

imagine
great
people



*You don't build a business - you build people - and
then people build the business.*

*You cannot have a successful business without a
lot of successful people helping to grow it.*

ZIG ZIGLAR



We wish to thank our dear friend, colleague and mentor, Dr. Doru Dima PhD and his team for thinking with their imagination and making this brochure a reality.



Rick Yvanovich FCMA CGMA FCPA MSc

Founder & CEO, Profiles International SEA
Founder & CEO, TRG International



In the context of a continually changing economy, where new markets and competitors keep emerging, adaptation through innovation and continual learning are essential for the survival of any organisation.

Now more than ever before, it is paramount to redefine and adjust individual, social, professional and managerial competencies, which is what creates huge opportunities for those who are first to get hold of them and capitalise on them.

When it comes to people, we should not think of the costs of investing in their development, but rather of the costs of not doing so.



Dr. Doru Dima PhD
CEO, Profiles International Romania

EMPLOYEE ASSESSMENT SPECIALISTS

Profiles International

World leader in online
human resource assessment

**“We help you select the right people and
develop them to their full potential”**

Profiles International develops assessments and talent management solutions to improve employee and manager performance and workforce productivity.

We help our clients gain a competitive advantage by understanding their people at the deepest levels. This includes how they think, natural tendencies, behaviours and preferences, and attitudes toward key workplace issues. This helps them select the right people, place them in the right roles, and manage them to their full potential.

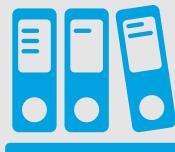
Profiles International owns a remarkable catalogue of complete professional assessment solutions, aimed at all the stages employees go through, from selection and recruitment, to training, coaching and performance management.

We work with clients throughout **the entire employee life-cycle to increase both the productivity and the performance of teams and organisations**. Our solutions help clients filter out improper candidates, provide jobs that fit their inherent capacity, understand the strengths and weaknesses of successful integration, identify performance improvement opportunities and maximise long term employee contribution to the business.

Ever since our establishment in 1991, we have delivered over **45,000,000 assessments** to over **40,000 organisations** in **122 countries**.



45,000,000
ASSESSMENTS



40,000
ORGANISATIONS



122
COUNTRIES



WORLD LEADER IN ONLINE HUMAN RESOURCE ASSESSMENT



Profiles International South East Asia was founded in 2007 and is one of many solutions offered by TRG International.

Our business is both high-tech and high-touch, and laser-focused to help our clients succeed. Job assessments are the most efficient instruments for managing human capital.

Our assessments are grounded in advanced behavioural science that we continually validate through our team of PhD Psychologists and Psychometricians.

Our dedicated client services team helps you deliver our assessments effortlessly through our state-of-the-art virtual assessment centres and is with you the entire way.

Our assessment reports are written for managers with practical insight and advice to get the most from their people.

**We provide you with a complete system, adapted to your most pressing needs.
By using Profiles International assessments you can be certain of successfully selecting employees.**



OUR CLIENT

Industries we serve

- Financial and insurance services
- Retail and wholesale
- Hotels and restaurants
- Banking
- Real estate
- Health and human resource services
- Media, telecom and technologies
- Energy, utilities and natural resources
- Transport and automotive
- Constructions and real estate
- Universities, NGOs, Schools, Boards of Education

Our target audience

- Top and Middle Management: CEO, CFO, Sales, Marketing and Human Resource Managers, Recruitment, Development, Assessment, Diagnosis, Instruction and Training Specialists
- Representatives of central and local authorities
- Entrepreneurs

Global reach

- 122 countries; material translated into 32 languages





We work with over **40,000 clients** internationally



WHAT DO WE DO - WE ANALYSE PEOPLE TO THE MOST MINUTE DETAILS



Our assessments provide you with deep, objective, comprehensive, and valid information about your people, far beyond what you could uncover through typical interviews or performance reviews, as well as suggestions for their development and training.

This analysis includes:

How they think

- The speed at which they learn and assimilate information
- Verbal and numeric skills and reasoning abilities

Natural tendencies, behaviours and preferences

- Energy level, assertiveness, sociability, manageability, attitude, decisiveness, ability to accommodate, independence, objective judgment
- Productivity, quality of work, initiative, teamwork, problem solving, adaptability
- Response to job-related stress, frustration, and conflict
- Customer service orientation, trust, tact, empathy, focus, and flexibility
- Sales motivation, competitiveness, persistence, call reluctance, closing sales, ability to build and maintain relationships, and compensation preferences

How they interact with others, as a team and with their manager

- Control, sociability, patience, persistence, precision, ambition, composure, positive expectancy, analytical orientation, results orientation, emotional expressiveness, team player propensity, and quality orientation
- Overall team strengths, weaknesses, and balance
- Fit with manager and preferred management style

A person is like an iceberg

Only about



10%

of a person can be described by what appears on the surface and can be observed by the untrained eye



90%

is hidden

Profiles International
reveals what cannot be seen



IMPACT OF PROFILES INTERNATIONAL SOLUTIONS IN ORGANISATIONS

Manager performance improvement

We help you identify strengths and weaknesses areas of the management team by means of an objective 360° assessment. Through our instruments, we provide you both with suggestions and concrete actions to increase manager performance, and information about how they can motivate and develop subordinates in order to improve their productivity.

Team performance and organisational climate improvement

We help the leader know every member of the team and direct them to accomplish common objectives by understanding the strengths, weaknesses and the balance of the team.

Improvement of communication and relationships between employees and managers

The reports generated by Profiles International instruments provide complete information similar to a "user's manual" for the employee. Such information is essential for managers to communicate effectively and to motivate their employees for superior performance, and to obtain remarkable results from them. Our assessments provide you with specialised reports for interviews, selection, coaching and career planning.

Improvement of the talent management system and of succession plans

Our instruments help you identify the potential of employees and develop career plans that can motivate them and stimulate engagement to the organisation. Thus, you will be able to ensure succession for management positions, consistently developing leadership skills.

Selection of the best staff for your organisation

We help you replicate success by defining the characteristics of high performers in a professional role and use them as a model in assessing and selecting potential candidates.



Maximisation of the contribution of every employee within the organisation

The development and decline of many organisations directly depends on the skills, ability to work in a team and talent of every employee.

By using our assessment solutions you will obtain tangible results, such as increased productivity, lower stress, fewer conflicts and a positive impact on low performers.

Effective investments in training and development

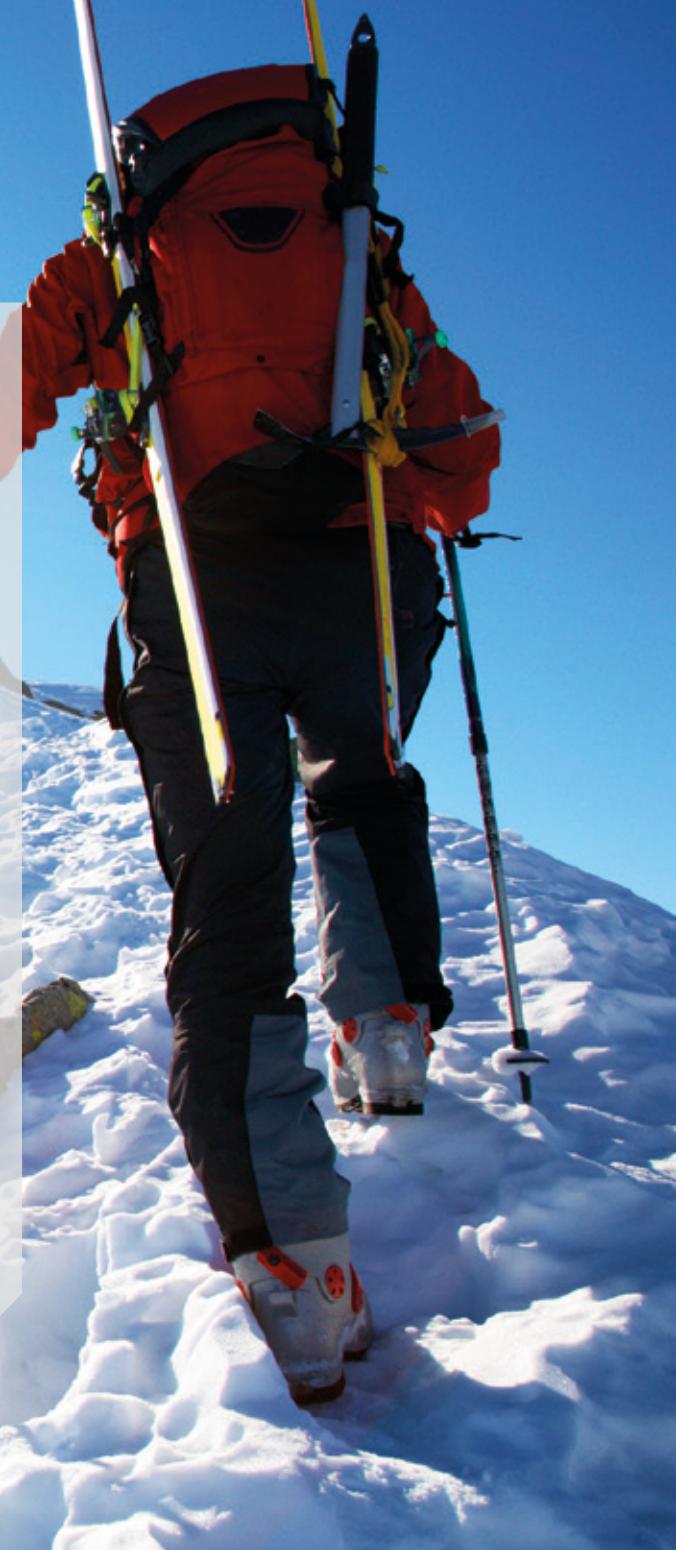
All Profiles International solutions are directed at improving the specific performance objectives of your organisation, by providing reports for selection, development, training, promotion, management and career planning to maximise your investment.

Reduction of workplace conflict and improvement of employee satisfaction

Measuring the job fit of your employees brings about better communication, less conflict, as well as action prompts, so that managers can maximise individual and team performance.

Reduction of personnel turnover and absenteeism

Better employment decisions equate to higher productivity and a lower risk for personnel turnover. Hiring the right person at the right place leads to an increase in organisational efficiency and employee satisfaction at all levels.



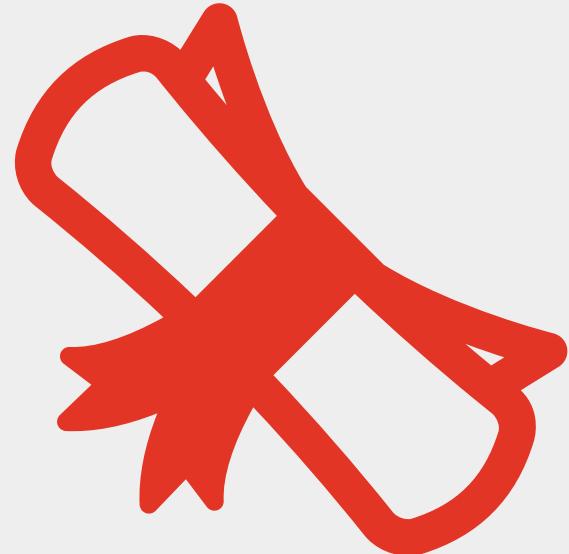
THE LATEST TECHNOLOGY

Ease of use through an online assessment centre, customised for every organisation

- The assessment centre integrates all Profiles International solutions
- Online access for multiple users
- Unique and customisable friendly user interface
- The administration and programming of assessments performed by the client
- The data is protected through firewall and site encryption, at set security levels
- Multiple reports, easily used even by non-specialists
- Continual updates, 24 hours a day availability
- Configuration of job fit and performance models by means of scientific work methods
- Ability to export data and to integrate the centre with ERP systems
- Ability to monitor test units

Scientifically validated assessments

- Validation studies for Profiles International instruments are above the standards imposed by The Association of Test Publishers
- All Profiles International instruments are validated in the local language, available in 32 languages
- Adapted to your needs (by elaborating specific performance models for every position within the organisation)



Our Certifications



Security



Microsoft Partner Network

Technology



Business



SYSTEM IMPLEMENTATION



Unified management of employee assessments

Ability to store information and employee assessment history in a web system, hosted on secure servers.

Direct access to the assessment centre, ensuring confidentiality

Dedicated system implementation for every client, ensuring data confidentiality.

The ability to update assessments and performance models, to aggregate assessment information in order to obtain useful reports.

Usage training included in subscription

Client system implementation includes the training of a standard number of users in using the assessment centre and the instruments.

Continual assistance dedicated to the client

Clear setting of implementation plans for the means to obtain client objectives. Local coverage by dedicated consultants for the network of national offices.

Specialised reports regarding the benefits of using Profiles International solutions by means of Profiles Global Assessment Centre

Assessment status, job fit / performance model analysis, cost / benefit analysis, return on investment (ROI) analysis, complex group analysis, surveys of developed skills and professional performance.



PROFILES INTERNATIONAL SOLUTIONS FOR ORGANISATION MANAGEMENT AND DEVELOPMENT

Business Objectives										Our Solutions						LEGEND	
STRATEGIC MANAGEMENT OF HUMAN CAPITAL										PXT	PPI	CP360	PSA	CSP	SCP	LEADER	PXT
Identification of performance potential					CP360	PSA	CSP	SCP	LCI							ProfileXT	
Strategic workforce and succession planning	PXT	PPI		CP360	PSA	CSP	SCP									PPI	
Restructuring, reorganisation, redeployment of employees to positions	PXT	PPI	PTA		PSA	CSP				LEADER		PTR				PTA	
Reintegration of employees after a merger, induction	PXT	PPI	PTA	CP360	PSA	CSP				LEADER	PTR					CP360	
Job-fit	PXT				PSA	CSP										PSA	
Work efficiency assessment	PXT	PPI					SCP									CSP	
Employee retention	PXT	PPI		CP360			SCP			LEADER						SCP	
TALENT LEADER MANAGEMENT																LEADER	
Talent identification, management and development	PXT			CP360			SCP			LEADER						PTR	
Leadership skills development				CP360					LCI	LEADER						PMF	
Prioritisation of managerial and leadership development needs				CP360					LCI	LEADER						LCI	
Manager leadership ability strengthening				CP360			SCP			LEADER						PWP	
Development of management competencies, skills and behaviours				CP360						LEADER							
Increase in employee productivity	PXT	PPI		CP360			SCP			LEADER							
TEAM DEVELOPMENT AND COORDINATION / COMMUNICATION IN ORGANISATIONS																	
Identifying the match between employees	PXT				PSA	CSP						PTR	PMF				
Creating efficient teams	PXT	PPI	PTA	CP360	PSA	CSP						PTR	PMF				
Team development		PPI	PTA									PTR	PMF				
Team management and coordination	PXT	PPI	PTA	CP360								PTR	PMF				
DAILY HUMAN RESOURCE MANAGEMENT																	
Primary analysis in candidate selection	PXT				PSA	CSP											
Screening, interview and candidate selection	PXT				PSA	CSP											
Employee on-boarding	PXT		PTA		PSA	CSP						PTR	PMF				
Productivity and work quality increase	PXT	PPI			PSA	CSP											
Increase in employee motivation and communication ability	PXT	PPI			PSA	CSP						PTR	PMF				
Conflict reduction	PXT	PPI	PTA		PSA	CSP							PMF				
Improvement of hiring/selection process	PXT				PSA	CSP											
SALE AND CUSTOMER SERVICE RELATION MANAGEMENT																	
Screening, interview and candidate selection					PSA												
Identification of sales potential					PSA		SCP										
Sales performance improvement					PSA		SCP										
Development of sales skills and techniques							SCP										
Identification of customer service potential						CSP											
CARRIER ORIENTATION																PWP	
Suggestions of potential career for individuals																	

PROFILES INTERNATIONAL SEA SOLUTIONS



ProfileXT® (PXT)

The ProfileXT® assessment measures an individual's match to a specific position within the organisation. The concept of "Job Fit" is unique in that it correlates an individual to the qualities they need in order to perform well in a specific position.

This assessment outlines specific features of the individual relating to Thinking Style | Behavioural Traits | Occupational Interests as well as specific job fit in the organisation.

Assessment scales:

Learning Index | Verbal Skill | Verbal Reasoning | Numerical Ability | Numeric Reasoning | Energy Level | Assertiveness | Sociability | Manageability | Attitude | Decisiveness | Accommodating | Independence | Objective Judgement | Financial / Administrative | Enterprising | Technical | Mechanical | Creative | People Service

ProfileXT® aids in identifying candidates with a high probability for success, with a high psychological skill potential, also providing development and coaching suggestions for using the potential of individuals to the fullest.

Reports generated by PXT can be used by the organisation in succession planning, reorganisation and talent management, as well as career planning.

Used for:

- Identification of performance potential
- Candidate selection and job fit
- Employee retention
- Development of management competencies, skills and behaviours
- Workforce planning
- Induction and succession programmes
- Performance improvement
- Coaching and self-improvement

PXT

Overall Job Match - 69%

Learning Index



Verbal Skill



Verbal Reasoning



Numerical Ability



Numeric Reasoning



Thinking Style
82% Match

Energy Level



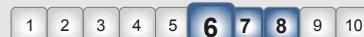
Assertiveness



Sociability



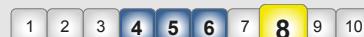
Manageability



Attitude



Decisiveness



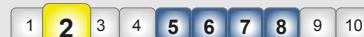
Accommodating



Independence



Objective Judgment



Behavioural Traits
54% Match

Distortion for this assessment is within the acceptable range.

Top Interests for Sally Sample

- Enterprising
- People Service
- Creative

Top Interests for this Performance Model

- Financial/Administrative
- People Service
- Enterprising

Interests
71% Match

○ = Match

Total Person

	Low	Mod-Low	Mod-High	High
Learning Index	■■■	■■■	■■■	
Verbal Skill	■■■			
Verbal Reasoning	■■■	■■■		
Numerical Ability	■■■	■■■		
Numeric Reasoning	■■■	■■■	■■■	

Thinking Style

	Low	Mod-Low	Mod-High	High
Energy Level	■■■	■■■	■■■	
Assertiveness	■■■	■■■	■■■	■■■
Sociability	■■■	■■■		
Manageability	■■■	■■■	■■■	
Attitude	■■■			
Decisiveness	■■■	■■■	■■■	■■■
Accommodating	■■■	■■■		
Independence	■■■	■■■	■■■	■■■
Objective Judgment	■■■			

Behavioral Traits

Distortion for this assessment
is within the acceptable range.

Interests



Enterprising



People Service



Creative

ProfileXT® (Leader) Executive Leadership Report

The Executive Leadership Report generated as a result of the ProfileXT® assessment presents a different interpretation of results so as to highlight the specific leadership profile.

It identifies the way in which a person's specific features are manifested in their adopted leadership style, what their strengths as well as their greatest challenges are.

The report also provides information regarding specific behaviours reported in 6 successful leadership components:

Innovative Strategy Initiative | Resource Maximisation | Use Of Organisational Synergy | Quality Results Delivery | Guidance Of Others | Maintaining High Personal Standards

The conclusions present suggestions for the improvement of leadership behaviours.

Used for:

- Development of management competencies, skills and behaviours
- Talent identification, management and development
- Strategic workforce and succession planning
- Identification of leadership potential
- Increase in employee productivity
- Development of leadership skills
- Employee retention

LEADER

ProfileXT® (PTR) Team Report

ProfileXT® Team Report targets the specific and general objectives of the organisation. The results help you make the right decisions with regard to the way in which team members can work more efficiently, the way in which they interact and the conditions under which they are most productive. Identifying the strengths of certain team members is used for recognising the team's approach in facing up to challenges.

ProfileXT® Team Report assesses 12 aspects including cognitive abilities and behaviours specific to the team, describing how team members' perceptions to circumstances and their reaction to situations differ from the leader.

Significant differences between the leader and the members of the team are precisely highlighted along with suggestions for approaching and improving them.

Used for:

- Identification of the match between employees
- Team development and creation
- Conflict resolution
- Employee onboarding

Professional Services

● Sally Sample - Team Leader

2. Andy Copper
3. Andrew Hatcher

4. Mike Sanchez
5. Vic Peterson

12 Scales	Low	Mod-Low	Mod-High	High
Learning Index		2, 5	●, 3, 4	
Verbal Composite		●, 2		3, 4, 5
Numerical Composite			●, 2, 5	3, 4
Energy Level		4, 5	●, 3	2
Assertiveness	4	2, 5		●, 3
Sociability	4	●	2, 3, 5	
Manageability	2		●	3, 4, 5
Attitude	●	2	4	3, 5
Decisiveness		5	3, 4	●, 2
Accommodating	2	●	3, 5	4
Independence	3, 5	4	2	●
Objective Judgment	●, 2	5	3	4

PTR

Prospecting

More often than not, Ms. Sample has the energy to hunt for opportunities. She tends to be most effective in prospecting when it is done in brief spurts of activity rather than over an extended period of time. She tends to enjoy a great deal of self-sufficiency and flexibility in her approach to developing a list of prospects.

Closing the sale

Ms. Sample is usually willing to move toward a close from the very beginning of the presentation. Her confidence and competitiveness are quite high. With an average level of persistence and a high level of sales drive, she should consistently demonstrate the motivation to present her product in the most favourable perspective and use a variety of approaches to help the prospect appreciate their need for the product.

Call reluctance

Typically, call reluctance will be only an occasional hurdle rather than a real problem for Ms. Sample. Because of her resistance to rejection, Ms. Sample should show a consistent level of confidence when placing sales calls. She should be willing to pursue the sales process to completion in a consistent manner. Her high sales drive serves her well in pushing through any periods of doubt that may occur.

Self-Starting

If given the opportunity to add excitement to her daily events, Ms. Sample accepts it with interest. The bustle and stress of a fast paced profession is very motivational for her. Very energetic and driven, Ms. Sample should prove to be an individual who takes initiative, gets things going during lull periods and uses resources to maximise such initiative. Ms. Sample will work out the details of how she will complete tasks on her own and is likely to accept additional challenges in order to satisfy her drive and energy. Her autonomy and individualism are higher than most others which leads to unique goal setting and accomplishment. Ms. Sample derives motivation from within, occasionally taking the lead as a source of encouragement to others. She may need greater competitive challenges in order to maintain satisfaction in what she does.

Working with a team

It often comes easy for Ms. Sample to lead others and direct the course of action. When competition takes form, she will often be ready for the challenge and probably interested in directing others toward competitive goals. Her autonomy and individualism are higher than most others, demonstrating her high competitiveness and independence; this may overshadow her willingness to coordinate the team and encourage cooperative efforts. She may prefer to set her own direction and establish personal methods rather than doing so as part of a consensus. Ms. Sample derives motivation from within, taking the lead as a source of encouragement to others.

Building and maintaining relationships

Ms. Sample is balanced in terms of her approach to building relationships. She has relatively high energy and autonomy under the right conditions. This should encourage her when initiating relations with clients, but it may create boundaries for how much individualism she is willing to sacrifice. A relationship that suffers only an occasional snag when initiated is most favourable for her interpersonal style.

Compensation preference

When competition takes form, she will often be ready for the challenge. Ms. Sample is primarily motivated by winning and the chase that concludes with a successful sale. She has a highly developed drive for sales and a focus on getting results. She has a self-reliance that is strong and will further add to her motivation and compensation needs. Ms. Sample derives motivation from within, occasionally taking the lead as a source of encouragement to others. Although the service she provides to customers and clients is essential, the winning aspects of successful sales are greatest reward for her.

Profiles Sales Assessment™ (PSA)

Profiles Sales Assessment™ provides a means of selecting people with the right qualities for achieving sales performance, identifying the characteristics which define the success of every organisation.

To establish a benchmark that matches the needs of the company, it is suggested to use the Concurrent Study method, which uses the best employees in a position.

Profiles Sales Assessment™ makes a prediction with regard to key sales behaviours such as:

Prospecting | Closing The Sales | Call Reluctance | Self-Staring | Working With a Team | Building And Maintaining Relationships | Compensation Preference

Used for:

- Screening, interview and candidate selection
- Maintenance and increase in the number of clients
- Identification of sales potential
- Sales performance improvement
- Development of sales skills and techniques

PSA

CheckPoint 360°™ (CP360)

The CheckPoint 360°™ survey is designed for effectively developing managers. It combines feedback from subordinates, peers, direct bosses, clients/partners, so as to identify a specific development programme for abilities, behaviours and leadership skills.

CheckPoint 360°™ management skill-sets contain:

Listens To Others | Processes Information | Communicates Effectively | Instills Trust | Provides Direction | Delegates Responsibilities | Adapts To Circumstances | Thinks Creatively | Builds Personal Relationships | Facilitates Team Success | Works Efficiently | Work Competently | Takes Action | Achieves Results | Cultivates Individual Talent | Motivates Successfully | Displays Commitment | Seeks Improvement

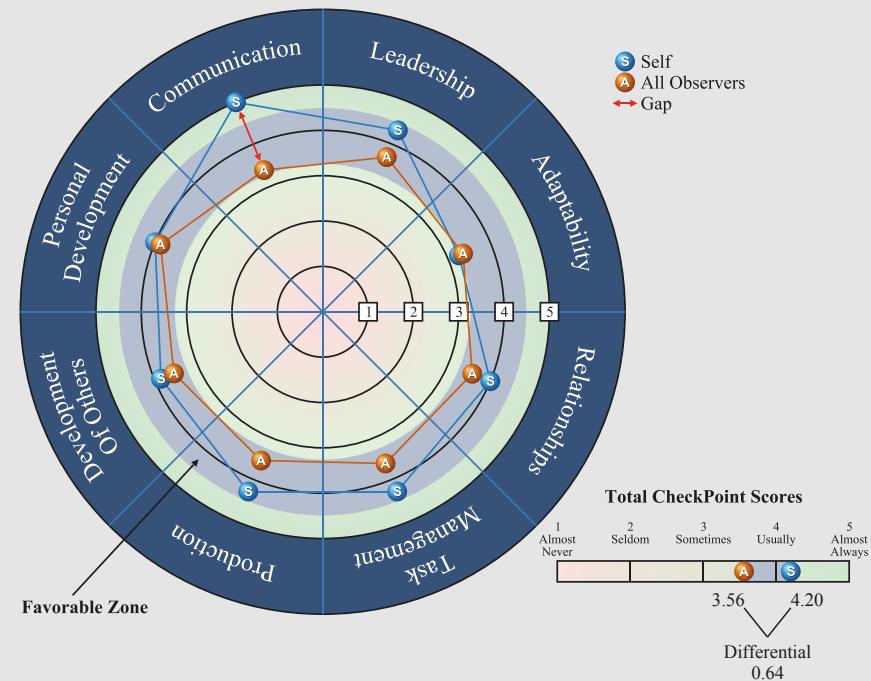
CheckPoint 360°™ helps managers identify the degree of development of their managerial abilities, aid them in prioritising development. It helps the organisation reduce its costs through better planning of training and investments into the development of employees, by minimising disagreements between top executives and second line managers as well as maximising employee productivity and work satisfaction.

Used for:

- Development of management competencies, skills and behaviours
- Prioritisation of managerial and leadership development needs
- Talent identification, management and development
- Strategic workforce and succession planning
- Leadership skills development
- Team development
- Conflict resolution

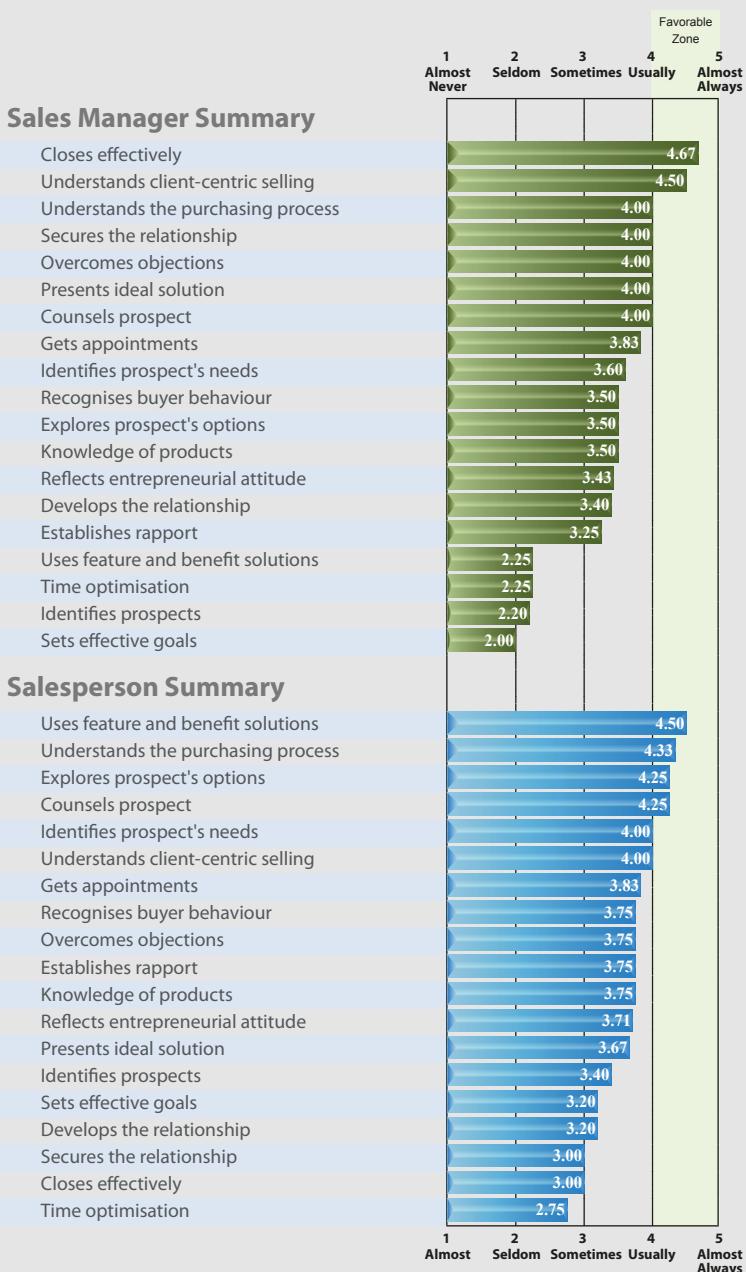
CP360

Executive Competency Overview



This is an overview of Self's rating compared to the average rating of All Observers (every rater except Self). As the Self (S) marker and the All (A) marker move away from the center of the circle, the scores are higher. Note particularly where there is a gap of 1 point or greater. This would suggest a significant difference between your perception and that of the other observers as to how often you display that management competency.

Total CheckPoint Scores reported on the smaller horizontal graph present the average score for all 8 Competencies for both you (Self) and All Observers. If the difference between these two averages is 1 point or more, your perception of your behaviour varies a great deal from the other raters. This would suggest a need for a greater self-awareness.



Profiles Sales CheckPoint™ (SCP)

Profiles™ Sales Checkpoint is a 180° survey to help managers assess sales people, identify their development needs, provide coaching support and encourage communication. This exercise aims to increase the productivity of sales representatives and work satisfaction which leads to a decrease in workforce turnover and an increase in engagement.

SCP assesses sales-related behaviours, as how they are perceived by the manager and the sales employee through the lens of **7 competencies** and 19 sales skills:

Entrepreneurial Approach | Understands the Prospect | Develops Appropriate Solutions | Prospects Proactively | Manages Selling Process | Closes the Sale | Manages Sales Relationships

Used for:

- Productivity and work quality increase
- Identification and levelling of differences between supervisors and subordinates
- Identification of sales potential
- Maintenance and increase in the number of clients
- Development of sales skills and techniques
- Improvement of communication level
- Improvement of engagement and motivation
- Reduction of personnel turnover
- Development of sales skills

SCP

Profiles Performance Indicator™ (PPI)

Profiles Performance Indicator™ is an assessment highlighting individual aspects regarding the way in which a person's attitude influences their collaboration with their direct boss, with their peers, and their work performance. PPI is used primarily for motivating and developing employees as well as solving conflict and improving performance following employment.

Profiles Performance Indicator™ measures behavioural features such as:

Productivity | Quality of Work | Initiative | Teamwork | Problem Solving | Adapting to Change | Reaction to Stress and Conflict | Motivational Intensity

The results obtained as a result of assessment help managers better motivate their employees, support their development and improve team communication.

They also help in predicting and minimising conflict by providing extremely useful information for increasing individual and team performance.

Used for:

- Improvement of productivity and work quality
- Talent identification, management and development
- Identification and levelling of differences between supervisors and subordinates
- Development of management competencies, skills and behaviours
- Improvement of communication level
- Improvement of engagement and motivation
- Reduction of personnel turnover

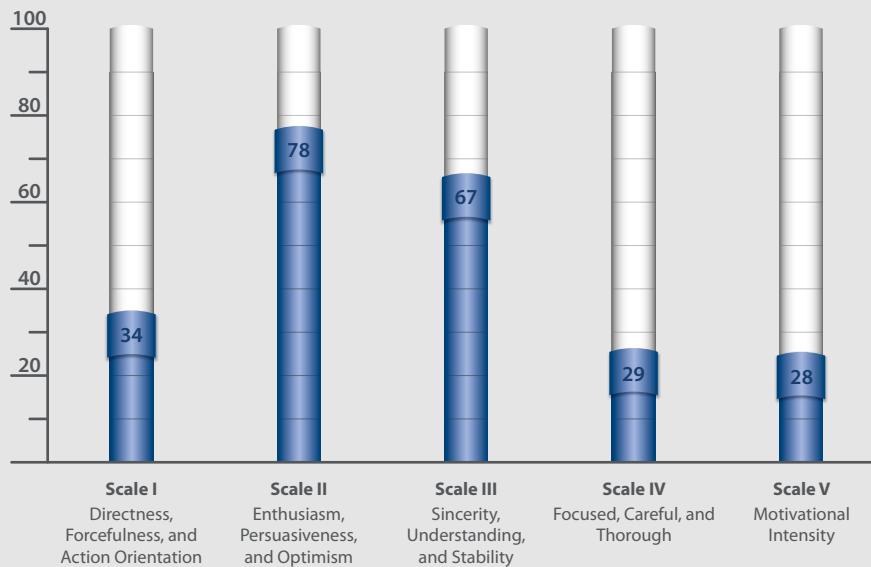
PPI

Summary Report

The chart below shows the scores attained for the five scales by Ms. Sample. When we observe her scores, we may predict what is most likely to be noticed in her daily activities - the higher the score the more intense the behavior. These scores suggest the following:

- Generally, Sally is an effective problem solver though she tends to delay action until pressed to make a decision.
- Although generally committed to quality work, she could be slow in taking action when quality falls below acceptable levels.
- Capable of making unpopular decisions under normal circumstances, she becomes reluctant to make decisions when disagreements escalate.
- She might become bogged down in procedures and lose the flexibility to respond to changing conditions.

The chart below shows the relative relationship of her scores on all five scales. For a more complete understanding of these results, please refer to her Management Report.



Team Balance Table

Sales Department Members

- Scott Smith Team Leader

- 2. Bailey Brown
- 3. Colton Canton
- 4. Terry Thomas
- 5. Benjamin Bark
- 6. Harry Hall
- 7. Sally Sample
- 8. Palti Paul
- 9. Daniel Davis

12 Factors	Low	Mod / Low	Moderate	Mod / High	High
Control		7	6	8	•, 2, 3, 4, 5, 9
Social Influence		•	9	2, 3, 4, 5	6, 7, 8
Patience	5	•, 2, 4, 9	3, 6, 8	7	
Precision	7, 8	3, 4, 5	•, 2, 6, 9		
Ambition		6	7, 8	9	•, 2, 3, 4, 5
Positive Expectancy			•, 3, 5	2, 4, 6, 7, 8, 9	
Composure		•, 2, 4, 5, 8, 9	3, 6	7	
Analytical		6, 9	•, 2, 3, 4, 5, 7, 8		
Results Orientation			4, 6, 7, 8, 9		•, 2, 3, 5
Expressiveness		2, 3, 7, 9	•, 5	4, 6	8
Team Player		3, 4, 5	•, 2, 8, 9	7	6
Quality Orientation		•, 2, 4, 7	5, 6, 8, 9	3	

Note: A darker shaded area suggests a factor NOT well represented on this team

Profiles Team Analysis™ (PTA)

Profiles Team Analysis™ is used in evaluating teams, establishing the match between their members, identifying the role each individual can take within the group and suggesting solutions for increasing its efficiency.

PTA measures the 12 behavioural factors that are essential in stimulating team spirit. The report contains the analysis of the characteristics of each team member:

Control | Social Influence | Patience | Precision | Ambition | Positive Expectancy | Composure | Analytical | Results Orientation | Expressiveness | Team Player | Quality Orientation

Used for:

- Increase in employee productivity
- Identification of the match between employees
- Team management and coordination
- Identification of team roles
- Team performance improvement
- Self-improvement
- Employee development

PTA

Profiles Managerial Fit™ (PMF)

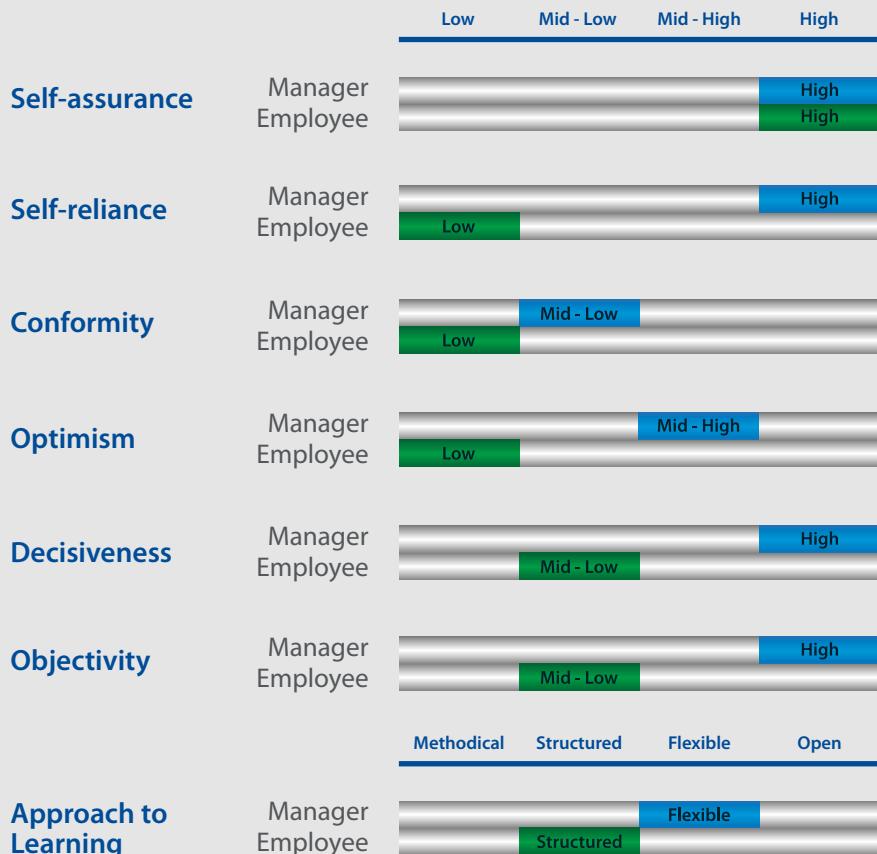
Profiles Managerial Fit™ provides an overview of the match between the manager and the subordinate, proposing solutions with regard to further action that must be taken to increase the productivity of the two.

PMF assesses the match with regard to 7 features:

Self-assurance | Self-reliance | Conformity | Optimism | Decisiveness | Objectivity | Approach to Learning

Used for:

- Creating efficient teams
- Identification of the match between employees
- Employee on-boarding
- Enhancing productivity
- Identification and levelling of differences between supervisors & subordinates
- Communication level improvement
- Improvement of engagement and motivation
- Reduction of personnel turnover
- Conflict resolution



PMF

Summary Graph

When viewing the scales in this page and the next, the darker shading represents the Job Performance Model for the role of Customer Service Representative. The larger box indicates the individual's score.

Trust 

Tact 

Empathy 

Conformity 

Focus 

Flexibility 

Vocabulary 

Numerical 

Behavioral Traits

Distortion for this assessment is within the acceptable range

Proficiencies

Sally Sample has an Overall Job Match of **65%** for the position of Customer Service Representative.

Customer Service Profile™ (CSP)

This instrument identifies the people who have the behavioural characteristics specific for providing a top-quality service in relation to internal or external, governmental or private clients.

By using position benchmarks, specifically created to suit the needs of every organisation, the best candidates or methods for coaching existing candidates can be identified.

Customer Service Profile™ assesses:

Trustworthiness | Tactfulness | Empathy | Manageability | Concentration | Flexibility | Verbal ability | Numerical ability

Used for:

- Screening, interview and candidate selection
- Job fit
- Performance improvement
- Coaching and self-improvement
- Employee development
- Productivity and work quality increase

CSP

Profiles Pathway Planner™ (PWP)

Profiles Pathway Planner™ is an intensive assessment tool which is helpful for career orientation based on the concept of "Job Fit".

Assessment Scales:

Learning Index | Verbal Ability | Verbal Reasoning | Numeric Ability |
Numeric Reasoning | Energy Level | Assertiveness | Sociability |
Manageability | Attitude | Decisiveness | Accommodating | Independence |
Objective Judgement | Financial / Administrative | Enterprising | Technical |
Mechanical | Creative | People Service

The report for **Profiles Pathway Planner™** will provide scores and detailed descriptions on every trait in the three sections: Thinking Style, Behavioural Traits and Interests as well as job suggestions based on assessment result along with codes to access each suggested job profiles on O*NET library.

Used for:

- Creation of efficient teams
- Identification of the match between employees

The O*NET SOC Code links, provided below when available, may link to a job given on O*NET that is very closely related to the job title given in the table. The job title given on O*NET may not be exactly the same as the job title of the career suggested for you given in the table below. This is because O*NET describes certain types of careers together as a group. The last section of the report will describe how to use O*NET in more detail.

Business Management & Administration

Careers in planning, organizing, directiong and evaluating business functions essential to efficient and productive business operations.

O*NET SOC Code	Business Management & Administration
13-2051.00	Portfolio Analyst
13-1141.00	Employee Coompensation & Benefits Specialist
15-2031.00	Operation Research Analyst
17-2112.00	Procedures & Standards Engineer
11-1011.00	Chief Financial Officer
11-9199.08	Loss Prevention Investigator
11-9199.03	Portfolio Administrator
13-1161.00	Research & Development Specialist
	Business Analyst
15-1199.08	Business Architect
27-2012.03	Program Director
	Corporate Planner
13-1111.00	Management Analyst
11-3071.03	Outsourcing Manager
11-3111.00	Payroll Manager
13-1023.00	Purchasing Agent
11-3061.00	Purchasing Manager
13-2099.02	Risk Management Analyst

PWP



Profiles International South East Asia was founded in 2007 and is one of many solutions offered by TRG International to help South East Asian organisations, of all sizes, build and retain a high performance workforce.

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