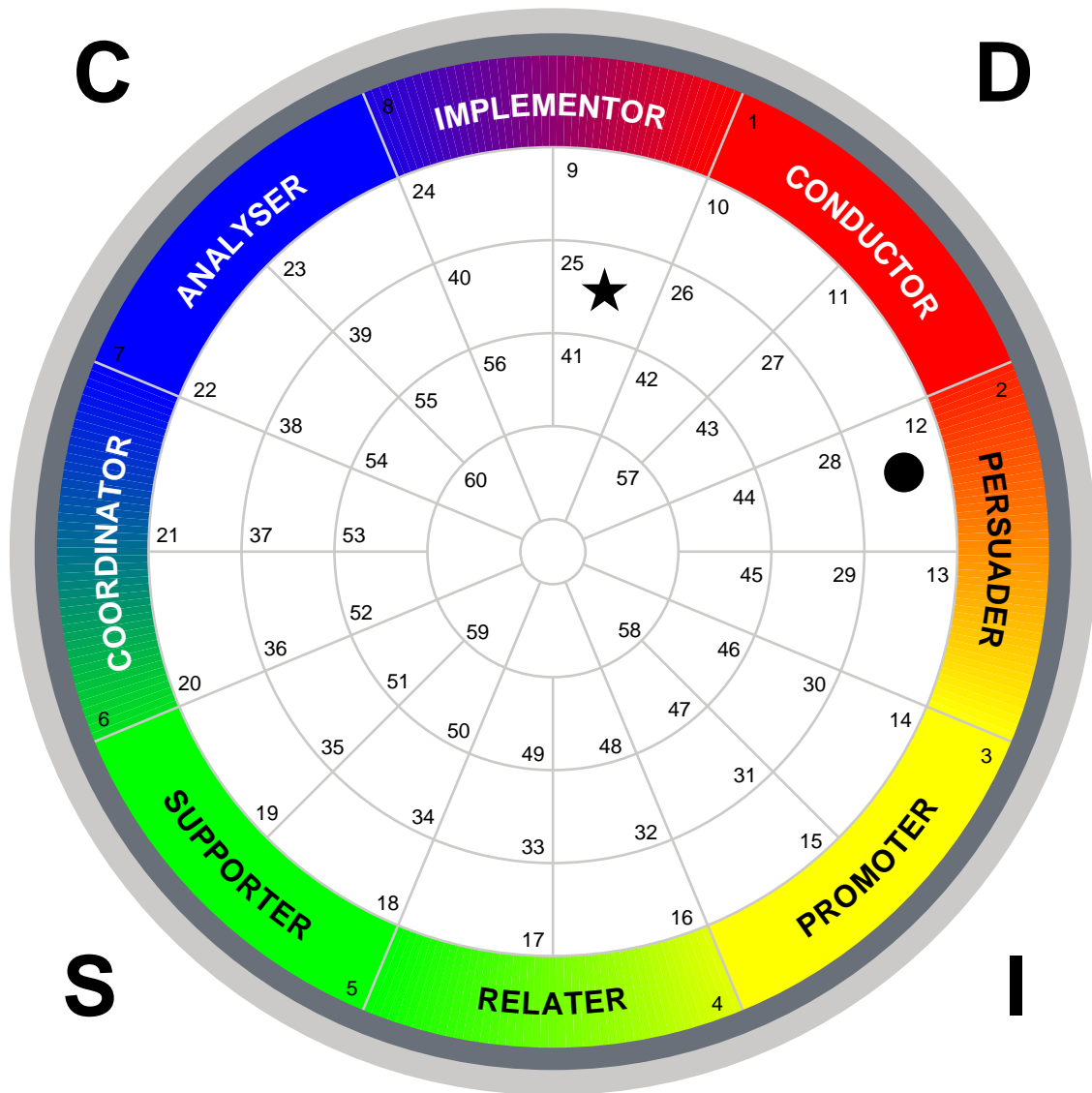
Notice on the next page that your Natural style (circle) and your Adapted style (star) are plotted on the Wheel. If they are plotted in different boxes, then you are adapting your behaviour. The further the two plotting points are from each other, the more you are adapting your behaviour.

If you are part of a group or team who also took the behavioural assessment, it would be advantageous to get together, using each person's Wheel, and make a master Wheel that contains each person's Natural and Adapted style. This allows you to quickly see where conflict can occur. You will also be able to identify where communication, understanding and appreciation can be increased.



# The Success Insights® Wheel

21/6/2017



Adapted: ★ (25) CONDUCTING IMPLEMENTOR (FLEXIBLE)  
Natural: ● (12) CONDUCTING PERSUADER

German Norm 2017 R4

T: 0:58



# Understanding Your Driving Forces

Eduard Spranger first defined six primary types or categories to define human motivation and drive. These six types are Theoretical, Utilitarian, Aesthetic, Social, Individualistic and Traditional.

With TTISI's additional insights into Spranger's original work, the 12 Driving Forces® came to life. The 12 Driving Forces® are established by looking at each motivator on a continuum and describing both ends. All of the twelve descriptors are based on six keywords, one for each continuum. The six keywords are Knowledge, Utility, Surroundings, Others, Power and Methodologies.

You will learn how to explain, clarify and amplify some of the driving forces in your life. This report will empower you to build on your unique strengths, which you bring to work and life. You will learn how your passions from 12 Driving Forces® frame your perspectives and provide the most accurate understanding of you as a unique person.

Please pay careful attention to your top four driving forces, as they highlight what most powerfully moves you to action. As you examine the next tier of four driving forces, you will recognise they may have strong pull for you, but only in certain situations. Finally, when reviewing the bottom four driving forces, you will identify your varying levels of indifference or total avoidance.

Once you have reviewed this report you will have a better grasp of one of the key areas in the Science of Self™ and will:

- Identify and understand your unique Driving Forces
- Understand and appreciate the Driving Forces of others
- Establish methods to recognise and understand how your Driving Forces interact with others to improve communication



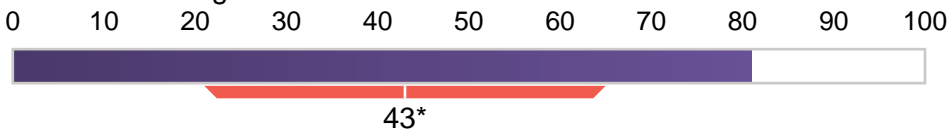




# Primary Driving Forces Cluster

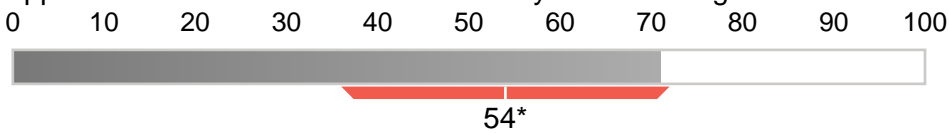
Your top driving forces create a cluster of drivers that move you to action. If you focus on the cluster rather than a single driver you can create combinations of factors that are very specific to you. The closer the scores are to each other the more you can pull from each driver. Think about the driver that you can relate to most and then see how your other primary drivers can support or complement to create your unique driving force.

**1. Objective** - People who are driven by the functionality and objectivity of their surroundings.



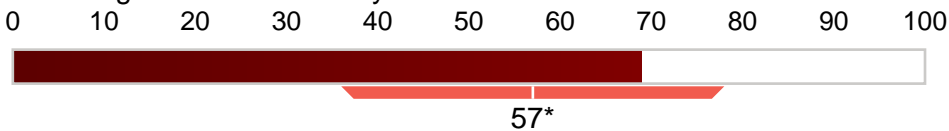
81

**2. Receptive** - People who are driven by new ideas, methods and opportunities that fall outside a defined system for living.



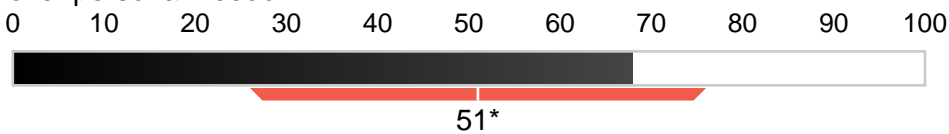
71

**3. Intellectual** - People who are driven by opportunities to learn, acquire knowledge and the discovery of truth.



69

**4. Commanding** - People who are driven by status, recognition and control over personal freedom.



68

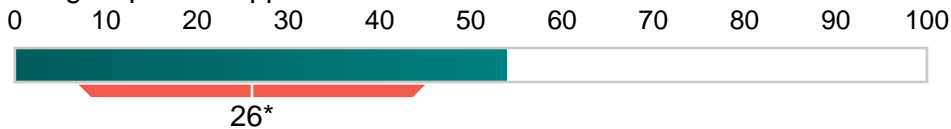




# Situational Driving Forces Cluster

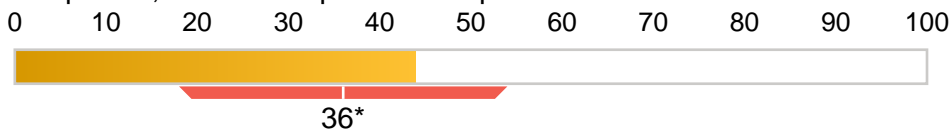
Your middle driving forces create a cluster of drivers that come in to play on a situational basis. While not as significant as your primary drivers, they can influence your actions in certain scenarios.

**5. Altruistic** - People who are driven to assist others for the satisfaction of being helpful or supportive.



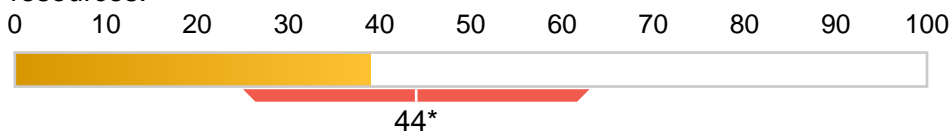
54

**6. Selfless** - People who are driven by completing tasks for the sake of completion, with little expectation of personal return.



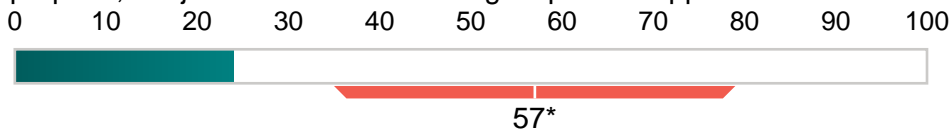
44

**7. Resourceful** - People who are driven by practical results, maximising both efficiency and returns for their investments of time, talent, energy and resources.



39

**8. Intentional** - People who are driven to assist others for a specific purpose, not just for the sake of being helpful or supportive.



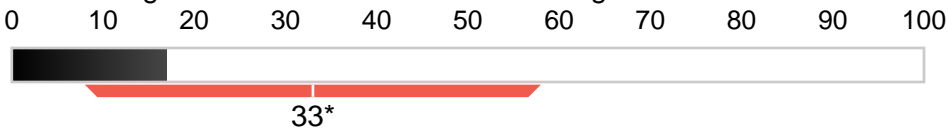
24



# Indifferent Driving Forces Cluster

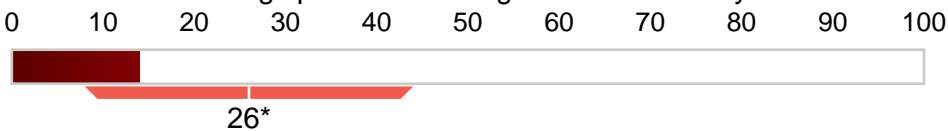
You may feel indifferent toward some or all of the drivers in this cluster. However, the remaining factors may cause an adverse reaction when interacting with people who have one or more of these as a primary driving force.

**9. Collaborative** - People who are driven by being in a supporting role and contributing with little need for individual recognition.



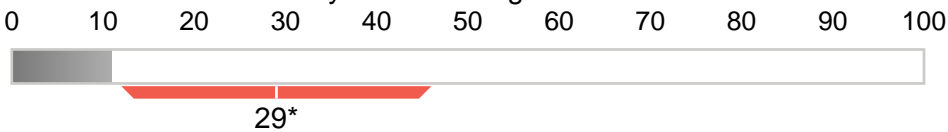
17

**10. Instinctive** - People who are driven by utilising past experiences, intuition and seeking specific knowledge when necessary.



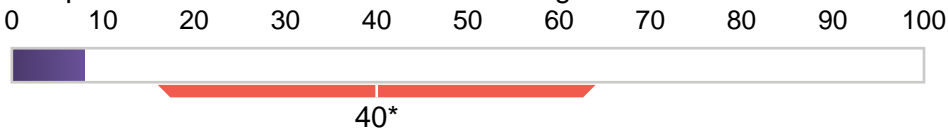
14

**11. Structured** - People who are driven by traditional approaches, proven methods and a defined system for living.



11

**12. Harmonious** - People who are driven by the experience, subjective viewpoints and balance in their surroundings.



8

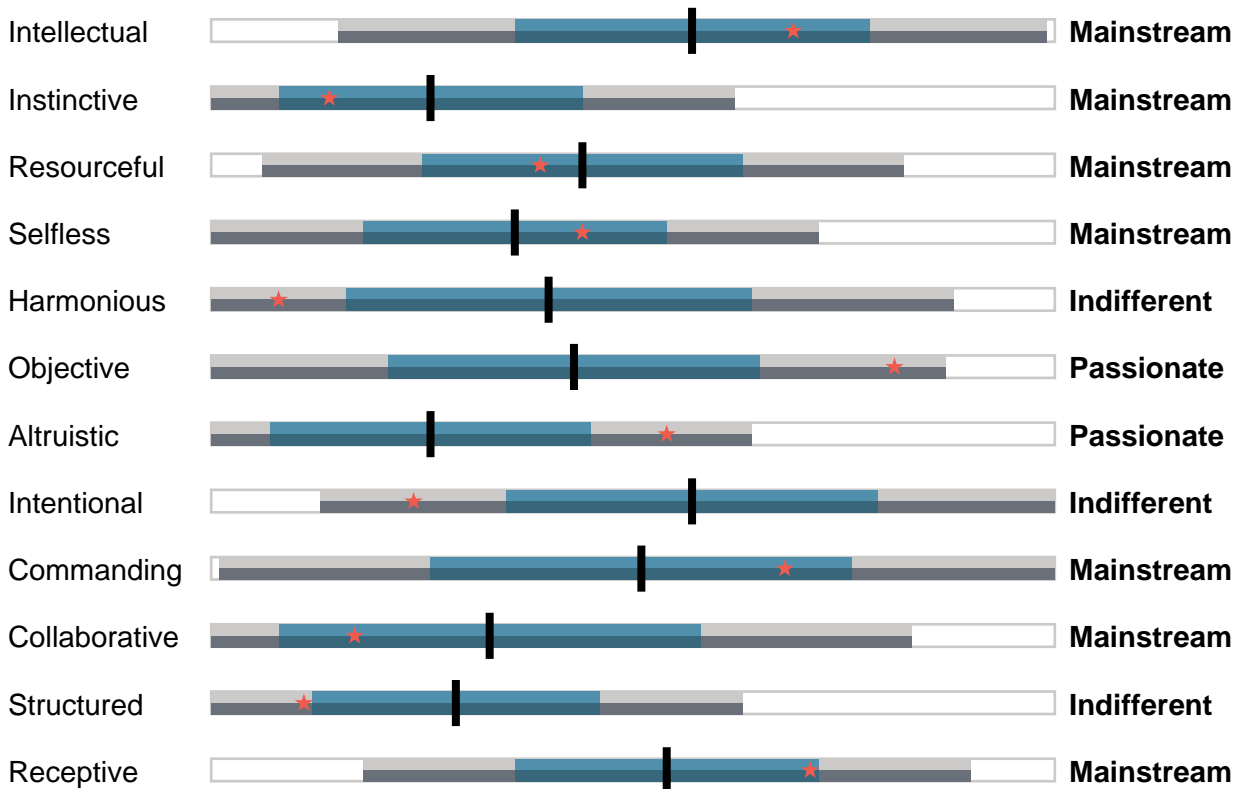


# Areas for Awareness

For years you have heard statements like, "Different strokes for different folks," "to each his own," and "people do things for their own reasons, not yours." When you are surrounded by people who share similar driving forces, you will fit in with the group and be energised. However, when surrounded by people whose driving forces are significantly different from yours, you may be perceived as out of the mainstream. These differences can induce stress or conflict.

This section reveals areas where your driving forces may be outside the mainstream and could lead to conflict. The further above the mean and outside the mainstream you are, the more people will notice your passion about that driving force. The further below the mean and outside the mainstream you are, the more people will notice your avoidance or indifference regarding that driving force. The shaded area for each driving force represents 68 percent of the population or scores that fall within one standard deviation above or below the national mean.

## Norms & Comparisons Table - German Norm 2017

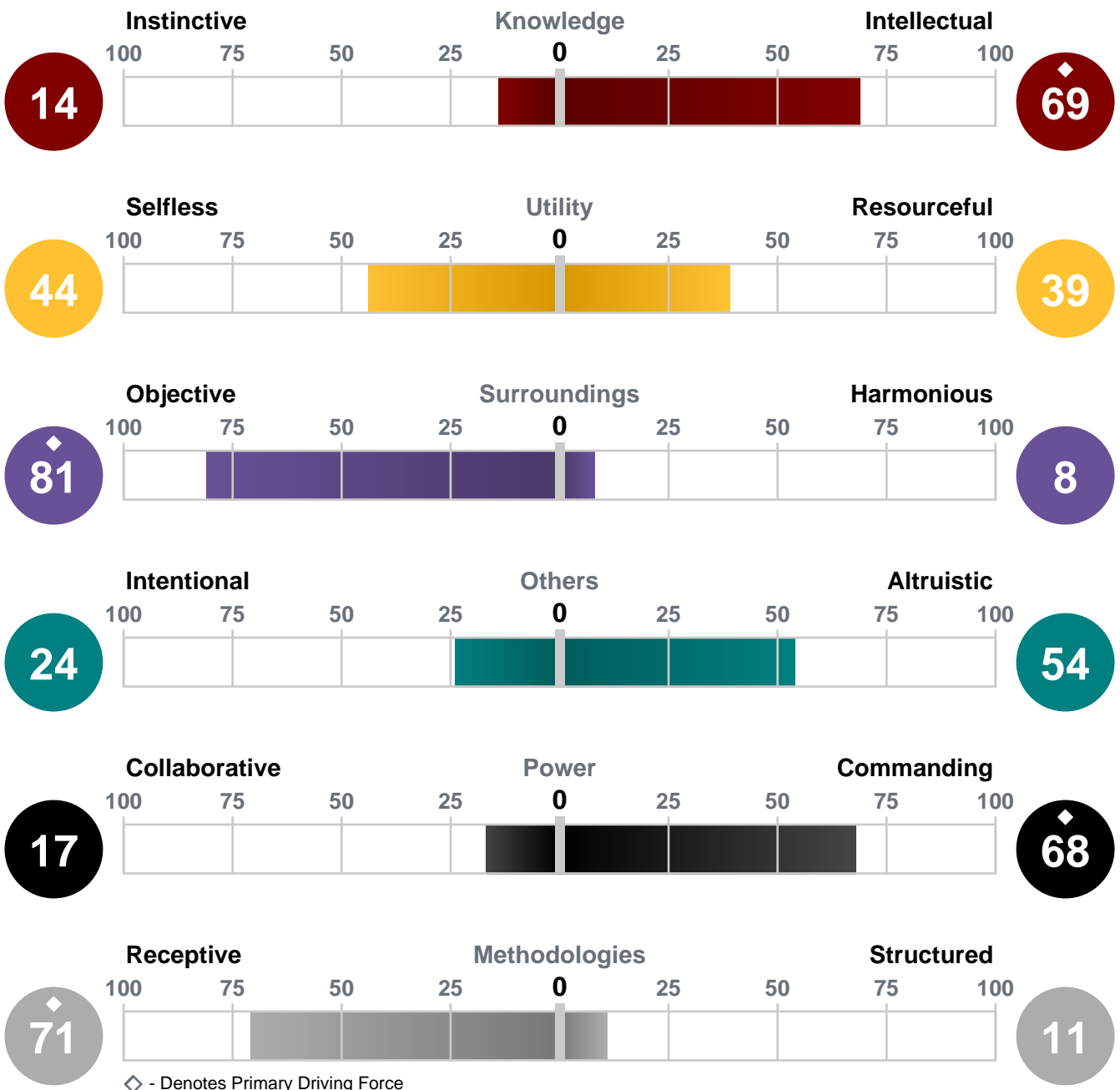


■ - 1st Standard Deviation - \* 68% of the population falls within the shaded area. ■ - national mean ★ - your score  
 ■ - 2nd Standard Deviation  
 □ - 3rd Standard Deviation

**Mainstream** - one standard deviation of the national mean  
**Passionate** - two standard deviations above the national mean  
**Indifferent** - two standard deviations below the national mean  
**Extreme** - three standard deviations from the national mean



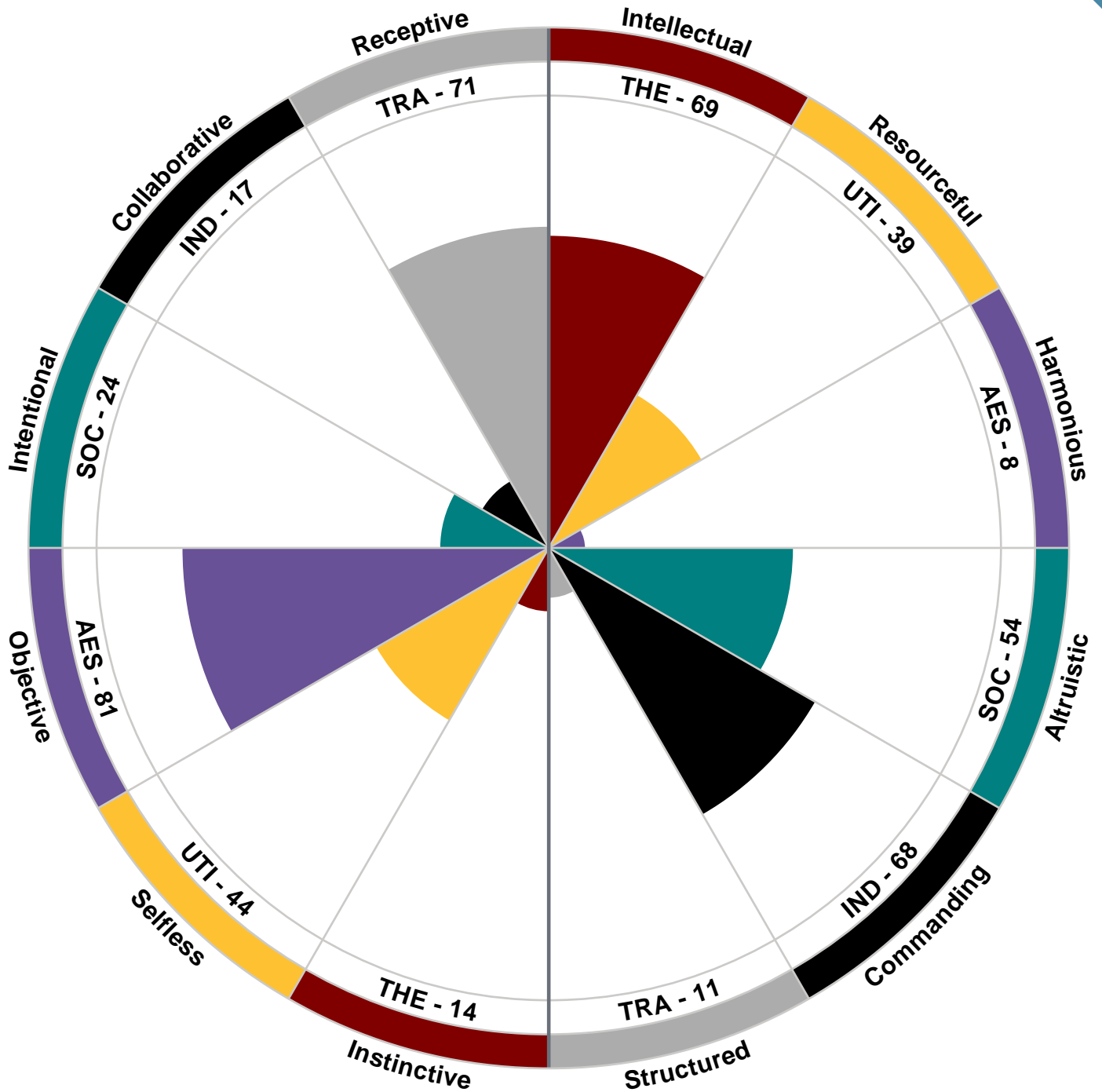
# Driving Forces Graph



T: 0:40



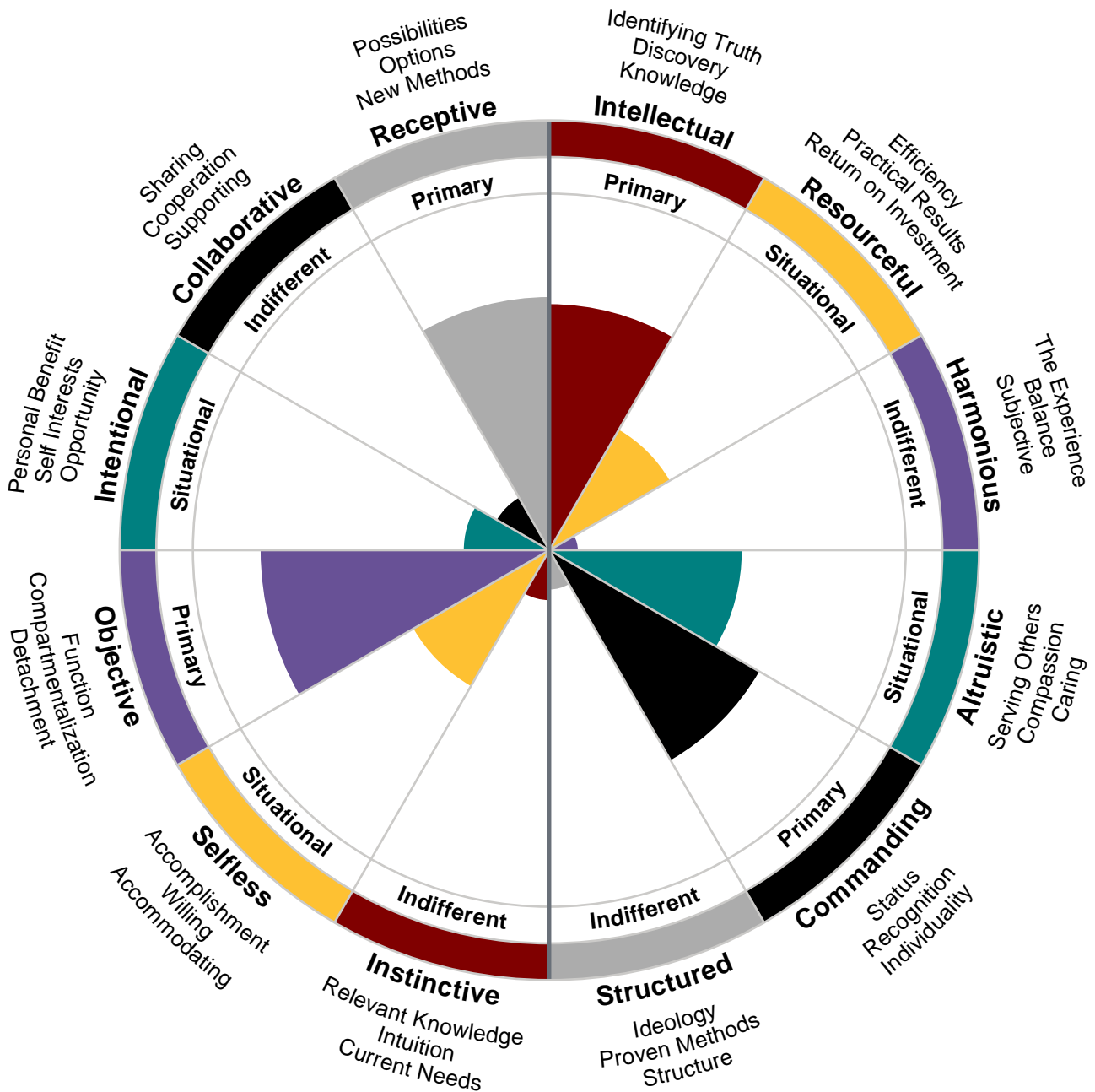
# Driving Forces Wheel



T: 0:40



# Descriptors Wheel



T: 0:40



## Introduction Integrating Behaviours and Driving Forces Section

The ultimate power behind increasing job satisfaction and performance comes from the blending of your behaviours and driving forces. Each individually is powerful in order to modify your actions, but the synergy of blending the two moves you to a whole new level.

### In this section you will find:

- Potential Behavioural and Motivational Strengths
- Potential Behavioural and Motivational Conflict
- Ideal Environment
- Keys to Motivating
- Keys to Managing











# Keys to Motivating

All people are different and motivated in various ways. This section of the report was produced by analysing Max's driving forces. Review each statement produced in this section with Max and highlight those that are present "wants."

## Max wants:

- To focus on the functionality more than physical attributes as an indicator of success.
- The freedom to compartmentalise issues when solving problems.
- To be seen as someone who is passionate about results even within a chaotic environment.
- The opportunity to expand his way of thinking.
- The ability to solve problems by examining many new approaches.
- All systems and structures to be current and moving toward the desired result.
- Complete information in bulleted format for his own investigation.
- All possible information at his fingertips in order to conquer challenges.
- Challenging problems where his knowledge and research capabilities can be maximised.
- To lead a team that understands the value of short-term and fast-moving ideas and results.
- New and difficult challenges that lead to prestige and status.
- Space and latitude to do what it takes to get the job done.

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---





# Action Plan

The following are examples of areas in which Max may want to improve. Circle 1 to 3 areas and develop action plan(s) to bring about the desired results. Look over the report for possible areas that need improvement.

- Customer Service
- Prospecting
- Preparation
- Presentation
- Handling Objections
- Closing
- Product Knowledge
- Personal Goals
- Other

Area: \_\_\_\_\_

- 1.
- 2.
- 3.

Area: \_\_\_\_\_

- 1.
- 2.
- 3.

Area: \_\_\_\_\_

- 1.
- 2.
- 3.

Date to Begin: \_\_\_\_\_ Date to Review: \_\_\_\_\_